

# LincolnshireWire

For staff, patients, GPs, volunteers and all local people



Staff recognised for achievements at award ceremony



## Interview with **MICHELLE RHODES** Director of Nursing

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## Message from Jan Sobieraj



Jan Sobieraj, CEO

“Welcome to the first of three issues of this year’s Lincolnshire Wire and the first for me as chief executive.

I’d firstly like to give a big thank you to all the staff, patients, Trust members, stakeholders and members of the public that I’ve met during my first six months in post. I’ve been trying to get out and about around our hospital sites to meet with as many people as possible to hear their success stories and listen to their feedback and concerns.

It is no secret that the big challenge for us is around improving the quality of our care whilst reducing our deficit. This year our deficit will be around £47m and we have started to make progress in some areas to ensure we deliver our improvement plans. However we need to do more and agree better and different ways to work together across sites and departments to be more efficient, avoid wastage and redesign what we do to avoid overspending. We have recruited over 100 nurses from the Philippines including a number of paediatric and neonatal nurses which we are particularly excited about, as this is an area where we have previously struggled to recruit. The new nurses will join us this year, the first will start with us in May, and we are also going out again in May to continue our recruitment drive.

I’d also like to take this opportunity to welcome our new chair, Dean Fathers who started with us back in March this year. Dean is an experienced chair and non-executive director in the NHS and private sector. He is currently chair of Nottinghamshire Healthcare NHS Foundation Trust and will also continue in his role there. You can read more about Dean in his five minutes interview on page 12.

We have also been looking at how we further improve engagement with our staff through the ULH Way, a new partnership with a number of other NHS Trusts. We have been listening to ideas and feedback from staff and using this to make improvements. More about this can be found on page three.

If you have any more ideas about how we can save money, improve our services or better engage with staff and patients across our organisation we want to know. Please send any comments or suggestions through to [communications@ulh.nhs.uk](mailto:communications@ulh.nhs.uk).

Jan Sobieraj  
Chief Executive

## Constitutional standards - Improving patient experience of leaving hospital

**The experience of leaving hospital is being improved for Lincolnshire patients, with a pilot of a new discharge process at Pilgrim Hospital, Boston.**

The two wards on level six at the hospital have made changes to the way patients are discharged at the end of their stay. This not only includes making it quicker and easier, but is also improving the patient experience and the quality of care provided.

It is recognised that patients don’t want to stay in hospital longer than they have to, and patients often report frustrations with the delays they experience in being discharged from hospital.

Just a few of the changes we are making include:

- Planning a predicted date of discharge for every patient and the steps that will need to be taken to get there.
- Introduction of the Ticket Home - a leaflet which contains a patient’s predicted discharge date in writing so that patients and families can make arrangements to ensure the date is met.
- Simplifying paperwork so it doesn’t hold up a discharge.
- Encouraging pharmacy to liaise



directly with the ward to ensure medicines are prepared ready for a patient to leave hospital.

- Working with transport teams to pre-empt transport requirements for the day of discharge.
- Reviewing all patients who have been in hospital more than five, 10 and 15 days to see what can be done to get them home.

Tina White, Deputy Director of Operations for Pilgrim hospital, said: “Improving how we discharge patients is a really important way in which we can improve the quality of care that we provide our patients, as well as ensuring we are making the best use of our beds.

“We are very confident that these small changes will make a big difference to the length of stay of our patients. We know that the wards on the sixth floor have doubled the number of discharges since undertaking this pilot.”

## Finance ideas – Team Sustainability

**Many thanks for all the finance ideas you have submitted to the improvement hub. We received more than 250 over the last six months which is a great response. Where staff have included a**

**name we have been able to respond directly to individuals and responses have been communicated to all staff through the weekly roundup and collected on the intranet under Beyond Good, finance, share your ideas.**

There are still ideas to work through, however since April 2016 the improvement hub is no longer able to respond to new ideas. But instead many of the staff suggestions will move under the Trust’s long-term environmental



campaign called Team Sustainability. This follows the success of last year’s 90k in 90 days campaign where we started to make a big difference towards taking small actions to make savings that can

be put back into patient care.

90k in 90 days was shortlisted for the National HSJ Awards which was a great achievement so thank you for your involvement. We would like all staff to continue to support Team Sustainability in 2016 as the Trust continues to identify ways to make improvements. We have almost 80 staff champions who will help to drive the campaign across the Trust but are still looking for more. If you would like to get involved please contact [kevin.thoy@ulh.nhs.uk](mailto:kevin.thoy@ulh.nhs.uk).



# You said / we did pulse check results

**Staff engagement is a key priority for the Trust. We are working with other organisations that have turned around poor staff engagement to better engage with their staff and as part of this we have developed the ULH Way.**

The ULH Way is part of our plans to further improve how we engage with staff across the Trust and give them a better platform to share ideas, successes and concerns.

One of the ways we measure how successful our engagement has been is via our quarterly staff pulse check survey. The survey is sent to 25% of staff every three months, which means over the year every member of staff in the organisation will get the opportunity to complete a survey.

The main aim of the survey is to review levels of staff engagement across the Trust and identify the factors that may be supporting or having a negative effect on how we engage with and listen to staff.

