

# LincolnshireWire

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



## Meet Deputy Chief Executive Kevin Turner

*"I like the idea of being part of a team that needs to make a big difference, that's what makes me tick."*

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## Message from Jan Sobieraj

“Welcome to the latest issue of the Lincolnshire Wire.

You might already be aware that the Care Quality Commission (CQC), the organisation which regulates and monitors our care and services, is coming in to inspect us in October. This will be a full inspection lasting a week. I'd encourage all our staff to see this as an opportunity to shout about all the good things that are going on in the organisation – if you don't they won't know! If you get the chance to meet with the inspectors in October tell them what you're proud of but be open and honest with them as well. More about the inspection can be found on these pages.

In the summer we engaged our staff in talks around our clinical strategy plans with a series of question time sessions across all our sites. These sessions have been to provide staff with information about the future of ULHT and what our clinical strategy means for their hospital. I hope many of you attended and got the opportunity to have your say.

As part of this we're also getting out in the local communities to talk to our patients and members of the public to find out what they think about current healthcare services in the county, as well as discuss the proposed plans outlined by our clinical strategy. If you would like our team to come and visit your local community group you can find out more on page 12.

We've also had a change around in the executive team. Michelle Rhodes has been appointed as director of nursing for the Trust, a post she has held on an interim basis since December 2015. The panel were unanimous in offering the post to Michelle following a rigorous selection process, involving patient reps, non-executive directors, and members of the Trust.

Following the departure of Ian Warren, Director of HR and OD at the end of July I'm pleased to announce that Martin Rayson has been offered the post which he has accepted. Martin, a very experienced public service director, joins us in late September so until then we have employed Louise Ludgrove as interim director.

Engaging staff is something that is very important to the organisation and in the coming months our staff will have the opportunity to have their say on what works well, what could be improved and what support they need when the 2016 national staff survey comes out in September. This is your opportunity to share your feedback and make a difference so I would encourage all of our staff to complete the survey when it arrives. You can find out more about this on page seven.

We're always looking for feedback from our staff, patients and members of the public, if you have any comments, ideas or suggestions on how we can further improve our care or services please contact [communications@ulh.nhs.uk](mailto:communications@ulh.nhs.uk).

Jan Sobieraj, Chief Executive



Jan Sobieraj, CEO

# CQC inspection

**Ahead of the CQC inspection in October we are highlighting key areas across the organisation where we are making improvements to the care we provide to our patients. Two of these areas are our continued work to reduce infections and to help safeguard our patients.**

### What you can do to cut the risk of infection

Providing high quality services in a safe and clean environment is our number one priority, therefore infection prevention and control maintains a high profile within the Trust.

A huge amount of work is done across ULHT hospitals in a bid to reduce the number of infections amongst our patient groups.

Initiatives include deep cleans, mandatory training for all staff around infection prevention and control and improving specific antibiotic prescribing.

Alcohol hand rubs are available at the entrance to each ward and department across all our hospital sites. Information and advice is also displayed in these locations and within the wards and departments



to ensure individuals understand the importance of correct and appropriate hand decontamination.

Visitors are encouraged to wash their hands on entering and leaving the patient's room or bedside and are asked not to sit on patients' beds when visiting. Members of the public are also advised not to visit patients in the hospital if they are unwell themselves.

Staff also have a huge responsibility, which includes ensuring you adhere to uniform policies by being bare below the elbows in all clinical areas. All staff should clean their hands before and after they have direct contact with every patient.

# Care Quality Co

**Staff from across all our hospitals are busy preparing for the CQC inspection in October and are working hard to showcase all that's great about ULHT.**

**From Monday 10 to Friday 14 October, CQC inspectors will be visiting ULHT for a routine, planned inspection. As well as gathering data before the inspection they will be talking to Trust board members, staff, patients and stakeholders, and observing care being given to help to rate the following areas:**

- Urgent and emergency services
- Medical care
- Surgery
- Critical care
- Services for children and young people
- Maternity and gynaecology
- End of life care

- Outpatients and diagnostic imaging

They will also make unannounced inspections either just before or after the scheduled visit.

The inspection isn't something to be scared about, as it gives us all an opportunity to shout about all the good things about ULHT. Our last inspection reports were positive with an overall "requires improvement" rating, and 83% of our ratings were "good" or "outstanding" – which was 47% more than in 2014. This year we are aiming for more.

Since the last inspection in February 2015, we've continued to make big improvements as part of our Beyond Good plan. A few highlights are shown in the box right. What can

Be Proud. Make a Difference

# Safeguarding – DOLs and mental capacity act

**As a healthcare organisation we employ dedicated health professionals who are there to treat and protect patients, families and visitors.**

At ULHT, we take our safeguarding responsibilities very seriously. We work closely with other agencies within Lincolnshire to ensure a seamless, co-ordinated approach to both the adults and children receiving our care, and to the children of adults in our care. Within our safeguarding duties, we are responsible for ensuring we work within the law of the Mental Capacity Act (MCA) 2005.

The MCA applies to everyone involved in the care, treatment and support of people aged 16 and over living in England and Wales who are unable to make all or some decisions



for themselves. It is designed to protect and restore power to those vulnerable people who lack capacity.

