


WINTER 2017

United Lincolnshire Hospitals 
NHS Trust

LincolnshireWire

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

**"I'm always
overwhelmed by
the approach
and positivity of
our staff."**

*Interview with Mark Brassington,
Chief Operation Officer*



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Message from Jan Sobieraj

Welcome to the latest issue of the Lincolnshire Wire.

We're progressing with our plans for how we want to see the organisation grow and develop over the next five years. This is called our 2021 strategy and looks at a number of different areas including improving quality, being more efficient, strengthening our clinical services and increasing our elective work, as well as developing and improving engagement with our staff. Page seven gives more information on this.

As part of this work we are looking to engage a number of community groups to get their insight on how we can strengthen our services and improve the care we provide. If you would like our team to come and visit your local community group you can find out more on page 10.

Our 'Hospital Highlights' come from Grantham where we take a tour round the new ophthalmology unit. We also look at improving our recruitment with the appointment of new apprentices across a range of departments at Lincoln. We are also supporting and growing our own staff by training non-registered staff to become health care support workers. More about these stories can be found on pages four and five.

We've also further strengthened the executive team with the appointment of Mark Brassington to the role of chief operating officer. This is a role that Mark has held on an interim basis since December 2015. You can read an exclusive interview with Mark on pages eight and nine. I also interviewed candidates for the permanent director of finance and corporate affairs in December. The advert for the post of medical director also went out in December to replace Suneil Kapadia when he steps down in May. In the three years since he started with the Trust we have reduced our hospital standardised mortality ratio HSMR to expected levels, been taken out of special measures and finalised our clinical strategy to help make our services safer and sustainable for the future. This is a fantastic achievement and I'd like to thank Suneil for all he has done in helping to improve the quality and sustainability of our services.

As an organisation, we're always looking for ways to improve and do the best for our staff and our patients. I believe we can do that by engaging with our staff and acting on what they tell us. On pages two and three you can find out more about what staff who have completed our quarterly pulse check have told us and what we've done to address their ideas and feedback.

We really appreciate 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.

Jan Sobieraj
Chief Executive



Jan Sobieraj,
CEO

Have a voice, share your views, make a difference

As an organisation, we're always looking to improve and do the best for our staff and our patients. One of the best ways to do that is to engage and listen to the views of staff - the people who know the organisation best - and act on the feedback they give us.

Evidence shows that high levels of staff satisfaction relate to better patient care – put simply if we get it right with our staff, we get it right with our patients.

We try and engage with our staff to listen to their views, ideas and concerns in a number of ways. These include the national staff survey, which is issued to every member of staff every year. The staff survey provides an opportunity for every member of staff to have their say about what works well in their team and the wider organisation and what challenges we face at ULHT.

Our staff engagement team also run a pulse check survey which is sent out to 25% of staff each quarter, giving every member of staff the opportunity to complete one each year.

Feedback from each pulse check is analysed and shared with staff so you can see what

suggestions have been made and what we are doing to listen to your ideas and concerns.

Here are just a few of the changes we've made as a direct result of what you've told us.

You said: We needed to find better ways to engage with staff, especially those who do not access emails on a regular basis

We created a Facebook page aimed at staff which now has over 3,000 members sharing positive stories and successes. We've also recently launched a Facebook page just for facilities and estates staff, which has 170 members.

15 teams across the Trust have set up Time2Talk meetings within their wards and departments. This is used to update the whole team on local issues relevant to their department as well as weekly Trust messages. One team commented:

"Time2Talk has made a significant difference to us. We hold a weekly meeting and we make sure everyone is able to attend and get involved. The board enables us to get together to discuss our successes, what's going





well, challenges, concerns and focus depending on the workload. It also allows us to ensure not only that the workload is manageable but that we take time out as a team to make sure that everyone is happy with their work and offer support where needed. The staff know that they are able to raise any issues, suggest changes and that they are listened to and are an important part of the success of the department."

You said: We need more information about training and development opportunities and they need to be more accessible

We held our first ULHT learners' week in September to provide staff with information about the different training and learning opportunities available. We are reviewing what went well and what we can improve for the next learners' week, which we are looking to run early next year.

Based on feedback from staff that they struggled to attend classroom based training, we have tried to make this more accessible. Our fire core learning, which was previously classroom based, can now be accessed via e-learning.

You said: We need to be better at rewarding you

We've opened up nominations for our staff awards all year round and have had an impressive 500 nominations so far this year. The Trust's Chair now writes to every member of staff nominated, letting them know that they have been recognised and thanking them for everything they do. Staff have responded really well to this and say it makes them feel very valued.