At time of going to press, since the new pulse check surveys launched in September 2015, over 1,400 ULHT staff have shared their views with the Trust. The results from the pulse checks highlight that engagement levels have been maintained across the Trust, particularly around the extent that staff felt strongly involved in their work, experiencing a sense of purpose, inspiration, pride and commitment (Dedication).

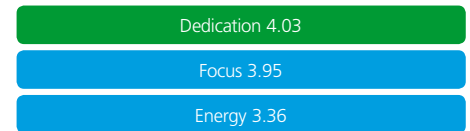
Other high scoring areas included how often staff went beyond their role responsibilities to help others (Discretionary Effort) and how they demonstrated effort over time and perseverance through challenges (Persistence).

The extent to which staff felt trusted with responsibility and freedom to act (Trust) is consistently the highest scoring area where we can directly influence staff engagement. Staff also said that they felt supported by their line

## Enablers



## Feelings



## Behaviours



The overall engagement score for this quarter is 3.84.

manager and colleagues (Work Relationships).

The extent to which staff perceive their contributions are valued (Recognition) was again the lowest scoring area by a considerable distance. A second area where improvements could be made is around how much staff feel they are encouraged to believe in themselves, believe in moving forwards, and have a positive state of mind. This area is called Mindset and relates in particular to staff confidence in the future of the Trust. Several staff also commented about the impact that low staffing levels has on their confidence in the Trust and their ability to perform in their roles.

The scores (out of 5) from the second quarter can be seen above.

We have listened to what you have told us and work has now begun across the Trust.

You said "There is little or no recognition for good work, either locally or by the Trust".

We are exploring the option of having employee and team of the month schemes across all sites,

with the winners also being put forward for the Trust's staff awards.

You said "More praise should be given to staff who work hard and do a good job, as we don't receive this often enough in the Trust".

We are introducing an e-thank you card and any member of staff will be able to access and send the card to an individual or team to thank them for their hard work and dedication or if they have seen good practice.

You said "There is lack of communication from my line manager which causes problems and duplicates work because I have to undo work I have done."

We have introduced Time2Talk in a number of wards and areas across the Trust. Time2Talk is a 10 minute meeting which brings the whole team together at the same time each day to discuss and highlight updates, information and any potential risks that the team need to be aware of. It also gives staff the opportunity to find out about key Trustwide updates.



## New service aims to prevent further fractures in patients across Lincolnshire

**A new service to improve the quality of life for patients who have suffered fractures has been piloted at Lincoln County.**

The fracture liaison service at Lincoln County Hospital identifies patients over the age of 50 who have suffered a fragility fracture and then carries out assessments and treatments to help prevent further fractures in these patients. The service currently performs over 4,000 scans each year.

The bone health assessment involves the patient having a DXA (dual energy X-ray absorptiometry) scan, a special type of x-ray that measures the density of the patient's bone mineral. The scan is used to diagnose osteoporosis, which is where the bones become weak and fragile and are more likely to break.

One in two women and one in five men over the age of 50 will suffer a fragility fracture in the UK. Hip fracture alone results in 85,000 unplanned admissions, 1.8m hospital bed days and approximately £1.9bn in hospital costs each year in the UK.

Patients identified as being at risk of further fractures will be offered bone protection treatments. All patients are provided with information about healthy lifestyle and nutrition to help further improve their bone health.

The service also identifies those patients who are at risk of falls who will be referred for appropriate assessment to help prevent this.

During the pilot, the team assessed over 137 patients. Of these, 48% of patients were identified as having low bone density and a further 29% were diagnosed with osteoporosis.

Cheryl Hooper, Trustwide DXA Lead said: "The results of the pilot so far have been promising, as we have been able to identify patients who are at higher risk of further fractures or with low bone density and provide them with the necessary support and treatments to help them manage their condition successfully."



# The state of art maternity and gynaecology unit opens soon

**The final pieces of the new state of the art maternity unit at Pilgrim were installed in March. This building is a major project for the hospital aimed at improving patient care.**

This is the flagship project of the £25 million upgrade of our services as part of the P21 scheme which started last year.

We've invested £5.2 million in Pilgrim hospital to create a new 22 bed maternity unit alongside a 16 bed gynaecology and post natal ward to replace the outdated M1 and M2 wards.

This innovative way of putting together a new £3.7 million modular unit has taken great skill and effort from facilities staff and Kier, our partners in the scheme.

Most of the work was done off site, including construction of bathrooms with blinds. Almost 26 parts ranging in size arrived from the north of Hull and were put together using cranes over a two week period. This helped to save us money and limit

disruption to the site.

The new, modern unit will be an extension to the main hospital. It will provide a welcoming and comfortable environment for patients, visitors and staff. This is great news for our patients and our staff.

Work needs to be finalised to make sure the new M1 and M2 wards are geared up clinically in April and May, when the unit and new ward will be officially opened.



## Junior doctor's improvement work shortlisted for national awards

**One of our junior doctors has made it to the finals of a national competition for his work to improve patient care by gathering patient feedback.**

Dr Christopher Asplin, a junior doctor at Grantham and District Hospital, conducted a patient experience survey on the emergency admissions unit to identify areas where improvements could be made.