It also incorporates the Deprivation of Liberty Safeguards 2007 which may be required when a patient requires some restraints or restrictions for their own wellbeing in their best interests. This can include when someone requires a locked ward, medication or has to be closely supervised during their hospital stay.

“ The act was introduced in response to widespread concerns about the limited account taken of the voices and rights of adults who may 'lack capacity' in decisions about their care and treatment. ”

All staff are expected to complete regular safeguarding training. You can find out more on the staff intranet.

Training is mandatory and helps to give staff greater confidence about how we work within the law and use the MCA to support people to make their own decisions.



Lisa Newbould, Safeguarding and MCA lead said: “The act was introduced in response to widespread concerns about the limited account taken of the voices and rights of adults who may 'lack capacity' in decisions about their care and treatment. An estimated two million people in the UK are unable to make decisions for themselves because of disability, mental illness, brain injury or dementia. The MCA enables staff to protect the rights of patients and, in turn, provides staff with protection from liability so book on your training today.”

## mmission – Be proud of ULHT

you add to the list?

Before the CQC come in, take time to think about what your ward, clinic, team or department has done to improve our services. It could be improvements to patient services, your department's declining fall rates, improving FFT scores or actions taken following a mortality review. Share the good news with the CQC, don't be shy tell them what you're proud of but be open and honest too.

The CQC aren't trying to trip us up, remember the inspection team will be made up of doctors, nurses, allied health professionals and managers – just like you!

For more information on the CQC inspection, visit the CQC pages on the intranet.



### Lots to shout about

- Doubled the number of patients who survive following a cardiac arrest out of hospital
- Big strides towards digitalisation with e-observations, TheatreMan and EMRAD
- Met the wait for treatment within a maximum of 18 weeks target for 11 months running, and for the first time in a couple of years
- Reduced the incidence of pressure ulcers to 0.5%, compared with the national rate of 4-6%
- Winners and shortlisted for many national and regional awards
- Recruited registered nurses from the EU and Philippines, and recruited newly qualified nurses to our hospitals
- Carried out first innovative procedures in the county such as corneal transplant at Lincoln and EVAR at Pilgrim
- Invested £25 million in our estate, upgrading many clinical areas

### Staff can be expected to be asked questions such as...

- What is ULHT's vision?
- What actions did you take after the last patient was harmed on your ward or department?
- Would you be happy for a family member to be treated here?
- Would you recommend ULHT as a place to work?

### Our hospitals will be inspected to see if they are:

- Safe
- Effective
- Caring
- Responsive to people's needs, and
- Well-led.

### Following the visit, the CQC will rate us as:

- Outstanding
- Good
- Requiring improvement, or
- Inadequate.

# Lincoln colonoscopy pilot hailed a fantastic success

A pilot project launched at Lincoln hospital for patients who need investigative tests on their bowel has seen fantastic results in the first six months.

**The pilot has involved introducing in a new way of booking in colonoscopy tests for patients with suspected cancer. This means patients are being seen up to two weeks earlier as a result.**

The new booking system involves the patients being assessed on their need for the test by a specialist over the phone, rather than having to attend hospital for an outpatient appointment before their test is booked. This reduces the waiting time for a colonoscopy by up to two weeks, and also reduces the stress and inconvenience for patients as they have one less visit to hospital. Colonoscopies are procedures where the large intestine is examined using a long, thin, flexible tube called an endoscope that has a

light source and a video camera at one end. They are often used to help diagnose colon cancer and other bowel conditions.

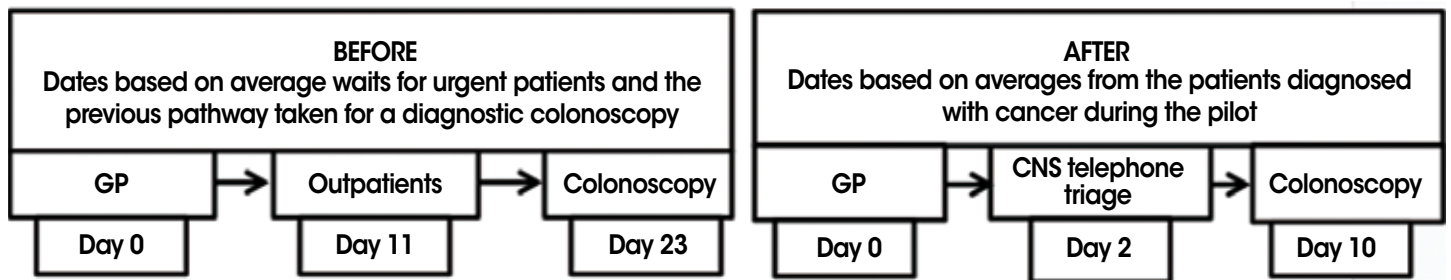
In the new process, patients who are eligible are contacted by a nurse specialist by telephone within days of being referred by their GP. The specialist will assess them based on symptoms and history and then recommend the best course of action. If it is decided that they need a colonoscopy, that can be booked straight away at Lincoln County Hospital.

Mr Amit Shukla, Consultant Colorectal Surgeon for ULHT said: "The pilot has been a great success and we have received great feedback from both patients and clinicians on the new system. We are now looking at

rolling the system out across the Trust, so that we can offer patients in Boston, Grantham and coastal areas the same excellent care and saving in travel time."

