

Tweet of the month: “Pleased to offer 29 nurses posts @ULHTNews in Manila today. Impressive standard, great values, motivated and keen to #joinourteam”

Come along to our locality forums in April

Our quarterly locality forums are open to everyone.

The next set of meetings are in April. Please contact us for an agenda if you wish to come along. If there's something you'd like to see on the agenda for discussion, please let us know.

Location	Venue	Date	Time
Boston	Committee Room 1	Thursday 14 April	2pm– 4pm
Lincoln	Trust Board Room	Monday 18 April	1pm– 3pm
Grantham	Meeting Room 3	Thursday 21 April	6pm– 8pm

Getting involved with our hospitals

There are a number of ways in which members can get involved with Lincolnshire's hospitals. Please find details of our latest opportunities below.

Some are only open to members who have been through our Trust members training programme, so please contact us if you are interested in being trained.

Patient representatives on job interview panels

We are looking to introduce the use of patient representatives on some of our job interview panels. It is recognised best practice to ensure patients input into the appointment of caring staff in our hospitals. We are at the early stages of planning how this will be introduced from April 2016.

If you'd be interested in further training to sit on job interview panels, please get in touch.

East Lincolnshire listening event

East Lincolnshire CCG is hosting a patient listening event to give patients in the area a chance to share their experiences of healthcare services in Lincolnshire.

Everyone is invited to attend. It will take place from 1.30pm to 4.30pm on Thursday 4 February at Boston United Football Club.

Pathway reviews

We are continuing with our ward visits across all of our hospitals to provide assurance and evidence of the quality of care provided to our patients.

You may previously have been involved in our pathway reviews which reflect the way in which the Care Quality Commission (CQC) conducts visits and inspections. We would like to invite you to be a part of this process to help us gather a patient perspective on our wards and departments as part of the inspections. If you are available on any of the dates listed below please let us know by Friday 12 February.

Friday 18 March - Grantham
Tuesday 29 March - Lincoln
Wednesday 13 April - Pilgrim
Friday 29 April - Lincoln

All reviews will be a full day from 9am to 5pm and during that time inspections will be carried out across a number of wards within a given care pathway.

For any enquiries, comments and to express an interest in any of our meetings or activities, please contact the membership office on (01522) 572301 or email members@ulh.nhs.uk

News!

Louth endoscopy unit recognised for excellence

Our endoscopy unit at County Hospital, Louth has recently been given Joint Advisory Group accreditation. Known as JAG, this is a national award set up to ensure high standards of care in clinical quality, quality of patient experience, training and workforce.



The endoscopy unit moved into a refurbished area in April 2012. This new improved environment means patients move in a circle from waiting room, to preparation

rooms, to the endoscopy room itself. There are also new dedicated waiting, admission and discharge rooms along with single sex accommodation and a state of the art decontamination area.

Work has been done to improve the equipment and paperwork to ensure the new unit meets the highest possible standards, and a visit by the Joint Advisory Group on gastrointestinal endoscopy last month secured its accreditation.

Trust performance—December 2015

The Trust did not achieve the 4 hour waiting time target in A&E in December 2015 (84.88%)

The 18 week referral to treatment incomplete target was achieved in December 2015 (92.40%)

8 out of the 9 cancer targets were achieved in November 2015

The Trust has had 1 case of MRSA during 2015/16 to date.

The latest mortality position is 101.69 for Sep 2014 – Aug 2015 (HSMR)

The next public Trust Board meeting is on Tuesday 2 February 2016 in Committee Room at Pilgrim Hospital (Education Centre).

Visitors still being advised to stay away from Lincolnshire's hospitals.

The norovirus outbreak at Lincoln County Hospital has now been officially declared as over.

Although the outbreak is now over, norovirus continues to circulate in the community and the hospital is still experiencing a number of cases of patients admitted to the hospital who are incubating the infection.

Michelle Rhodes, Director of Nursing said: "It is testament to the hard work and dedication of our staff that we are able to declare this outbreak over."

"I'd like to thank the public too. In staying away from our wards and A&E they have helped us cope and keep disruptions to a minimum. But we still need their support. Visiting restrictions remain in place in order to limit the spread of the virus and to protect our vulnerable patients and our staff."

The number of visitors per patient will be limited to a maximum of two per bed space, in all but exceptional circumstances. Children aged 5 years and under should not visit the hospital.

If you have norovirus symptoms or have had them in the past 72 hours, please do not attend A&E or visit the hospital.

Members survey

A massive thank you to everyone who participated in our first survey, sent in November 2015. We have received very constructive feedback and ideas, which we are looking to take forward. The survey was completed by 221 members, which gives about 20% response rate. Amongst many comments, we identified common themes on how to improve the newsletter, AGM and locality forums. The main points to take forward are:

- Newsletter needs to include more balanced news (positive and negative stories), more data on performance and update on action log (questions raised by members during locality forums)
- AGM needs to be interactive, with less presentations and more interesting agenda, organised at accessible venue
- Locality forums could allow more time for Q&As, involve members in creating agenda and organised in current setting (quarterly across all sites).

What we've been doing

When members take part in patient representative activities, they are required to fill out forms to log attendance and feedback contribution and questions, here are some of the points members wanted to feed back in the past month:

To all trained members— Reporting forms do not need to be filled out for attendance at locality forums or pathway review visits, but forms are required for any activity you wish to claim expenses for.

Attendance at outpatient transformation group by Roger Thorley January 2016

- Meeting reported a high number of overdue outpatient appointments on the new booking system. Update will be given at the next meeting in February.

Attendance at patient experience committee by Michael Cassidy in January 2016

- Digby Ward— complaints reduced due to new outlook on patient experience - encouraging open communication between staff, patients and visitors
- Volunteers—database not up to date, potential to play larger role within the Trust, more support for volunteers needed