You said: We need to do more to recognise the good work you do

The estates and facilities department hold regular celebration events to mark the achievements within their



directorate, including the introduction of a five star catering award and recognising the hard work of the deep

clean team. The department has also introduced bespoke training to develop and coach their team leaders and managers on all sites.

Employee of the month schemes have been set up in wards and departments across the Trust to recognise and reward the hard work of staff each month.

FAB change day event days were held on all three sites with the theme of recognition. These were hugely successful with excellent feedback from our staff. Events included taking time out from work to have coffee with a member of staff paired at random, random acts of kindness such as getting something from the shop for a patient, and handing out thank you cards to staff. We'll be building on this and looking for lots more FAB change activists to get involved in future events.

If you would like to know more or have any ideas on improving levels of staff engagement please contact the staff engagement team on 01522 707482 or email staffengagement@ulh.nhs.uk.



New eye unit provides more access to treatment for Lincolnshire patients

A new eye department at Grantham and District Hospital is providing better access to treatment for Lincolnshire patients.

The newly refurbished department is a major improvement of an existing service and includes both full clinics and theatres. The department will now provide 16 – 18 clinics per week and three and a half theatre lists per week. This is a 100% increase in clinics and a 15% increase in theatre activity for those patients who require local ophthalmology for conditions such as cataracts and glaucoma. There will also be paediatric ophthalmology services.

The mayor of Grantham officially opened the new unit in early December.

As well as the increase in clinics and theatres, a new injection service is now available for patients who require treatment for macular degeneration which causes blindness.

Mohit Gupta, clinical director and consultant ophthalmologist said: "This is a major enhancement to eye services at Grantham benefitting patients with a range of eye conditions."

"This is an exciting, new development within a dedicated unit aimed at improving



waiting times for eye patients who are local to Grantham.

"ULHT consultants and orthoptists are now

holding daily clinics and a new consultant has also been appointed to provide a dedicated clinic."

Pilgrim outpatients transformed for the benefit of patients



Helen Moore in one of the refurbished clinic areas, and an example of a desk that has been tidied and standardised.

Transformation and improvements have been taking place across the outpatient department at Pilgrim Hospital, Boston to improve patient experiences.

The team at Boston has been working alongside the clinical improvement team to introduce a standardised approach to managing clinic processes, aimed at improving quality and safety for the benefit of patients.

Across the outpatient department, clinic hubs have been created, as well as the introduction of a stock check procedure for documentation, the development of "show" clinics, and the implementation of clinic set up and close down standards. All of these improvements will release time for staff to spend more time supporting patients through their appointments.

Interim matron in outpatients, Beverly Duncan, said: "For many patients an outpatient appointment will be their first experience of attending hospital and might be the start of an ongoing patient journey, so we absolutely have to get it right."

Beverly added: "I believe we have

made some significant improvements over the past year, and I am very proud of how hard the teams work to continuously do the best for our patients and the community we serve. Our outpatient teams are fully committed to improving patient experience, and the safety and quality of the service we provide. We look forward to the ongoing and future improvements still to be implemented."

A review of outpatient clinic areas has taken place to ensure that everything in them is there for the benefit of patients, to clear away clutter and to ensure staff can always easily find what they need to do their jobs.





Heather Smith

Care certificate – providing high standards of care to our patients

We are always looking for new ways to train and develop our staff to deliver the best possible care across our hospitals.

The care certificate is a national qualification for any non-registered member of clinical staff, such as care assistants, healthcare support workers, occupational therapy or physiotherapy assistants. It includes a set of standards that they must achieve as part of their roles as health and care workers.

The qualification is made up of 15 standards set nationally. Staff have 12 weeks to complete them by undertaking a mixture of knowledge based and practical learning.

Over 40 staff across the organisation have completed the care certificate. We speak to some of them about their experiences.

Aston Pawson, health care support worker in theatres at Louth

"I found the course fairly easy but did struggle with time as I was doing two jobs at once. I enjoyed learning new things and finding out

how different parts of my department worked."

Heather Smith, receptionist, stroke unit at Pilgrim

"I've always liked working with people and have been a ward receptionist on the stroke unit at Pilgrim for nearly 14 years. When the care certificate programme opportunity came up I jumped at the chance.

I now work on the bank and can choose the shifts that suit me, at the moment I do about one or two shifts per month on the stroke unit."

Lindsey Todd, health care support worker, Fotherby ward at Louth

"I found out about the care certificate at my induction and thought it would be a great way to learn on the job. There was a lot of work to complete but I found the process really useful and benefitted from the practical aspects of the programme. It gave me much more confidence in my role on the ward and really helped me to understand the basics of care."