With the help of the Patient Advice and Liaison Service (PALS), patients were surveyed in May 2015. The survey found that although there were areas for improvement, 100% of patients thought they were treated with respect and dignity and 97% of patients found that their experience was good or excellent.

The results of the feedback will be used to inform changes and help further improve the service offered to patients in the emergency admissions unit.

Dr Asplin's work was a finalist in the National Quality Improvement Project awards and he presented his work to the Royal College of Physicians in March 2016.

The project has also been shortlisted for The Lancet Research Prize at the Royal College of Physician's Excellence in Patient Care Awards which is awarded for outstanding research activity that contributes to excellent patient care.

Dr Asplin said: "The reason I became a

doctor was to help people through some of the most difficult times in their life and this project gave me the chance to change things for the better. I wanted to set up a system where patients could shape the very service they use in the hope of improving the services we provide.

"The results show that we are not perfect yet, but this project provides us with the ability to learn from our shortcomings systematically and take action to improve things for every patient. I am thrilled to have been selected as a finalist for the National Quality Improvement Project Awards."

Shirine Boardman, consultant physician and diabetologist, said: "The multidisciplinary team at Grantham is delighted to have inspired Dr Asplin to study the patient experience on our busy emergency ward. We are proud that Dr Asplin's work has been recognised nationally and that we scored so well. The team is committed to making further improvements and welcome feedback from all our patients".



## ODP celebrates 50 years at Louth hospital

**We speak to Les Parratt, chief operating department practitioner (ODP), who has worked in theatres at County Hospital Louth for over 50 years.**

I was born in Louth and after leaving school at 16 I started my nurse training in Grimsby in 1965. Unfortunately, for financial reasons, I, was unable to complete the training so I came back home. I saw a job advertised at County Hospital Louth as a theatre porter and started working at the hospital on 14 February 1966 and I have been here ever since.

I decided I wanted to further my career and I started doing training in Derby one day a week for 18 months. I attained my qualification as an operating department assistant and eventually worked my way up to my current role as chief operating department practitioner.

I mainly work with the anaesthetics team, prepping machines and equipment in theatres. I sometimes work supporting the surgeons to ensure safety and high quality care is maintained during surgery. I work with some great people, as Louth is such a small hospital site we're a very close knit team.

It's a very hands-on job and I get to meet a lot of people. It's very patient focused and I am directly involved in every aspect of the patient journey, from checking them in at the front door, taking them down to the anaesthetic room to prep them ahead of their operation, during the surgical process and then back through into recovery.

I recently met with our new chief executive who was quite amazed that someone had stayed in the NHS for over 50 years, especially in the same department which doesn't happen very often. I've always been happy here at Louth and never saw the need to change what I was doing.

In my spare time, I enjoy gardening and travel. My wife and I have recently bought a caravan and we enjoy touring the country in that. I only work two days a week in the department now and I feel like retirement is around the corner but I haven't quite made my mind up about when that will be. At the moment I'm just happy doing a job that makes a real difference and that I really enjoy.

## 5 minutes with...



**Neil Cleveland,  
Business Manager**

### What do you like best about your job?

The variety of the job particularly in ensuring patients receive the best possible experience of our services.

### What was the first record you ever bought?

Let It Be by the Beatles (1970).

### What makes you proud to

### work at ULHT?

The dedication and enthusiasm of my colleagues.

### Who or what inspires you?

Neil Baldwin ( TV drama Marvellous- true story). The epitome of being positive.

### Name one thing you couldn't live without?

Sport.

### How would your friends and colleagues describe you?

Helpful and enthusiastic.

### Which three people, living or dead, would you invite to a dinner party and why?

Winston Churchill – How did he make so many difficult decisions under pressure?

Geoff Boycott – To understand the dedication needed to succeed with a Yorkshire mentality.

Marilyn Monroe – no explanation needed.

### Who had the greatest

### influence on your career?

Mike Scott – An old boss from my Bakers Oven days, who taught me the basics of man management.

### What's your favourite sport?

Cricket.

### If you could have any superpower what would it be?

To make every person understand the opposite point of view.

### What was the last thing that made you smile?

My grandson.

### What talent do you wish you had?

To be able to hole four foot putts at golf.

### Who's your favourite band?

EZIO (not many people will know them but they're worth a listen).

### What is your greatest achievement?

Professionally – Setting up the

admin function for Bakers Oven in London from scratch.

Personally – Holding the record bowling figures of eight wickets for two runs in the West Riding cricket league.

### Where is your favourite place in the world?

Honfleur in France.

### What's your favourite book?

McCarthy's Bar.

### If you could change one thing about where you work what would it be?

I would like a seaview out of my office window.

### If you were stranded on a desert island, what three things would you take with you?

Matches, music and Aspl's cider.

### How would you like to be remembered?

As a kind and understanding person.

# Hospital staff and teams recognised at glittering awards night

**Hundreds of ULHT staff had their time in the spotlight at the United Lincolnshire Hospitals NHS Trust Staff Awards 2016.**

Held at the Princess Royal Sports Arena in Boston this April, the event recognised individuals and teams who have gone above and beyond to provide the best possible quality care to the people of Lincolnshire.