Successes of the pilot so far:

- Patients diagnosed with cancer receive a provisional diagnosis 13 days sooner than before
- Patients who do not have cancer are taken off the pathway sooner and have quicker access to treatment
- Triaging over the phone has saved 56 new two-week-wait appointments in outpatients, this equates to four sessions of clinical time, freeing up space in the system for patients who need a consultant appointment



## Improving patient access to x-ray services at Grantham Hospital

**Patients have more access to x-ray services in Grantham thanks to extended opening times on a Saturday and Sunday morning and on weekday evenings.**

X-ray services at the hospital are now available for patients to access via their GP on a Saturday and Sunday morning and on weekday evenings, providing a more flexible service to patients of Grantham and the surrounding areas.

In addition to the weekday opening times, the extended opening hours at a weekend and during the evenings means that a more robust service is in place as the department moves towards seven-day working and allows workload to be spread throughout the week.

Staff, patients and GPs were consulted on the proposed changes to the service and all felt that extended hours would be of benefit to them.

Trudy Crosby, Superintendent Radiographer said: "Once a patient receives a referral for an x-ray the examination should be performed within two

weeks. Some patients find it difficult to attend due to work or other commitments, so by extending our opening hours we make it much easier for these patients to obtain the service they require. Patients already using the new hours have felt it a real bonus to be able to attend at a time that is convenient to them and Saturday morning is proving to be a very popular time."

Grantham x-ray department is open at the following times for patients with a request from their GP. No appointment is necessary.

Monday – Friday:  
8.30am – 4.30 pm and  
5.30pm – 7.30pm

Saturday and Sunday:  
9.30am – 1pm





Dr Jonathan Sheffield cutting the ribbon to officially open the Pilgrim clinical research facility

## Opening of new research facility at Pilgrim hospital

**Clinical research has been put centre stage with the opening of a new research facility at Pilgrim hospital.**

The new Lincolnshire Clinical Research Facility has recently been officially opened at the hospital.

This state-of-the-art £205,000 facility provides all of the resources required to run comprehensive research studies and clinical trials at the hospital, for the benefit of staff and patients.

“It was a positive experience for me, not only was I able to help them, but I got to know my own body better. Now my blood pressure is much more under control.”

The facility was officially opened by Director of the Lincolnshire Clinical Research Facility Dr Tanweer Ahmed and Chief Executive of the National Institute for Health Research, Clinical Research Network Dr Jonathan Sheffield OBE.

Patients Gary White and Linda Storr also told their stories, as they have both directly benefitted from clinical trials at the hospital.

Gary said: “After I was treated at the hospital following a stroke, I really wanted to give

something back. I volunteered to take part in a study not really knowing what it would involve. It meant I had to monitor my blood pressure twice per day for two years, whilst the doctors adjusted what drugs I was on to see the effect they had.

“It was a positive experience for me, not only was I able to help them, but I got to know my own body better. Now my blood pressure is much more under control.”

Clinical research in Lincolnshire's hospitals has gone from strength to strength in recent years, with the number of clinical trials and studies carried out in ULHT's hospitals soaring from around 10 to nearly 200, with more than 1,500 patients involved per year.

At Pilgrim, the research team is working on a number of trials including oncology, haematology, stroke, cardiology, paediatric, dermatology, diabetes, midwifery, ophthalmology, respiratory, anaesthesia, gastroenterology, renal and orthopaedics.

Dr Tanweer Ahmed said the new facility has been designed to maximise the potential of research at Pilgrim.

“The facility is excellent for our staff and particularly for our patients. The new facility includes a patient consulting room, research laboratory, filing storage room, research offices, meeting room and kitchen,” he said.

## Pilot project sees patients back on their feet within hours

**Patients having hip and knee operations under a new pilot scheme at County Hospital, Louth are back on their feet within hours.**

The Louth enhanced recovery project has had excellent feedback from patients and has involved changing the way the theatre is managed.

Mr Rohib Rambani orthopaedics consultant said: “This project is all about team work and local input. We mobilise the patient before the pain sets in and we've had fantastic results.

“We've seen patients up and about only two hours after surgery. We've had some patients able and successfully discharged and back home the same evening.”

Although the project is currently being trialled at Louth, Mr Rambani is keen to see the same efficiency and effectiveness implemented at Pilgrim Hospital, Boston and Lincoln County Hospital.

Mr Rambani added: “I think we provide brilliant care, patient experiences and journey. Patients are much safer recovering at home than in a hospital. By moving patients through the pathway efficiently and effectively we are able to get them home and other patients through the door.”

Mr Rambani believes the project has been so successful because he has had the backing of staff, instilled confidence in patients and had support from GPs.

# Flu - protect yourself, your family and your patients this winter



**ULHT staff, patients and members of the public are being encouraged to protect themselves and their loved ones this winter by getting the flu jab.**

Flu is potentially life threatening, especially to our more vulnerable patients such as the elderly and those with impaired immunity. It can also lead to longer stays in hospital for those patients with complex health needs.