Lindsey Todd

Encouraging Lincolnshire talent to work for ULHT

We have set up a ULHT Talent Academy to help Lincolnshire's hospitals grow their own talent, raising awareness and aspirations among the Lincolnshire school community. This also involves projects encouraging work experience at hospitals and a new apprenticeship scheme.

We currently have 79 members of staff on the apprenticeship programme. Here we speak to some of the latest recruits at Lincoln to find out more about their background and why they decided to come and work for ULHT.

Amy Walker, outpatients apprentice, Lincoln

"I feel my apprenticeship has enabled me to learn on the job and provide a helpful service to promote the values of the NHS to the public.

"My roles include booking appointments, updating patient details as well as completing daily administrative tasks.

"I would certainly advise others to apply for an apprenticeship within the NHS if they have a passion for working within healthcare. I believe this apprenticeship is a real door-opener and will allow me to take the next steps towards moving forward with a career in the NHS."

Georgia Rontree, outpatients apprentice, Lincoln

"I'm based in the health records and outpatients department. My role involves preparing patient files ready for patient appointments and pulling out relevant notes and files for certain appointments. I will soon be trained on reception which will involve dealing with patient questions and queries.

"The advice I would give to others thinking about applying for an apprenticeship would be that the schemes offer valuable experience in a working environment, which will help when applying for future jobs whilst also achieving a recognised qualification."

TALENT ACADEMY
Inspiring Futures : Informing Careers

Patients time is the most important currency in health care

Winter is not an emergency or considered an unusual event, as it happens each and every year. But as temperatures plummet and the rate of viruses and infections increase, the NHS experiences pressures. This is due to an increase in the numbers of people needing our services and also an increase in the number of patients who are seriously ill than other times of the year.

This colder season often brings with it widespread diseases including norovirus and flu too. Every year, all our hospitals experience increased pressures. We have a winter plan that helps us prepare, with the support from the health and care community in Lincolnshire to:

- focus on schemes and ambulatory care pathways to avoid admitting people to a

hospital bed

- create more capacity to meet increased demand
- link the Trust's winter plan to Lincolnshire's plan
- performance manage the system to maintain quality, activity, safety and experience

Hospitals are a place of safety

Many people assume that a hospital is a place of safety for people who are medically fit. It isn't.

Did you know that 48% of people over 85 die within one year of a hospital admission and 10 days in hospital (acute or community) leads to the equivalent of 10 years ageing in the muscles of people over 80.

In the UK, women can expect to live to the age of 83 and men to the age of 79. But supposing you're an 80 year-old woman, or a 76 year-old man, how would you want to spend your last 1,000 days. It won't be in hospital.

For people's quality of life, it's so important we reduce the length of time a person spends in a ULHT bed.

We want all frontline staff to follow SAFER. SAFER is a patient flow bundle, the idea being that staff follow a simple set of rules to improve the movement of patients in, around and out of hospital and prevent unnecessary delays.

It's recommended by the national Emergency Care Improvement Programme (ECIP) and is used by many hospitals.

More information on detailed steps staff can take will be shared over the coming few weeks.

SAFER is an acronym, which is spelled out below.

S Senior review. All patients will have a senior review before midday by a clinician able to make management and discharge decisions.

A All patients will have an expected discharge date and clinical criteria for discharge. This is set assuming ideal recovery and assuming no unnecessary waiting.

F Flow of patients will commence at the earliest opportunity from assessment units to inpatient wards. Wards that routinely receive patients from assessment units will ensure the first patient arrives on the ward by 10am.

E Early discharge. 33% of patients will be discharged from base inpatient wards before midday.

R Review. A systematic MDT review of patients with extended lengths of stay (> seven days 'stranded patients') with a clear 'home first' mind set.



United Lincolnshire Hospitals 
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Keep A&E for those who really need it

| | | |
|--|---|---|
| Self-care  | <p>Grazed Knee Cough or cold Sore throat</p> | <p>Make sure your medicine cupboard is stocked up with over the counter remedies.</p> |
| NHS 111  | <p>Feeling unwell Unsure what to do Need prompt advice</p> | <p>When you need medical advice but it is not a 999 emergency.</p> |
| Pharmacy  | <p>Diarrhoea Runny Nose Headache</p> | <p>For advice on common illnesses and medicines to treat them.</p> |
| Your GP and Out of Hours  | <p>Ear pain Backache Throat infection</p> | <p>If you have an illness or injury that won't go away, make an appointment to see your GP. If it's outside your GP's opening hours, you can access GP 'out of hours' by calling NHS 111.</p> |
| Minor Injuries Unit  | <p>Simple strains Simple sprains Cuts Illnesses</p> | <p>For minor injuries, illnesses and ailments visit the units at: Newark, Sleaford, Spalding and Lincoln walk-in centre. For locations, visit www.nhs.uk</p> |
| A&E and 999  | <p>Chest pains Breathing difficulties Very unwell children Serious trauma</p> | <p>For serious or life threatening condition needing treating at an A&E department, your nearest ones are: Nottingham, Lincoln and Peterborough. Please dial 999.</p> |