This year's awards attracted an impressive 430 nominations, including 100 from patients.

Attendees at the event enjoyed a ceremony compered by BBC Radio Lincolnshire presenter Melvyn Prior, a three course dinner, fundraising raffle and disco, kindly funded entirely by sponsorship from suppliers of the Trust.

Trust Chief Executive Jan Sobieraj said: "It is brilliant for me to see so many of our staff and teams being recognised for their hard work, commitment and dedication to providing high quality patient care. Our staff awards are just one way in which those who really go above and beyond in their job can be recognised and thanked for everything they do.

"I think it's really important for outstanding work to be properly recognised, and I'm particularly really pleased that the number of nominations for our staff awards has quadrupled this year, which demonstrates to me that we have a lot to be proud of."

Well done to all winners and nominees.

The full list of winners in each category is below:

## Great patient experience award

Ross McKinlay, Orthodontist at Lincoln hospital

## Innovation award

Helen Fieldson, Macmillan Occupational Therapist at Lincoln hospital



## Improvement award

Deborah Birch, Consultant Nurse for Frailty at Lincoln

## Unsung hero award

Anne Cooper, Staff Nurse on Safari Ward at Lincoln hospital

## Volunteer of the year

Patricia Hiley, Chemotherapy volunteer at Pilgrim hospital

## Working together award

Beat It team, Grantham hospital

## Great leadership award

Bernadine Gallen, Quality and Safety Manager Trustwide

## Compassion and respect towards others award

Sharon Booth, Clerical Officer at the Lincoln Breast Unit

## Extra mile award

Ellen Smith, Senior Occupational Therapy Assistant at Pilgrim hospital

## Chairman's fantastic customer service award

Pilgrim Pantry staff, Pilgrim hospital

## Quality and safety award

EPIFFany team at Pilgrim hospital

## Team of the year award

Nuclear Medicine Department at Lincoln hospital

## Chief Executive's award

Pharmacy teams



# ULHT's big priorities for 2016/17



**This year is a year of consolidation for the Trust. We need to set targets and make improvements in some areas and prepare for radical change in future years.**

To do this, our annual plan for 2016/17 brings together finance, workforce and performance plans in one place. The annual plan sets how we will deliver the national priorities set out by NHS England to implement the Five Year Forward View locally for the communities of Lincolnshire.

We are entering a new era of health and care reform. We are fully committed to work with our partners to develop a Sustainability and Transformation Plan (STP) for Lincolnshire. The STP is the medium-term plan to get the whole of the NHS in Lincolnshire back into financial balance while also improving quality.

Our annual plan sets out our strategic challenges across capacity, demand, financial planning, workforce planning and quality and identifies our priorities for the next year together with identifying longer term activities which will be managed through our three year medium term plan.

Next year, we need to reduce delayed transfers of care, boost the number of operations we do, and improve recruitment and retention. We need to progress transformation and improve performance on crunchy issues such as A&E, especially at Pilgrim and cancer.

The annual plan has been developed with patient and public input. This began with discussions at our four locality forums in January around what our organisational priorities for the year should be, taking into account current challenges and processes. The feedback from Trust members was incorporated into the planning process, resulting in the development of eight headline priorities for the organisation. These were tested again at a central locality forum meeting in March, where members commented on what should be prioritised and which areas developed further, to be incorporated into the final plan.

2016/17 is a year we need to create the foundations for sustainable improvement and financial recovery over the longer term. Our plan is to deliver a deficit of no more than £47.9 million.

Our seven priority areas for the year are:

### Finance

- Deliver a maximum deficit of £47.9 million.
- Deliver efficiency savings of 4.5% or £19 million.

### Workforce

- Improve staff engagement satisfaction rates.
- Reduce spend on agency staffing, including price reduction.
- Introduce new models of working.

### Quality

- Reduce mortality, with a focus on sepsis.
- Reduce avoidable harm, with emphasis on falls with harm.
- Improve reliability of charting and checking.
- Improve infection prevention controls.
- Maintain safe staffing.
- Continue to address estates backlog maintenance.
- Extend seven day services, subject to commissioner funding.

### Performance

- Improve movement of patients around the hospital and out of hospital, increase number of elective operations and review numbers of beds.
- Maintain performance against waiting time and diagnostic targets, deliver 85% against 62 day cancer standard and deliver 88% against A+E standard.

### Developing organisational capacity and capability

- Creating capacity and capability for strategic developments.
- Strengthening project management and delivery mechanisms.
- Attracting talent.

### Accelerate the delivery of the clinical strategy

- Transform services in line with the STP.

### Finalise the STP to be delivered through the medium term plan

- Integrate our short, medium and long term planning to build in agility and transformation.

### Develop a framework for partnership working

- By strengthening community partnerships, implement new pathways (e.g. supporting Lincolnshire's frailty strategy); shifting focus of care away from hospitals into the community in partnership with primary care (e.g. diabetes, dermatology)
- Build strategic alliances with other providers to develop collaborative provision for clinically vulnerable services.