The flu vaccination is offered to every ULHT member of staff free of charge. Members of the public can contact their GP to find out more about how to get a flu vaccine. The vaccination is free if you are aged over 65 years, are pregnant, have a long term condition (such as diabetes, asthma, heart disease or multiple sclerosis) or are a carer.

Vaccinating staff against flu is also an important infection control measure as part of our annual winter planning process, to



## Flu facts

- **8,000** – approximately the number of people who die from flu each year in England
- The chances of catching flu can be reduced by regularly washing hands and having a **flu vaccination** each year
- Typically effective in **70%** of people
- **75%** of all frontline staff need to have the flu vaccination this year
- **£800,000** is the amount of money that will be allocated to the Trust if we hit this target
- **64%** of frontline staff had the flu vaccine last year, still below the target
- If you have the flu vaccine at your local GP or pharmacy, please remember to let occupational therapy know – this still counts towards our target!

help make sure we are as resilient as possible. There is increased pressure on the Trust and the NHS during the winter. Having the flu vaccine also helps reduce the level of sickness absences during this busy period.

Hand hygiene is one of the most powerful tools to stop the spread of infections and help to save lives. It is important to wash your hands frequently and thoroughly with hot soap and warm water for a minimum of 30 seconds, particularly after using the toilet and before preparing food.

The Trust's occupational health service has vaccines available from early October and will be vaccinating staff throughout the following four months.

This year we are also introducing peer to peer vaccinations which allows any registered nurse to vaccinate staff on their wards, as long as they have received the necessary training.

For more information please contact the Trust occupational health service on 01522 573597 or email [occupational.health@ulh.nhs.uk](mailto:occupational.health@ulh.nhs.uk).

## Mythbuster: The flu jab causes flu.

**FALSE** – While some people may get a slight temperature and aching muscles for a couple of days, or a sore arm where injected, the vaccine does not contain any live virus and will not give you flu.

## Mythbuster: You shouldn't have the flu vaccine if you are pregnant.

**FALSE** – Pregnant women can have the flu vaccination at any stage of their pregnancy. Importantly, having the vaccination when pregnant helps protect their baby from flu over the first few months of life.

## Mythbuster: The flu vaccine is unsafe.

**FALSE** – The flu vaccine is one of the safest in the world. The seasonal flu vaccine is given to millions of people in the UK each year. The specific strains of flu that are included may change from one year to the next but vaccines are still thoroughly tested and are safe.

## Protect yourself, your family and your patients – be a flu fighter

[www.facebook.com/nhsflufighter](http://www.facebook.com/nhsflufighter)



# NHS staff survey – why your views matter

**We engage our staff across the organisation to listen to their views, ideas and concerns, and work with them to make improvements for both our staff and our patients.**

One of the key ways we do this is through the annual national NHS staff survey, which launches this year on Monday 12 September. The survey is made up of 30 questions that look at how much recognition and support staff feel they get from their team, their manager and from the organisation as a whole.

Last year we sent the survey out to 850 staff, however this year we have opened the survey up to all staff so everyone can have a chance to have their say. There is increasing evidence that

high levels of staff satisfaction relate to the effective delivery of patient care – put simply if we get it right with our staff we get it right with our patients.

This is a confidential survey analysed by Quality Health, the external company who runs the survey. All the responses go directly back to Quality Health, there is no way that anyone at the Trust can link data back to a particular individual. In fact, it is illegal for Quality Health to give personal data about the views of staff as it would be a clear breach of the Data Protection Act. The Trust receives overall anonymised results to analyse.

There were many improvements in how staff were feeling from the 2015 survey compared with the year before. Here are just some of the highlights:

- The staff engagement score increased from 3.48 to 3.68
- More staff than the year before said they would recommend ULHT as a place to work or receive treatment (an increase from 3.29 to 3.53)
- Staff were more motivated than they were the year before (an increase from 3.70 to 3.89)
- More staff felt supported by their immediate manager (an increase from 3.43 to 3.57)
- The proportion of staff being appraised rose from 71% to 81%
- The percentage of staff reporting good communication between senior management and staff increased from 19% to 25%
- The percentage of staff suffering work related stress over 12 months reduced from 38% to 30%
- The percentage of staff feeling pressure over



12 months to attend work when feeling unwell reduced from 65% to 48%

- The percentage of staff experiencing discrimination at work reduced from 12% to 7%
- The percentage of staff witnessing potentially harmful errors, near misses or incidents reduced from 36% to 26%
- Staff confidence and security in reporting unsafe clinical practice improved (from 3.39 to 3.53)

Staff who got involved in staff engagement opportunities have already seen benefits. Here are some of our staff talking about why getting involved in staff engagement

opportunities have been good for them.

Sara Blackbourn, head occupational therapist, Pilgrim and member of the first group of staff engagement teams:

“Being a part of the staff engagement team has helped me to develop my leadership skills and has made me feel more engaged.

“I love seeing the staff take up a new challenge and start suggesting all sorts of ideas that will help them to feel more engaged, as almost all of them will have a direct impact on improving the way we provide patient care.”

Linda Redpath, secretary to Dr Vijay, Dr Thatuskar and Dr Rothwell and staff engagement sponsor (pictured above):

“As a sponsor, I’m really enjoying being involved. Everyone is so enthusiastic, which is very refreshing. I genuinely feel this will improve the performance of the Trust and essentially benefit the patients by boosting morale and regaining the trust of the staff.