We will also be working with the public to promote the alternatives to A&E, so they help us by reducing demands on our staff and our services. Unnecessary visits to A&E not only add to the strain on our hard working A&E staff, but also reduces the resources available to treat those who need specialist emergency care. We advise that if a person's condition is neither an accident or an emergency you consider one of the alternatives to A&E above.

The new Five Year Sustainability and Transformation Plan (STP) has been published for Lincolnshire

For the first time we have a single plan that describes how health and care services across the whole county will change in order to deliver better quality care, improve health and wellbeing and bring our health and care system back into financial balance. All 44 areas of the country were asked in January to submit a plan.

Lincolnshire has worked together more closely than ever in the last three years to develop the Lincolnshire Health and Care Programme which sets out our blueprint for future health and care services in Lincolnshire and describes a new model of care.

The development of the Sustainability and Transformation Plan builds on, and includes, this work but looks further at how we can work together more effectively, as a single health and care system to better support our residents and ensure every pound spent delivers value for the people of Lincolnshire.

- We need to work differently if we are to provide effective care to our growing ageing population, spread thinly over our rural county.
- Despite our best efforts, we sometimes fail to provide care that meets national standards. We struggle to recruit to key roles which put pressure on our overstretched workforce and means we rely on expensive agency staff
- We currently spend too much money on treating people in hospital rather than providing support in the community to prevent people needing hospital care

The STP has been developed by all seven Lincolnshire health organisations with discussion with officers from Lincolnshire County Council and other key organisations

which provide local healthcare support.

What does this mean for ULHT?

As well as a main focus on out of hospital care, the STP also includes a redesign of acute services.

As you know we have been developing our clinical strategy over the past two years, and many staff have had the chance to shape what our services will look like. Our strategy helped shape Lincolnshire Health and Care (LHAC). The STP and 2021 strategy are the natural evolution of both our clinical strategy and LHAC.

To lead the transformation of our own services, we are developing our own five year plan called the 2021 strategy. This will be our bit of the STP - therefore it's the bit that's most important to you.

Keeping all services as they are is not an option, since many services don't meet clinical guidelines and national standards, and we struggle to recruit.

We want to deliver services so patients are always cared for by highly skilled, compassionate staff. We all want to prevent emergency admissions to hospital. But those who need specialised, emergency treatment will get safe, high quality care at the best hospital, perhaps not always the nearest hospital. Those patients who do need our services will have shorter stays and be discharged home more quickly, to where they want to be.

These changes will lead to better health outcomes, quicker access to tests and treatments, fewer cancellations, fewer deaths and better services for the people of Lincolnshire.

We want our staff to be supported and have access to training and development, and

technology to deliver great care, first time.

1. Our services will:

- Be centres of excellence
- Be secure in Lincolnshire where possible
- Get things right first time, valuing patient's time

2. Our patients will:

- Want to choose us for their care and be our advocates
- Shape how our services run

3. Our staff will:

- Be proud to work at ULHT
- Always strive for excellence and continuous learning and improvement
- Challenge convention and improve care

We want to hear from you

This is your plan and your future, so we want to hear from you every step of the way.

We really want you to be involved in shaping the future and for your voice to be heard.

We know there has been a long period of uncertainty in which we have talked about making significant changes to services and careers. The STP and our own 2021 plan sets out a path to achieve this.

ULHT has a positive future. We want to improve the quality of care to our patients and improve the experiences of our staff while at work. Our staff will have exciting opportunities and access to training. They will also have a key role to play in shaping what these roles will be.

More ways to get involved will be published in the coming weeks.

Staff can view the latest information about our 2021 plans on the following page on the staff intranet – <http://ulhintranet/our-trust--2021>

ULHT in the news

As featured on BBC Radio Lincolnshire and the Lincolnite - Lincolnshire hospital radiographer wins national award

A radiographer working in Lincolnshire's hospitals has this week been named the UK radiographer of the year.