### ULHT in 2016/17 headlines

- Deficit of no more than £47.9 million
- Efficiency target of £19 million
- More elective work at Louth and Grantham
- Reduce falls
- Deliver the sepsis 6

# “Every day I see or hear something that demonstrates how kind and caring our staff are”

## Interview with Director of Nursing Michelle Rhodes



We speak to Michelle Rhodes about her role as Director of Nursing, her previous experience and what she loves most about her job at the Trust.

### 1. What is your background?

My mum was a paediatric nurse, so I always knew from a very young age that I was going to follow her into nursing. I started my adult nurse training in Nottingham in 1986, qualifying in 1989 and I stayed at the acute trust working in numerous wards. My favourites were the burns unit and A&E.

I then went to Leicester to do my district nursing diploma and qualified as district nurse in 1994. I stayed in Leicester for a year and loved working with families from lots of different cultures. During this time I continued to work on the bank in the A&E department in Nottingham.

I then went back to Nottingham and continued my role as a district nurse for a couple of years, going on to become the first tissue viability nurse in Nottingham community. I really enjoyed this role and the management of pressure ulcers and leg ulcers has remained a passion of mine. I developed the tissue viability service and infection prevention services in the community and then went on to manage the services and along with a variety of primary health care and community services.

Primary care groups (PCGs) were developing at this point and I was elected by my peers as the exec nurse on the local PCG board, this was a very exciting time for me as I developed through a number of

management roles becoming the director of commissioning and executive nurse at Nottingham City Primary Care Trust.

I took on the role of chief operating officer at Nottingham University Hospitals in May 2009 for a year on secondment before going to Mid Staffordshire for six months as part of their turnaround team as the Francis Inquiry started. It was very fascinating to see where they were as an organisation and the challenges they were dealing with.

ULHT's former Chief Executive Andrew North contacted me when I was at Mid Staffs saying there was an opportunity at the Trust, so I came in to support on some work around A&E alongside the Director of Operations before taking on that role in 2011.

I've been at the Trust now for just over five years and have seen lots of changes, the most significant has been the work that we have all done to improve safety and quality of patient care. I'm very proud of being part of a 7,500 strong team that has made such significant improvements resulting in the Trust getting out of special measures last year. It was clear to me during this process that I wanted to go back to nursing full time so I took on the role of Director of Nursing in December last year.

### 2. Why did you choose to work at ULHT?

I knew it was a big Trust with a number of hospitals and that it had its fair share of challenges and that's what I was looking for. Apart from caravanning holidays in Sutton on Sea with my nana during my childhood I knew very little else about Lincolnshire, but it was an opportunity not to be missed.

### 3. What are your objectives over the next 12 months?

I'm quite passionate and excitable so you can imagine that there are loads of things I want to achieve as part of my new role! My main aim though is to support the teams to deliver the best patient care we can. I also want to improve the staffing levels especially for our nursing and allied health professional workforce. The third objective would be making sure all nursing staff understand and are supported through their revalidation process.

For me everything boils down to helping our patients to have the best possible experience and care whilst they are in our hospitals, and for our staff to feel supported and happy to

work here.

### 4. What do you think you can bring to this role?

I think my background definitely helps, as I have a good understanding of the community and commissioning side of things and I have worked in a number of other hospitals which means I can share my past experiences and ideas with the team here. I am also motivated to achieve and passionate about supporting patients and their families and developing our staff.

### 5. What are the main aspects of your role?

I have professional responsibility for all nurses and allied health professionals (AHPs) across the Trust. This involves making sure all these staff are fit to practice and are supported through their development. Ensuring patients are safe and have a good experience is another big part of my role. I have a number of corporate responsibilities including the director of infection prevention and control and the nominated individual for the CQC and lots of other corporate responsibilities.

### 6. Describe a typical day

I live in Nottingham so I drive in to Lincolnshire on a daily basis. My day consists of catching up on emails and preparing for my meetings that day. I have a lot of meetings and on a good day they're ones that I love because they make a real difference. I'm trying to get out around the wards and departments much more. I want to spend more time out on the sites and less time sitting in meetings. I drive back to Nottingham in the evening usually to do homework with my 11 year old son Will.

### 7. Where do you think the organisation's strengths lie?

We're a hugely passionate and caring organisation and we always want to get it right. Our staff are brilliant at pulling together during difficult times, like the fire at Grantham hospital, and stepping up to manage patient safety. This is something that I've really seen over the past few years, especially during winter pressures, as there is a huge amount of work done by all the teams to provide the highest quality patient care that we can.

### 8. What drives you?

Why wouldn't I love this job? Every day I see or hear something that demonstrates how kind and caring our staff are and how they





go over and above to give our patients the best care they can. It's a privilege.

Like many of us, I do long days, miss parents' evenings and sports days and I've never been able to do the 'child run'. But this is offset against the contribution the team and I make to people's lives at such a stressful time for patients, so I can't think of a job I'd rather do.

Knowing that as a team we are improving the care and experience of patients is brilliant. I know we don't always get it right but we are learning and developing as an organisation.