“I would highly recommend becoming involved to anyone who is interested. I am very pleased that I did.”

Andy McDowall, Portering Section Leader, staff engagement sponsor and previous staff engagement team member (pictured above):

“We got involved in staff engagement activities because as a team we wanted to improve the patient journey, challenge how we did things and see how we could better support the clinical teams.

“We have recently launched a communications board in our team, called Time2Talk, to help highlight any issues or potential risks, which is reviewed on a daily basis to make sure all members of the team are up to date with key issues in the department.”

## Volunteers recruitment drive pays off

**Each year over 300 volunteers give their time freely to the Trust, working across our four hospital sites throughout the county.**

Volunteers have started to receive special uniforms to make them easily recognisable to patients and staff in the public areas of our hospitals.

Andrew Tysoe, Voluntary Services Manager said: “The new uniform is one way to create a special identity for our volunteers which in turn helps patients recognise these dedicated members of the community. Volunteers add that all important ‘extra’ to the care and treatment provided to patients by our team of health professionals.”

After a recent recruitment drive, 79 new volunteers are being welcomed into the Trust. The voluntary services team is keen for teams across the Trust to get in touch if they would like support from volunteers.

If you would like to volunteer or if staff would like volunteers within their team please contact voluntary services on 01522 597838 or email [voluntaryservices@ULH.nhs.uk](mailto:voluntaryservices@ULH.nhs.uk)

### Volunteer profile

Neal Wyrill is retired and has been volunteering in the pharmacy department at Lincoln County Hospital since January 2016.

After retiring in October 2015, Neal decided he wanted to give up his time to help others.

Neal said: “I came to be a volunteer because I like to help people. The staff here are fantastic I help them and it keeps them on the ward to relieve the pressure on them.”

He volunteers Monday and Tuesday afternoons and mornings of Wednesday to Friday. He delivers medication, picks up forms, empty bags and prescriptions and goes to and from the pharmacy to 21 wards across seven floors.

Neal added: “Time is such a precious commodity that stands still for no one, perhaps someone gave you a minute of their time to help you once, I know that has happened to me. So why not give up a little of your time and volunteer at ULHT and like the rest of us get a real buzz helping others, no matter how little or much time, make that difference today and make a difference to someone else.”



Volunteer Neal Wyrill on his rounds

# “Come and work for ULHT - you will get the opportunity to influence our bright future.”

## Interview with Kevin Turner, Deputy CEO

We speak to deputy chief executive Kevin Turner about his background in finance, his objectives and his 37 years' service to the NHS.



### 1. What is your background?

I started work in the NHS in 1979 as a trainee accountant straight out of school in my home town of Doncaster. I then moved to Boston in 1987, as a unit accountant for the hospital and began progressing up the ranks in finance. I became deputy director of finance for the newly formed Lincolnshire Health Authority in 1993 and two years later I took on the director of finance post.

I then moved to northern Lincolnshire to work at the trust serving Grimsby, Scunthorpe and Goole as the director of finance. I had 11 really good years at the trust during which time it achieved foundation trust status. The financial climate was very different in those days, with more opportunity to invest in services.

In 2008 I applied for and was successful in taking on the director of finance role at Doncaster and Bassetlaw. I then took on the finance director role at ULHT in 2011, which gave me the opportunity to broaden my portfolio in general management. I've taken more of an interest in other tasks, such as operational performance, planning and have enjoyed them much more. It's given me the chance to step out of my comfort zone into new roles.

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

I came here because I like a challenge and ULHT has had a chequered history in finance. There was a new executive team in place and I liked the idea of being part of a team that

needs to make a big difference, that's what makes me tick.

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

One of my main objectives is to work with staff to develop our longer term plan as an organisation, to create a vision of what we want to achieve and how we will get there. This is called our 2021 strategy and we will be asking for people's views about what this will look like. Things change rapidly across the NHS as a whole, so we need to embrace this and implement potentially radical changes to ensure our services are sustainable. If we don't my worry is that things will overtake us and our services will wither on the vine.

My other focus is also to ensure we make significant steps with our digital strategy. We've recently launched a new system to improve the sharing of imaging diagnostic information, as well as new theatre and maternity systems. We're also rolling out e-observations across our hospitals to cut down on paper and give our nursing staff more time to dedicate to patient care. It's really important that we remove clunky paper-based systems, to make us more efficient and improve the patient experience.

I've also taken on risk management and trying to improve that rapidly in the Trust. I don't think people fully appreciate the importance of having a risk adverse organisation and how this can help shape services in future.

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

My main objectives are around strategy and planning, looking to the future and making sure our plans include what we need to deliver.

As part of my role I am responsible for information technology, information management of coding, risk management and a small team of people who oversee and manage big change (2021 programme). I also cover a broad set of tasks in my role deputising for the chief executive.

### 5. Describe a typical day.

There is no such thing. We have set meetings – executive team, board meetings, performance meetings with NHS Improvement. The portfolio is so varied particularly in the deputy role that I often get involved in a lot of different projects as required.

One of the really good things about the job is

its variety but it can also be its downfall.