Jane Hall, who works as an information and support radiographer at Lincoln County Hospital, was announced as the Radiographer of the Year by the Society

of Radiographers at a glittering awards ceremony at the House of Commons in London last night.

Therapy radiographers like Jane are responsible for working with patients to plan and deliver radiotherapy treatment for people with cancer. This treatment uses high-energy rays to destroy cancer cells.

As featured on the Grantham Journal - Could you help support our patients with dementia?

An underused room on a ward at a Lincolnshire Hospital is set to be taken back in time to help support dementia patients.

Louise Lai, staff nurse on the emergency assessment unit at Grantham and District Hospital is looking to adapt a day room and transform it into a dementia friendly activity room. To do this, she is looking for a range of donated items from members of the public and local businesses.

The idea is to make the room look more like an old fashioned living room from the 1940s with plenty of activities to help improve care and inpatient stays for dementia patients.

“I’m always overwhelmed by the approach and positivity of our staff despite the challenges that we face.”

We talk to chief operating officer Mark Brassington about his background in physiotherapy, his objectives and his new role.

1. What is your background?

I’ve had lots of different roles throughout my career. I trained as a physiotherapist in Bristol and when I qualified I moved up to Nottingham in 1997. In 2004 I joined the NHS Management Training Scheme which is a two year programme. Following the scheme I commissioned GP, community and hospital services before heading back into an acute hospital in 2008 in Nottingham. During my time there, I managed a large surgical division, contributed to the creation of a hospital change programme and latterly became deputy chief operating officer with responsibility for improving the four hour standard.

2. Why did you choose to work at ULHT?

I joined the Trust in 2014 when I was on secondment as deputy director of operations for Michelle Rhodes. Since then I have also been the interim director for performance and improvement and more recently the interim chief operating officer since December 2015. Following a competitive recruitment process, I took on my current role permanently from October 2016. I prefer the feel here than at a teaching hospital because it feels more personable. When I came here I found it to be more open and transparent and ready to address our challenges.

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

I have three priorities. Firstly, integrating our leadership structure by bringing together the nursing and managerial teams under the leadership of our clinical directors. I want decisions to be made as close to our patients as possible through well performing leadership teams.



Secondly, improving patient flow which will include the consistent application of the SAFER bundle (read more about it on page 6). This is as important as sepsis six. It’s there to protect patients and to ensure that we can transfer people out of hospital to a more appropriate setting as soon as is clinically required.

Finally, focussing on getting the basics right. We have challenges across our support services such as outpatients, theatres and medical records to name a few. These areas will form a work stream to focus on getting the basics right. This is part of our 2021 programme of work.

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

The biggest thing is about clarity of expectations for us all. There is so much going on and it is about being clear what we need to do and trying to gather that sense of priority. I will support the clinical teams and strengthen the clinical voice through aligning everything to our operational structures where accountability and responsibility will be focused. This links all wards and departments together into our

management and leadership structure.

5. What are the main aspects of your role?

I am responsible for the daily operational running of our hospitals which includes emergency planning. In addition to this, it is my responsibility through our leadership teams to ensure development of our services in order to meet the needs of patients whilst balancing all of our competing demands.

6. Describe a typical day

There’s no such thing for me – it is so varied! On my drive in each morning I call into the operational centres to check how the sites were overnight. On getting into the office I review complaints waiting for my signature and prepare for the day. At 9am I have a conference call to have an update on how we are doing across our sites and how we are preparing for the weekend. We also have updates from other providers such as EMAS.

My day then involves having one to one, team or group meetings which involve either personal development, operational issues or improvement work. I also have board and

executive responsibilities with regular set meetings on a weekly or monthly cycle.

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

Our staff of course! I'm always overwhelmed by the approach and positivity of our staff despite the challenges that we face.

8. What drives you?

I left physiotherapy because I felt that being in a leadership role would enable me to help create the conditions for staff to do their best every day. I struggled and didn't see people trying to do that for me when I was a clinician. I know we have many frustrations - large and small - which I want us to address in order to make working at ULHT an even better place but also a safer place for our patients.

9. What is the best thing about your job?

Every day is different and I get to meet so many people across the organisation who are really enthusiastic and proud of what they are doing. I do try to get out of the office and see people in their place of work, it's really powerful. I've been doing an induction programme and going out to visit different areas across the organisation but I haven't been to see all areas yet. If I haven't been to see your team yet please contact Catherine Anderson my PA who can arrange a visit.

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

There are the obvious things such as

workforce, finance and performance.