**9. What do you think the organisation's biggest challenge is?**

We spend too much money on delivering our services, we have to tackle that with our health community colleagues. I also

don't think we have our core systems right, such as health records and choice and access. We haven't invested in these areas over the last few years and now our patients struggle to get into our system. We have to put the core services right to help with patient move throughout the system. We also struggle to attract enough staff across the Trust and we need robust recruitment and retention plans.

**10. What is your message to the staff at ULHT?**

Thank you for everything that you do, some days I don't know how you do it and I'm hugely impressed. Keep going at it - we are on a journey but over the last five years I have seen massive improvements and you should all be proud of your contribution to that.

**What would you say to someone who was considering working for ULHT?**

If you are caring and compassionate and have patient care at your heart, come and work for us. If you give us your time and compassion we will support you in giving you the career that you want. It is also very important that we acknowledge the hard work of staff that we have and work with them to offer them more development opportunities and support.

**11. Is there anything else you would like to add?**

I'm really keen to develop the unregistered workforce and we've asked to be part of the national pilot for the associate nurse role. We have loads of great unregistered staff who want to develop and we really should be developing our own.

Top tweets



- Jeremy Pemberton @canonjpemberton** Playing music at request for #comfort #kindness #compassion when words are not needed #endoflife @ULHTNews
- Dean Fathers @DeanFathers1** @ULHTNews Delighted to visit the outstanding Lincoln ICU today. Patients scored it 10 out of 10. #Outstanding #Care
- Deirdre Fowler @DeirdreFowler13** Thanks @ULHTNews @JanSobieraj for treating my boy well in Grantham ED today. 0 complaints from this secret shopper
- SarahWard @sarahward2015** @ULHTNews loving being part of such a dedicated team, all working hard together to maintain improvement journey.
- Michelle Rhodes @MelvinWar2004** @LincolnNursoc Great to meet some of the new 1st year student nurses on the wards today #excitingtimes
- Stephanie Casbourne @StephCasbourne** I would like to praise the A+E staff at PHB and also the Paramedics who looked after my Mum last night they were absolutely 5 star.
- Jan Sobieraj @JanSobieraj** Excellent Board safety ward visit with lovely @sisterpembo @Ward6GDH. Thanks to all for sharing good & work to do
- NHS United Lincs @ULHTNews** Norovirus spreads really easily. Stay away from young and old to stop the spread #staywellthiswinter
- Listen to CEO @JanSobieraj on @BBCRadioLincs** in the hotseat tomorrow morning from 9am
- Look out for our new CEO @JanSobieraj on @looknorthBBC** tonight. He's talking to @bbcvickyjohnson about his vision for ULHT.

On the spot...

**Favourite food?**

I love a good curry. I'm a vegetarian, so it would be a vegetable Rogan Josh for me. I also couldn't live without brown sauce!

**First record bought?**

Save All Your Kisses For Me by Brotherhood Of Man.

**What are you listening to at the moment?**

We've got quite eclectic tastes in our house. My favourite singer is Macy Gray, my husband loves Elvis and my 11 year old son is into Ed Sheeran, so music on Sunday mornings is very loud!

**If you were having a dinner party which three people would you invite and why?**

Will Smith because I think he's handsome and funny.

Stephen Fry because I think he's so intelligent and knows so much, he would keep us entertained for the evening.

I'd have to invite Elvis as well and I'd want him to wear the white outfit with the tassels.

**Who inspires you?**

It wouldn't be one particular person, I'm inspired by those people who go through so much and still get up every day and keep smiling.

**Where is your favourite place in the world?**

Skiathos in the Greek islands.

**If you were stranded on a desert island what three things would you take?**

I'd take my iPhone because I couldn't cope without it and obviously brown sauce. I wouldn't need a third.

**What do you like to do with your spare time?**

I'm very family orientated and I'm fortunate to live very close to a lot of my family so I like to spend as much time with them as possible. I also have two wirehaired Hungarian Vizslas so enjoy taking them out for walks and having the occasional tiddle.

**What three things would your friends or colleagues say about you?**

Very caring, very family orientated, and fun.

**How would you like to be remembered?**

For having a positive impact on staff and patients. I also have one secret ambition which is to get disposable curtains on every ward and department in the Trust. That would be my lasting legacy to ULHT if I could implement that!

## Membership

### Sign up to become a member of the Trust

Would you like to help us to improve our services? Then sign up to become a member of United Lincolnshire Hospitals NHS Trust today!

We currently have over 1,200 members who are consulted on our programmes of work and are involved in the life of the hospitals. More than 70 of our members have been through additional training to act as patient representatives on our boards and committees or give independent perspectives on our services through visits and inspections.

Examples of exciting opportunities our members have taken part in recently include pathway reviews of our wards and departments, taking part in the recruitment of our new Trust chair and setting up an information governance focus group..

To find out more contact us at:

Membership Office

Robey House

Lincoln County Hospital

Lincoln

LN2 5QY

01522 572301

members@ULH.nhs.uk

<https://www.ulh.nhs.uk/about/membership/>

Join us Today!



# Chair recruitment

**Members of the Trust have a real chance to influence our work. One great example of this in action is when our members recently formed part of the interview process for our new Trust chair.**

This is important because the role of the chair is to be independent and to ensure effective communication with the board, staff, patients and the public in a changing healthcare environment

Trust member Peter Ruffy, who has been through a training programme to become a patient representative, said: "Being offered the opportunity to be a member of the selection panel was initially rather daunting, but also in some way exciting.