### 6. Where do you think the organisations strengths lie?

Its people and in most areas a determination and desire to get better.

### 7. What drives you?

The need to improve.

### 8. What is the best thing about your job?

I'm very lucky in that the deputy role offers lots of variety, it gets me into all sorts of situations. Even though I've been working for the NHS for 37 years I get involved in lots of new things and I really enjoy working with people.

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

It's about recognising that we've got to do things differently. It's an uncomfortable situation that the NHS is in at the moment. However the messages are clear, if we don't change and get ahead of the game there is a worry about services down the line. We need to get commitment to change which is very hard in the current climate but is ultimately the key to our future.

We need to embrace change and make sure our services are here to stay albeit in a potentially different form.

### 10. What would you say to someone who was considering working for ULHT?

I believe it's a place where you can get lots of varied experience and the challenges we face are no different to any other NHS organisations, but you will get the opportunity to influence our bright future.





# ULHT in the news



## On the spot...

**If you didn't work for the NHS what would you like to do?** Actually I'd still want to work in the NHS, but in a clinical role

**What is your favourite childhood memory?** Winning the egg and spoon race at school sports day, against all the odds – a tactical triumph

**What Olympic sport would you take part in and why?** On the assumption that the egg and spoon race won't make it as an Olympic sport, then it would have to be Decathlon – one or two areas of expertise but all round athletes

**If you won the lottery, what would you do?** Double check the numbers and start saying what I would really like to say

**If your life was a movie, which actor would play you?** My friend's young son thinks that my physique resembles Gru from 'Despicable Me' so I could say Steve Carell, but the real answer is Robin Williams, make of that what you will

**In what ways are you the same as your childhood self?** A love for salt and vinegar crisps

**What fad do you wish would come back? Which do you feel should stay gone forever?** Oxford bags because I've still kept mine just in case the fashion returns, although I'd have to lose a lot of weight for them to fit. However, having looked at some old photos of me wearing them I think that they should stay gone for ever

**If your house was burning and you could only save one item, what would it be and why?** My box of old family photos as a physical link to my family history

### Featured on BBC Radio Lincolnshire and BBC Look North - New Lincoln hospital dental skills centre benefits over 700 staff

Lincoln County Hospital opened a new education skills centre for dentistry. More than 700 medical staff across the trust are able to benefit from the new centre, as well as all members of dental teams across the region.

The skills hub is in the postgraduate education centre and gives staff from the oral and maxillofacial surgery department the opportunity to practice and keep their skills up to date with the latest technologies.

Michael Coupland, Consultant Orthodontist for the Trust said: "The centre received funding from Health Education East Midlands (HEEM) to upgrade their training facilities for dental students training at the trust, as well as practising dentists from across the county. The oral and maxillofacial surgery department provides services for patients who require surgery around the face and mouth. The new equipment includes state of the art mannequins that staff and students can practice on."

### Featured in the Grantham Journal - Grantham Hospital recruits more nurses on Philippines trip

Interim Head of Nursing at Grantham Hospital John Boulton travelled to the Philippines with a team of staff to help recruit nurses.

John said the visit had been very positive

and he had been 'humbled' by the experience. He very impressed with the level of experience they had and that they were very keen to get jobs over here. Staff were working in the Philippines as volunteer nurses because they could not get a job. They were working 40 to 50 hours a week for no pay, simply to gain the experience so they could get a job.

### Featured in the Lincolnshire Echo - 'I can see again!' - Lincolnshire woman's life transformed by radical 'air bubble' operation

A Lincolnshire woman who was "virtually blind" has regained her vision after a radical new medical procedure.

Janet Brumpton from Market Rasen had the damaged inner layer of her cornea replaced via a transplant after being diagnosed with an eye condition that left her vision misty.

The 52-year-old, who was the first person to have the treatment performed on her in the county, said her vision has drastically improved just a week after having the treatment.

Dr Mohammad Khan, consultant ophthalmic surgeon for United Lincolnshire Hospitals NHS Trust, said: "I'm really pleased to be able to offer this treatment to our patients in Lincolnshire. Previously the procedure would involve the whole cornea being removed and replaced with another. This treatment would involve the patient having 16 stitches to secure the transplant and it would take the patient between 12-18 months to regain useful vision."

## Top tweets



@ULHT\_News

For expert medical advice whenever you need it, NHS111 is free to call 24hrs a day, 365 days a year. #GranthamAandE

@ULHT\_News To help our hospitals, we urge everyone to think twice before they go to A&E – if it's not serious/life threatening you shouldn't be there

@MelvinWar2004 Really great team of nurses @ ULHT very excited to be leading the team @B8sdebrah @ULHT\_News @penbrett @NegusJennie

@emelki08 recently had breast duct excision, I'm one of the lucky ones, it was benign. Mimics invasive carcinoma. Cannot fault the service @ULHT\_News

@mbrassin76 Spent time today hearing about the great work across pharmacy to

improve safety. What a journey so far and ambition to improve @ULHT\_News

@ian\_iscay @ULHT\_News Good news day! Oncology Lincoln, PSA level undetectable. Not out of the woods yet but grateful thanks to @MpanadesRT and team.

