

THE WEEK AHEAD

28 February 2022



It's award season once again and boy oh boy do you deserve recognition for all you've achieved in the past year. Despite everything, you've continued to innovate, motivate as well as give our patients great care. We'll be launching our 2021/22 staff Star Awards in next week's The Week Ahead but why not start thinking now about who deserves your nomination? It's a simple and easy nomination process and you can nominate as many people as you like! There are also some new categories.

We're enormously proud of every member of #TeamCDDFT and our annual staff Star Awards is your chance to make sure those who have impressed you the most, whether individually or as a team, are recognised.

#TeamCDDFT consultant endocrinologist awarded an Honorary MBE!



Last week, the news was made public that Dr Shafie Kamaruddin, consultant endocrinologist & deputy medical director, has been awarded an Honorary MBE in recognition of his work for the NHS.

Born and raised in Malaysia, Shafie, travelled to Belfast to complete his medical degree. This in itself was a huge and brave move – daunting enough to start university, studying for a difficult degree, but to do so thousands of miles from home, family – all that he knew. Thankfully, Shafie tells us he loved his time in Belfast.

He moved to the North East in 2006 and has now been in the UK for 26 years, living with his family in Eaglescliffe. He joined #TeamCDDFT in 2015.

Executive medical director, Jeremy Cundall, can't speak highly enough of Shafie saying, "He's an excellent clinician and leader who played a crucial role as we mobilised very quickly at the start of the pandemic early in 2020. In a very short time period, Shafie changed BAH from a community facility into an acute general hospital. His personal touch meant that over 20 retired medics returned to work which enabled over 100 extra beds to be opened at Bishop Auckland."

With a national reputation in the care of Type 1 diabetes patients, Shafie helped drive the introduction of 'flash glucose monitoring' – app-based technology that simply requires patients to wear a sensory patch attached painlessly to their upper arm and use a smartphone to scan the sensor, giving an accurate reading of glucose levels. Patients can see the reading for themselves and it is also submitted electronically to the diabetes team. Amazing!

Modest and unassuming Shafie says he accepts the honorary MBE on behalf of the Trust and all the hard working members of #TeamCDDFT.

We're proud of you Shafie – we know it hasn't been easy – not least because you haven't seen your parents in Malaysia since before the pandemic. They must be bursting with pride.

Overseas NHS Workers Day, Friday 4 March 2022

The announcement of Shafie Kamaruddin's Honorary MBE is timely, given that this coming Friday, 4 March 2022, marks the date of the second annual Overseas NHS Workers Day which is an opportunity to celebrate the contributions of all our international staff – whatever your role – you're an invaluable member of #TeamCDDFT.

Internationally trained doctors, nurses and countless other professions bring their knowledge, skills and experience for the benefit of our patients. They can also enrich us in so many other ways, helping us to understand and appreciate that the way we live our lives is certainly not the only way – whether this be through culture, belief, food – we benefit so much from having you in our community.

On 4th March, take time to let an overseas colleague know how valued they are, find out more about them and their background and celebrate their contribution. Since 2020 we've welcomed 200 international nurses from nine countries - India, Philippines, Jordan, UAE, Zimbabwe, Kenya, Botswana, Nigeria and South Africa. All but one has stayed with us and for example, those of you on our staff Facebook group will be aware of the help they needed – and received – in creating their homes. They've worked incredibly hard, learning and adapting.

We'd love to hear from you – whatever your role! You might want to tell us what brought you to CDDFT, what you like about England – and what you don't, a favourite recipe from home you'd like to share – anything really. We'd be honoured to hear from you or a colleague who knows what a difference you make.

We'd love to share some of these stories – please send a few words about yourself or an overseas colleague – together with a photo if you can – to cdda-tr.communications@nhs.net. In her Facebook Live session last week, Sue Jacques asked overseas colleagues to send their story to us. Revathi was the first to do so, sharing a little of her inspiring story with us here:



Revathi joined the Trust in November 2020 – when the UK was largely in lockdown – as one of the nurses recruited from India. Revathi says, “I had a dream of coming to live in the UK for many years and almost managed it in 2012, but it wasn’t to be. I actually think it is everyone’s dream to live in the UK! I had worked as a nurse in India for 18 years so, but when I became aware of the opportunity to come to the UK more recently, I was still nervous about passing exams – particularly in written English. Exams are expensive and with the salary I had in India, it was difficult to support my family and find money for exam fees. When I passed I was on cloud 9 as my dreams were finally coming true – though my start date was initially delayed due to COVID-19...