However, during these difficult times for the NHS our challenge is going to be remaining focused on the good work we are doing and the work we need to do. It will be easy to focus on the negative and all of the issues, however, as I talk to people across the country we are well placed to tackle our issues. We will be able to do this if we remain positive and united.

11. What is your message to ULHT staff?

I appreciate that times are tough and we have challenges but we are not alone in that. When I've been speaking to people across the country I can see that we are doing fairly well. We are demonstrating that we can change and we need to continue our work on improvements. History shows us that when we put our minds to it we can achieve what we want to. Things are not where we want them to be but we are making changes and there's lots of other organisations not where they actually want to be either.

12. What would you say to someone considering working for ULHT?

It's an organisation which understands itself and where the strengths and challenges are. We have committed staff that have demonstrated that we want to improve. We have support from our regulators and there's lots of opportunities to improve and areas we can improve so be part of a team that makes a difference.



Tweets

@ian_iscay @ULHT_News @MpanadesRT Belated congratulations to Jane Hall on her prestigious Award. So kind and reassuring during my treatment 2015.

@LucyDarbyxxx @HelenemJones @MpanadesRT @JanSobieraj @ULHT_News Proud to be part of the Oncology team

@ULHT_News Businesses we'd love your support for our 2017 Staff Awards. For info contact staffawards@ULH.nhs.uk or call 01522 573986 #LincsConnect

@Sharon_Kelham Well done team Greetwell 250 days without a grade 3 or 4 pressure ulcer @ULHTTVTeam @ULHT_News @LindaKeddie @mccarthy_ph

Calling all ULHT staff! Have you looked into our new staff benefits system Wider Wallet yet? Info on the intranet: ow.ly/hLgL307n630pic.twitter.com/7mkBmumy77



What's on

January:

- Cervical Health Awareness Month
- Thyroid Awareness Month

February:

- AMD/Low Vision Awareness Month
- International Prenatal Infection Prevention Month
- Congenital Heart Defect Awareness Week (February 7-14)
- Condom Week (week of Valentine's Day)
- Eating Disorders Awareness Week (last week of February)

March

- Multiple Sclerosis Education Month
- National Nutrition Month
- Save Your Vision Month
- Sleep Awareness Month (promoted by the National Sleep Foundation)
- Trisomy Awareness Month
- Workplace Eye Wellness Month
- Patient Safety Awareness Week (first full week of March)
- Brain Awareness Week (second full week of March)

Trust Board:

Tuesday 7 February

On the spot...

Favourite food?

I love anything hot. My current favourite is a beef madras.

First record bought?

Colonel Abrams - Trapped.

What are you listening to at the moment?

The last concert I went to was Bastille so I've been listening to their new album. Music is always on in our house so we listen to all sorts normally chosen by my 10-year-old who thinks he is a popstar!

Where is your favourite place in the world?

Anywhere where I can be with my two boys and wife. Preferably somewhere hot. I want to take them somewhere off the beaten track next year. However most weeks I make do with snuggling up with the kids watching a film on Sunday afternoons.

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

I'd have to have music, a football and chocolate - my favourite is Minstrels but I would have to find a way to keep them really cold.

What do you like to do with your spare time?

I like to watch my two boys play sport. I coach rugby and I also like to run. I like taking part in events like survival of the fittest, a 12k obstacle course.

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

I think my friends would say I am up for a laugh and I like to chat. I'm a planner at work and at home. Even if my friends decided on a spur of the moment trip I'd have to plan where we would stay, what we would see etc.

How would you like to be remembered?

I'd like to be remembered as being one of the good guys who always tried to do the right thing.



A DisabledGo engagement session with patients at Grantham hospital

Involving our patients and public in our future plans

Patients, staff and the public of Lincolnshire have many ways to get involved in the future of Lincolnshire's hospitals and have their say.

We use multiple methods to engage with our public, reflecting the differing issues we need to consult on, the level of involvement required and the groups we need to target in each case. These can include:

- Surveys and gathering opinions from the Trust membership
- Locality forums/ membership meetings
- Focus groups
- Public meetings
- Engagement at community meetings
- Engagement via social media
- Sending out information to groups
- Wider public surveys

We are currently doing a piece of work to map community groups across the county. These are groups and individuals who we can visit, speak to or send information to who may have an interest in giving us their views. This gives us an opportunity to make sure we engage with people who represent a broad spectrum of the population including age, gender and interest, often in their own environment.

We have already identified more than 70 groups to engage across Lincolnshire, and contacted them to see how to best seek their involvement.

Recent engagement has included tailored meetings with groups in the Grantham area to listen to views on the temporary overnight closure of A&E and understand the impact it has had on the population of the town, and engagement around changes to Laundon House in Sleaford with groups in the Sleaford area.