@B8sdebrah Wow wow wow! What a week! Met so many more great people! So much to look forward to at @ULHT\_News

@tonymadigan @ULHT\_News 4 weeks since losing me 3 times on the table I'm discharged, thanks pilgrim hospital fantastic job and staff I owe u my life

@ULHT\_News Constantly tired? Learn more about the common causes of fatigue and how to combat them. <http://ow.ly/n8ki300EHqW>

Get to know: Staff and board members tell us a bit about their lives, careers and a few secrets.



## Julie Coventry, Macmillan Clinical Nurse Specialist

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

The patients.

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

David Cassidy – Daydreamer.

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

Mascara.

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

Hardworking, kind, fun.

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

Dawn French – so funny.

Dame Judy Dench – amazing actress, talented, wise and experienced.

Gerard Butler – I admire his acting skills obviously!

**What's your favourite sport?**

Rugby or motorsport (as a spectator)

**What talent do you wish you had?**

To sing – I have just joined All For One choir.

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

Maldives.

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

I wouldn't want to change anything, I love my colleagues, love my work and love my patients.

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

For being passionate about my job, for my laughter, fun and sense of humour and for my family and friends.

## Wayne McIntosh, Catering Manager



Helpful and understanding.

**What's your favourite sport?**

Football

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

To see into the future!

**What talent do you wish you had?**

I wish I had been a better football player. Hence the refereeing career.

**Who's your favourite band?**

Bob Marley and the Wailers.

**What is your greatest achievement?**

Outside of work I was a football match official

for 28 years. I managed during that time to get on the Football league for eight years and was an Assistant Referee at the Manchester City V FC Porto game.

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

The Caribbean.

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

My music, my family and my football memorabilia collection.

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

I think you might have guessed it - football!

## 5 minutes with...

## Sarah Dunnett, Non-Executive Director



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

My father, who died recently, provided encouragement, support and the occasional telling-off from an early age.

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

Flight – the ability to get to places quickly (avoiding some of Lincolnshire's roads) would make life less complex!

**Who's your favourite band?**

I really don't have one. I love all genres from Bowie to Ella Fitzgerald. Currently enjoying listening to Gregory Porter.

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

I have so many, but if the weather is good the North Norfolk Coast.

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

It would not be about where I work but making "the system" in which we all work

effective for present and future populations.

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

If satellite phones and survival kits were prohibited, a photograph of my family, a radio and chocolate (plenty of it).

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

As a good person to have around.

**Who or what inspires you?**

People like Jane Tomlinson who in the face of personal adversity raised millions of pounds for others

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

Because I am addicted to it – my mini iPad

**What's your favourite sport?**

Whatever my kids are playing – hockey and golf are top of the list at the moment

# Living well - back care

The back care awareness week (Monday 3 October - Friday 7 October 2016) is organised by BackCare, to highlight the problems back pain can cause, as well as prevention and treatments.



Back and musculoskeletal problems are a major cause of sickness absence in the NHS and other organisations across the country and yet it is easy to prevent.

NHS Choices offers some great tips and

advice to take care of your back. Below are a few to get you started:

- Exercise regularly – good forms of exercise are walking and swimming
- Lose any excess weight
- Bend your knees and hips, not your back

- Maintain a good posture
- Relieve any stress you may have
- Take breaks from sitting

Mark Fielding, physiotherapist said: "Better to keep active and moving than sitting in a static posture."

## Living well - mental health and stress awareness

We live in a fast-paced world where we are constantly racing to meet deadlines and look after families but we often forget that we need to look after ourselves, not just our physical health, but our mental health too.

Stress can affect how we feel, think and behave and can have a negative impact on our physical bodies too. It can manifest itself in a number of ways, including muscle pain, headaches and dizziness.

There are a number of ways to keep stress at bay. Making sure you exercise regularly is an easy way to destress. At work, practising good time management can help ensure you meet deadlines and don't take on too

much work.

Most recently, the technique of mindfulness has become an integral part of stress management. It involves learning how to pay more attention to the world around you and concentrate on one thing at a time.

Check out the Mental Health Foundation's website for more information on courses you can take part in - [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk).

If you are struggling and would like further help, visit NHS Choices or talk to your GP where you will be able to make contact with helpful services or staff can self-refer to the Trust's occupational health department.



### Recipe - good for the immune system

It's time to kick start your system into fighting off nasty colds and flu in time for winter. What better way than with this lovely porridge.

#### Ingredients

- 50g porridge oats
- 350ml milk (soya milk, almond milk or hazelnut milk also work well)
- 25g chia seeds
- 20g sunflower seeds
- Blueberries
- 1tbsp runny honey

1. Place the oats and milk into a saucepan and bring to the boil and simmer for around 5 minutes, stirring occasionally.
2. Tip into a bowl and sprinkle over the chia and sunflower seeds.
3. Spoon over the honey and top with blueberries.