"Having read the job description it was very clear to me how important it was for the right choice to be made."

He said that the selection process involved all four shortlisted candidates meeting with a number of selection panels, and he formed part of the patient representative group.

"It was very interesting to experience the presentation and character of the four candidates. The opportunity to then ask questions provided an extra chance to assess the capabilities of the candidates," he said.

"Having seen and listened to all four, I had a clear idea of who would be the most suitable person to fill the post. I am delighted to say that that person got the job.

"I found the whole experience most interesting and enjoyable. Certainly something I would be interested in taking part in again."

The successful candidate was Dean Fathers, who started as the Trust chair in early March.

Dean said there is huge benefit to having patient representatives involved in the recruitment process.

"The members of the patient panel were brilliant, challenging and really effective at providing the level of scrutiny required to ensure the new chair was a suitable candidate," he said.

"I am extremely patient-focussed and so I really enjoyed the positive engagement and the constructive debate. Constructive patient feedback is vital to our future success."

The Trust is planning to introduce the use of patient representatives on job interview panels more widely in the coming months- starting by offering additional training to some members so that they can sit on interview panels for all senior nursing posts.



## 5 minutes with...



### Andy McDowall, Portering Section Leader

#### What do you like best about your job?

Working for such a close-knit team and taking pride in the patient journey.

#### What was the first record you ever bought?

Red Red Wine – UB40

#### What makes you proud to work at ULHT?

Putting our patients first.

#### Who or what inspires you?

Watching live comedy.

#### Name one thing you couldn't live without?

Holidays and a pint of San Miguel and of course my family.

#### How would your friends and colleagues describe you?

Laid back and easy going.

#### Which three people, living or dead, would you invite to a dinner party and why?

Micky Flannigan, Peter Kay and Eric Morecambe, because it would be non-stop laughter from

start to finish.

#### What's your favourite sport?

Football.

#### If you could have any superpower what would it be?

Invisibility.

#### What was the last thing that made you smile?

My son Jack saying "when I am a celebrity I will buy a hot tub" to his sister Lucy.

#### What talent do you wish you had?

Being able to sing in tune.

#### Who's your favourite band?

Spandau Ballet.

#### What is your greatest achievement?

Becoming a Dad.

#### Where is your favourite place in the world?

Disney World, California.

#### What's your favourite book?

Five Years to Freedom – James Nick Rowe.

#### If you could change one thing about where you work what would it be?

Relocate the porters lodge to the centre of the hospital.

#### If you were stranded on a desert island, what three things would you take with you?

Kindle, a never-ending supply of beer, Sky Sports.

#### How would you like to be remembered?

Good sense of humour, caring, and putting others first.

# Are you dementia aware?

**With an ever-ageing population, dementia is high on the agenda when it comes to healthcare and education.**

Dementia Awareness Week, running from 15 – 21 May 2016, aims to raise awareness of the condition and increase understanding.

A quarter of patients in UK hospitals have dementia, and the number is growing.

To support this, the Trust is running a training programme open to both clinical and non-clinical staff, that encourages people to consider how dementia affects individuals, and what can be done to improve the patient experience. This course ran last year and was really well received. There are also plans to have stands and awareness displays and for staff to undertake 'a walk for dementia' with staff walking around the sites championing dementia awareness.

Members of the public can also gain more knowledge and help those who need it by becoming a Dementia Friend. A Dementia Friend has more of an understanding of what living with dementia is like and can help put actions in place. These actions can be anything from teaching others, to regularly visiting a friend or neighbour who has dementia. You can become a Dementia Friend by visiting [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk).

There are over 500 ULHT staff currently trained as a Dementia Friend providing vital, extra support to patients, carers and families in hospital.

Jennie Negus, Deputy Chief Nurse said: "Dementia is a cruel disease and it will affect 1 in 4 of us. Coming into hospital can be incredibly distressing and whilst we provide for their physical care we have to be able to focus just as much and in fact even more on how they feel as an individual and how we as care givers make them feel – we can all make a difference."



## Recognising dementia

In our everyday lives, it is important to be able to recognise when someone may be suffering from dementia. It doesn't matter whether you work in a shop, in an office or on a ward in a hospital, we all might come across someone who needs an extra bit of help.

Look out for the following symptoms:

- memory loss – especially problems with memory for recent events, such as forgetting messages, remembering routes or names, and asking questions repetitively

- increasing difficulties with tasks and activities that require organisation and planning
- becoming confused in unfamiliar environments
- difficulty finding the right words
- difficulty with numbers and/or handling money in shops
- changes in personality and mood
- depression

## Did you know...

Dementia is not a natural part of aging.

It is caused by a disease on the brain. It is predicted that nearly 20,000 people aged 65 and over will have the disease in Lincolnshire by 2030.

## Recipe

Eating oily fish as part of a balanced diet can help contribute to a healthy life. Try this recipe out, perfect for this time of year.