We have also worked with disability groups as

part of a piece of work with the not-for-profit organisation DisabledGo to create accessibility checkers for all of our patient areas. Patients have been consulted and engaged in the process of developing the accessibility checker, so that disabled patients can get information from our website about the accessibility of areas they may be visiting ahead of time.

The Trust is developing a five-year strategy for the future of services within Lincolnshire's hospitals.

The opinions, feedback and suggestions of staff and patients will form a major part of this plan, and help us to ensure that every change we make is in the best interests of the patients we serve.

To help in developing these plans, we are particularly looking to engage with groups with interest in respiratory, renal, gastroenterology, stroke, breast cancer, maternity and paediatrics.

If you know of any group which would like to get involved in the future of Lincolnshire's hospitals and the development of our plans, please contact the membership office 01522 572301 or email members@ulh.nhs.uk.

Sign up to become a member of the Trust

To get even more involved, you could sign up as a Trust member.

We currently have over 1,300 Trust members who are consulted on our programmes of work and are involved in the work that we do. More than 70 of our members have even gone through additional training to act as patient representatives on our boards and committees or give independent perspectives on our services through visits and inspections.

To sign up, go to <https://www.ulh.nhs.uk/about/membership/>

Goodbye to well-loved non-executive director Tim

Non-executive director Tim Staniland is due to leave the Trust in March 2017, after 10 years serving the Trust Board as a lay member.

Boston-born Tim, who works as an innovation consultant, has served two terms as a non-executive director and will be missed by the Board and many staff particularly at Pilgrim hospital, where he has been site lead non-executive director.

Trust Chair Dean Fathers said: "Tim has been a dedicated and committed non-executive member of the Board who has represented the people of Lincolnshire exceedingly well for a significant number of years.

"We thank him for the considerable value he has brought to the Board, the Trust and the citizens we serve. We wish him every success and good health for his future."

Tim said: "I hope that I have made a positive contribution to the progress that the Trust has made over the past 10 years. In an organisation that has gone through a lot of changes at the top over those years, I hope I have been able to offer a consistent external view point that has informed decision making in a positive way.

"I think the biggest strength of ULHT is the people that work for the Trust. They are incredible, all of them, whatever role they are in. Without their consistent effort and drive to deliver the best services they can, it would fall apart."



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



Tim Staniland, non executive director

What do you like best about your job?

It's a privilege to be part of such a great organisation delivering services to the population of Lincolnshire. It is also a very stimulating and challenging environment to work in.

What was the first record you ever bought?

Cum On Feel The Noize by Slade. That is a lie actually. I am rubbish at lying. That was a later record I bought, the first was too embarrassing to put in print.

Who or what inspires you?

Nature. Just look at it, it's awesome.

Name one thing you couldn't live without?

My wife, but I'm not convinced she would like being called a thing.

How would your friends and colleagues describe you?

Annoyingly persistent. Or is it persistently annoying. I can't remember.

What's your favourite sport?

Surfing.

What was the last thing that made you smile?

I have lots of rescue animals – three donkeys, four sheep, two goats, lots of chickens, ducks and a parrot. They make me smile every day.

Where is your favourite place in the world?

Home.

What's your favourite book?

The Godfather.

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

I would replace all the ageing buildings that the Trust has, so that everyone could work and be treated in modern fit for purpose environments.

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

The internet, a comprehensive toolkit and a fully stocked builders merchants.

Nikki Galley, assistant communications officer



What do you like best about your job?

Every day is different – we do so many things in the communications and engagement team. There is never a dull moment.

Name one thing you couldn't live without?

Cups of tea. They help in good times and bad.

How would your friends and colleagues describe you?

Someone who is organised and puts people before herself, reliable and compassionate.

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

Nigella Lawson – to help cook the food and have good conversation with.

Amy Lee from Evanescence – to teach me to sing, improve my piano playing and have a good laugh with.

Sarah Jessica Parker – to see if I can borrow some of her shoes and ask for tips on running my own business empire.

What was the last thing that made you smile?

A text from my mum to say my wedding dress had arrived.

What is your greatest achievement?

Getting into university and graduating – I applied to go to university 18 months after completing sixth form without the help of any teaching staff like the rest of my friends had, and I was the first of my family to go to university.

Where is your favourite place in the world?

New York. The hustle and bustle of the Big Apple and the scale of it is completely surreal and I absolutely love the people, the history and how much you can do there.

Kishan Rees, clinical research fellow

What do you like best about your job?