## Calendar of events

### Monday 21- Sunday 25 September

Gravity fields 2016 – Woolsthorpe Landing Stage, Grantham [www.gravityfields.co.uk](http://www.gravityfields.co.uk)

**Saturday 24 September** Prelude raceday & beer festival – Market Rasen racecourse [marketrasen.thejockeyclub.co.uk](http://marketrasen.thejockeyclub.co.uk)

**Saturday 1 and Sunday 2 October** Belton autumn fair – Belton House, Grantham [www.visitlincolnshire.com/content/belton-autumn-fair](http://www.visitlincolnshire.com/content/belton-autumn-fair)

**Saturday 1 October** The Linc-Con Comic Con – The Engine Shed, Lincoln [www.thelincon.co.uk](http://www.thelincon.co.uk)

**Sunday 2 October** Wragby Apple Day Wragby Town Hall, Wragby

**Friday 7 October** Spalding Pumpkin Festival Spalding [www.sholland.gov.uk/article/3808/Spalding-Pumpkin-Festival](http://www.sholland.gov.uk/article/3808/Spalding-Pumpkin-Festival)

**Monday 31 October** Spooky Goings on at the Mill – Cogglesford Watermill, Sleaford [www.cogglesfordwatermill.co.uk](http://www.cogglesfordwatermill.co.uk)

**Sunday 6 November** Lincolnshire Transport Museum open day – Whisby Road, Lincoln [www.lvs.org.uk](http://www.lvs.org.uk)

**Thursday 1 to Sunday 4 December** Lincoln Christmas Market – Lincoln [lincoln-christmasmarket.co.uk/](http://lincoln-christmasmarket.co.uk/)

### Trust Board:

**Tuesday 6 September** in training room 1 at Grantham hospital

**Tuesday 4 October** in the Trust boardroom at Lincoln County Hospital

**Tuesday 1 November** in the committee room at Pilgrim hospital

# Your communications and engagement team

## Do you know how to publicise a good story within your area, or share news with staff across the Trust?

The communications and engagement team is here to show you how, using our expertise to help promote and protect the reputation of our organisation and assist with staff communication.

We also host a team of patient representatives and Trust members, who can provide patient perspectives on our work and services. You can use them to consult on service changes and developments, or simply to get a patient

perspective on your service.

We have recently launched a new communications and engagement toolkit, which gives plenty of hints and tips on promoting good stories, internal staff messaging, using our Trust website and intranet and also how to use social media.

It gives details of where the comms team can help support the work that you do- from providing support with media activity to photography and video and literature.

The toolkit is available from the communications section of the staff intranet.

## Who are we?



**Lucy Ettridge**, Associate Director of Communications and Engagement (corporate, strategy and crisis communications lead)



**Steph Tod**, Communications Officer (Lincoln and Louth, cardiology and HR and OD communications lead)



**Anna Richards**, Communications and Engagement Manager (nursing and medicine and oncology communications lead)



**Nikki Hunt**, Assistant Communications Officer (Grantham and women and children's communications lead)



**Rachael Stray**, Senior Communications Officer (Pilgrim, clinical support services and head and neck communications lead)



**Joanna Okrasa**, Engagement Assistant (membership administration and public engagement)

## We want to hear from you!

**United Lincolnshire Hospitals Trust is currently in the process of shaping how we provide services in Lincolnshire.**

In order to address key challenges and look at alternative solutions when trying to provide high quality and sustainable healthcare across Lincolnshire, we want to get out and about in the local communities. We want to engage with our patients and members of the public to listen to what you have to say about healthcare services in the county, as well as discuss the proposed plans outlined by our clinical strategy.

We recognise that these different communities are unique and might have different priorities and concerns depending on location, therefore we would like to meet with as many people as possible to that we give everyone the opportunity to have their say.

We need your help, your views and your invaluable patient or public perspective to ensure high quality, sustainable health care is tailored to our population.

If you are interested in speaking to us or are part of a group that you would like us to come and visit, please contact the membership office on 01522 572301 or email [members@ulh.nhs.uk](mailto:members@ulh.nhs.uk).

## 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](mailto:members@ULH.nhs.uk)

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





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We provide daily activities in a safe and homely environment and also have organised day trips which family members and friends are welcome to join. We also encourage residents to maintain their hobbies and interests enabling individuals to feel part of their community.

Scotts View has five single rooms three of which are en-suite with two ground floor rooms with French doors opening up onto the garden. Personal items can be accommodated to ensure individuals feel at home for permanent residents.

We also offer respite care where we work closely with informal carers, to ensure we promote independence and support for carers and the cared for. Families and friends are welcome to visit at any time of the day and encouraged to join in on family day events. Family and friends can also be accommodated if they live away.

We also enable families to holiday together yet have support for their relatives or friends where needed. Scotts View is connected to South Farm caravan park where we have disabled facilities and our care team can provide support with personal care and offer respite on a daily basis. Mrs Beverley Cundliffe the proprietor and her team are happy to welcome families to view Scotts View by arrangement. Call **01507 443746** for more details.

**Scotts View Care Home**

**South Farm Caravan Park, Huttoft Road, Sutton on Sea, Mablethorpe, Lincolnshire LN12 2RU**

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There are many young people in Lincolnshire in need of a loving foster family where they can feel safe and thrive.

## Step up to fostering!

Lincolnshire Fostering Service offers ongoing training and support for foster carers.

For more information:

Call **01522 554114**

Log on **[www.lincolnshire.gov.uk/fostering](http://www.lincolnshire.gov.uk/fostering)**

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