### New potato and mackerel salad

Ingredients (serves 2)

- 2 smoked mackerel fillets
- 300g new potatoes
- 100g crème fraiche
- Bag of salad leaves
- 1 lemon
- 1 tbsp chives

Method:

Boil the new potatoes in a pan of hot water until soft then drain and leave to stand.

In a bowl, mix together the crème fraiche, juice of the lemon and the chives.

Add the crème fraiche mixture to the new potatoes and mix together.

In a separate bowl, mix together the salad leaves and potatoes.

Place the mackerel fillets on top and enjoy!



## Calendar of events

### What's on in Lincolnshire

14-15 May - Lincoln Grand Prix

<http://www.lincolngrandprix.co.uk/site/>

14-15 May - 75 Years of Jet Flight

Cranwell Aviation Heritage Centre

28 May – 4 September Poppies: Wave at Lincoln Castle

26-28 May Lincoln Beer Festival: Lincoln Drill Hall

10 June Elton John: Wonderful Crazy Night at Lincoln Showground <http://www.lincolnshireshowground.co.uk/whats-on/event/elton-john>

12 June Lincoln Race for Life at Lincoln Showground <http://www.lincolnshireshowground.co.uk/whats-on/event/race-for-life>

22-23 June The 132nd Lincolnshire Show Lincolnshire Showground <http://lincolnshire.eticetme.com/>

### Trust Board:

Tuesday 7 June 2016 in the Meeting Room 1 at Grantham Hospital

Tuesday 5 July 2016 in the Boardroom, Lincoln County Hospital

Tuesday 2 August 2016 in the Committee Room, Pilgrim Hospital

## Featured on the Lincolnshire Echo - 'By that point the mums don't care if you're male or female' - Meet Lincolnshire's only male midwife

**There are currently only 108 male midwives working in the UK, compared to 26,031 women working in the same field.**

It's a profession that many women go into after having children themselves.

Men have only been able to work in the field since 1983.

United Lincolnshire Hospitals Trust's only male midwife, Darren Clawson, said that despite the fact there were hardly any men doing it, he couldn't see himself working in any other role.

## Featured in the Boston Standard and Lincolnshire Echo - Building of new maternity ward at Pilgrim Hospital begins

**Work has started on the new £3.7m maternity unit at Boston Pilgrim Hospital.**

Pregnant mothers have been promised they'll be giving birth in "state-of-the-art facilities" when the work is completed.

Health chiefs announced last year that £25m worth of funding was going to be spent on upgrading the services at Pilgrim, Grantham and at Lincoln County Hospitals, with Boston set to receive £15m of the total spend.

The new 18 bed maternity block has been pre-built so work to put everything in place should be complete by the end of the week.

## Featured on BBC Radio Lincolnshire - Upgrade to Lincoln County Hospital neonatal unit

**BBC Radio Lincolnshire spent time with staff on the neonatal unit to talk about the £2m upgrade.**

Work on the ward, which specialises in the care of poorly or premature newborn

babies, was to begin at the end of February.

The work will include 20 intensive care cots which will cater for around 6,500 births every year.

## 5 minutes with...



### Dean Fathers, Chair

#### What do you like best about your job?

People, I love meeting new and interesting people, hearing about their stories, learning all about them and seeing them achieve their full potential.

#### What was the first record you ever bought?

Vienna by Ultravox

#### Who or what inspires you?

When I was a child I used to

caddie for two scratch golfers at the local golf course who were friends of my father. One was a retired Air Vice Marshall with one arm, the other a Group Captain with no legs. They both inspired me to "Reach for the Sky".

#### Name one thing you couldn't live without?

Oxygen!

#### How would your friends and colleagues describe you?

Outgoing and passionate.

#### Which three people, living or dead, would you invite to a dinner party and why?

Any of the many couples I am privileged to have as friends and my wife. It wouldn't be the same without her.

#### Who had the greatest influence on your career?

Dr Peter Barratt was regional chair of the Trent Region when I joined the NHS as a non-executive director. He was the person who identified my potential to be a chair and has subsequently helped to guide my

career as my mentor and friend.

#### What's your favourite sport?

Rugby Union, I love the values of the sport, the team comradery and the fact that it takes a diverse range of people to participate in the game and make a perfect team.

#### If you could have any superpower what would it be?

The power to make people achieve their full potential.

#### What was the last thing that made you smile?

I smile every day and find fun in most things.

#### What talent do you wish you had?

My wife is a beautiful singer and I wish I had the talent she has to be able to sing alongside her.

#### Who's your favourite band?

I have an eclectic range of musical tastes and genres, from Gregorian Chant, to classical, to rock and through to the modern day. I once guested on a Desert

Island Disc type radio programme and found the selection of just eight records to be one of the hardest decisions I have ever had to make.

#### What is your greatest achievement?

Becoming a father.

#### Where is your favourite place in the world?

I love Singapore.

#### What's your favourite book?

The Goal by Eliyahu Goldratt, it changed my life.

#### If you could change one thing about where you work what would it be?

How we succeed in the future.

#### If you were stranded on a desert island, what three things would you take with you?

A working helicopter, a qualified pilot and enough fuel to get me back to Lincolnshire.

#### How would you like to be remembered?

As caring and compassionate.



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