Teaching and training the next generation of doctors in a supportive and flexible environment - where we can innovate and stretch students to be the best they can be.



What was the first record you ever bought?

Showing my age here but perfect 10 by the beautiful south - it was a CD though.

Who or what inspires you?

Steve Jobs

Name one thing you couldn't live without?

My apple devices

How would your friends and colleagues describe you?

Chaotic

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

Steve Jobs - Apple. Elon Musk - Tesla / Space X. Gino Pozzo - For saving my beloved Watford FC

Who had the greatest influence on your career?

My dad for giving me an inquisitive mind and not worrying about the status quo.

What's your favourite sport?

Football

If you could have any superpower what would it be?

Basically be like IronMan - a billionaire, playboy, philanthropist.

What was the last thing that made you smile?

My Italian girlfriend who is a nurse I am trying to persuade to come and work at LCH! So she will remain anonymous.

What talent do you wish you had?

Ability to learn languages easily - Italian would be handy!

Who's your favourite band?

Coldplay

What is your greatest achievement?

Getting through medical school and medical education masters (with severely dyslexic traits)

Where is your favourite place in the world?

Anywhere with friends and family

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

Middle management.

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

I'd like to think I wouldn't be careless enough to be stranded but....

Watford FC shirt

Phone with GPS / 4G

Sweet and salty popcorn or cinnamon and raisin bagels

How would you like to be remembered?

Fighting for the greater good - even if that makes me temporarily unpopular.

Living well – eye health

It is just as important to look after our eyes as the rest of our bodies, and maintaining a healthy lifestyle is the best way to ensure they are at their best.

There are some simple things we can all do that will help not only keep our bodies healthy, but also help reduce any risks to our eye sight.

- Be on the move - exercise may reduce the risk of sight loss, which can occur as a result of high blood pressure, diabetes, and narrowing or hardening of the arteries.
- Eat a healthy, balanced diet – include a variety of fruit and vegetables.



Cauliflower cheese soup recipe

Ingredients

- 10g butter
- 1 large onion, finely chopped
- 1 large cauliflower, cut into florets
- 1 potato, peeled and cut into chunks
- 700ml vegetable stock (from a cube is fine)
- 400ml milk
- 100g mature cheddar, grated

1. Heat the butter in a large saucepan. Cook the onion in the butter until softened.
2. Add the cauliflower, potato, stock, milk and seasoning.
3. Bring to the boil, then reduce the heat and leave to simmer for about 30 mins until the cauliflower and potato are soft.
4. Turn off the heat and add the grated cheese. Stir until melted.
5. Using a food processor or blender, blend the mixture until you get a creamy, thick soup.
6. Top up with more milk to thin a little if needed and warm through before serving.



- Protect your eyes from the sun – it may sound simple, but never look directly at the sun.

As well as keeping fit and healthy, it's also important to have a regular eye health check. It can spot many general health problems and early signs of eye conditions before you're aware of any symptoms – many of which can be treated if found early enough.

Paul Tesha, Consultant Ophthalmic Surgeon

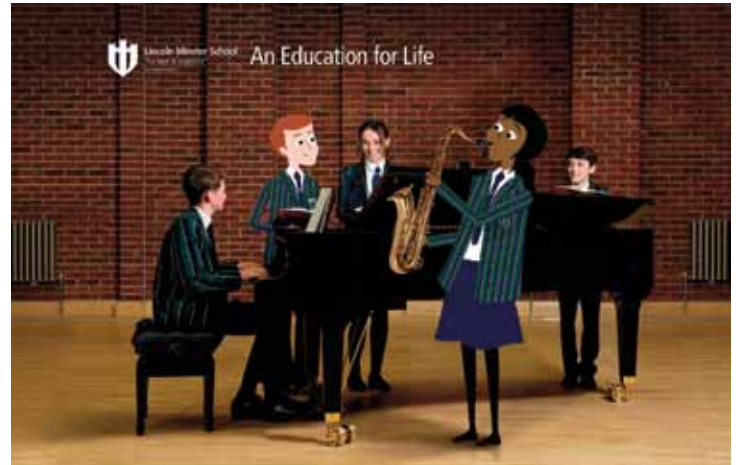
and Head of Service said: "Your eyesight is your most precious sense and I would recommend that everyone should have their eyes checked by an optometrist every two years. Parents should ensure that their children have a preschool eye check with an optometrist so that any eye problems are detected and treated early."

If you want to find out more about eye health, visit <http://www.nhs.uk/Livewell/Eyehealth/Pages/Eyehealthhome.aspx>

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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.

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