“My job as a staff nurse in the ED at DMH is great and everyone has been so supportive and encouraging – they’re a wonderful team. There are clear processes – everyone knows what to do. The equipment and facilities are also like a dream come true. Charlie, our coordinator, is amazing – she made us all feel comfortable, never alone. She was always there.

“After I had been here six months, my husband, Prabhudas, and our daughter, Abigail, who is now five, joined me in Darlington. I was so pleased to have them here and had missed them so much. Abigail loves Reid Street School and, not having been able to speak English when she arrived, she now corrects me! My husband is working and we feel very secure with much better living conditions and prospects than we ever hoped of having – especially for Abigail. Most nurses from India choose bigger cities when coming to the UK. I’d never heard of Darlington, but we love it – much better for us than a big city. England is beautiful, we love the nature and the beautiful places to visit.

“I would like to thank the Trust and all my colleagues - you’ve made the dreams of one nurse and her family come true by giving us a better life. To anyone who has dreams I can only say, strive hard to fulfil them, achieve and fly high with joy.”

We’re lucky to have you Revathi – and what a lovely photo – thanks for choosing CDDFT.

Ukraine

The Secretary of State for Health and Social Care, the Rt Hon Sajid Javid MP, has issued a message for all Ukrainian health and care staff in the UK saying amongst other things, ‘I can only imagine how scared, angry and outraged Ukrainian nationals must be feeling right now, including those living and working in the UK.’ He recognises ‘wholeheartedly’ the vital role Ukrainian nationals and those of Ukrainian origin play in our health and care sector and confirms that Ukrainians who are on work, study or visit

visas in the UK will have their visas temporarily extended or be able to switch onto different visa routes. To read the full message: [CLICK HERE](#)

These are very challenging times and anyone affected, whether directly or indirectly, by the events in Eastern Europe and the news coming from Ukraine, can access a range of support from our health & wellbeing service – use the link below. Keep looking out for each other – acts of kindness – however small - go a long way.



#TeamCDDFT
Health and Wellbeing

Your health and wellbeing is really important to us.
We have a range of support available for you.

CLICK HERE ➔ #YouMatter

Smoke free app



 Stop smoking with Smoke Free
Expert support that's proven to help
150,000 5-star reviews

No.1 App

3m 10d 1h

100% 72% 27%

★★★★★
"This app literally changed my life! 100% recommend"
Melissa R.

Go to: getmesmokefree.com, then enter your postcode

If you're trying to quit smoking, why not download the free Smoke Free app? It is the most popular stop smoking app available, with more than 4.5 million people downloading it since its launch.

The app adheres to smoking cessation best practice as defined by the National Centre for Smoking Cessation and Training (NCSCT), the quit coach chatbot follows the NCSCT's Standard Treatment Programme and the stop smoking advisors are all NCSCT-certified.

Reviewers regularly say that it has made stopping smoking much easier for them. It's really easy to use, has helpful tools and 40 behaviour change techniques. The set-up questions are minimal (and answers to them can be approximate). The automated quit coach chatbot checks-in daily, provides motivation, supports with cravings and withdrawal, helps with difficult situations and more. Stop smoking advisors are available to answer any quitting question and cheer every success. The automated features are available 24-

hours a day and the advisors are available from 6am – midnight, Monday to Friday and most of the weekend.

How to get the Smoke Free app

- Download at: getmesmokefree.com
- Enter your postcode into the app

Health and Wellbeing Champions



As you may have seen in this bulletin recently, we're currently recruiting Health and Wellbeing Champions across the organisation and we'd like representation from across all of our sites, wards and departments.

If you are friendly and approachable, good at motivating others and enthusiastic about health and wellbeing, we'd love to hear from you!

To find out more about being a Health and Wellbeing Champion you can view the role profile [HERE](#).

Supporting the health and wellbeing of colleagues is a key priority for ward 14 day surgery unit at DMH. Housekeeper Sharron Trevarrow and Staff Nurse Jill Holmes explain more about all the activities and support they provide colleagues in this [short video](#). They are both hoping to become Health and Wellbeing champions.

For anyone interested in finding out more about Health and Wellbeing Champions, drop-in sessions are available – see below dates:

Tuesday 1 March	2pm-3pm	Click here to join the meeting
Thursday 3 March	10am-11am	Click here to join the meeting
Monday 7 March	11am-12pm	Click here to join the meeting

Wednesday 9 March

12pm-1pm

[Click here to join the meeting](#)

To book your place, ask a question or if you want to become a Health and Wellbeing Champion, please email: cddft.healthandwellbeing@nhs.net. Please also seek permission from your line manager.



There's also support and resources available via our health and wellbeing service: [CLICK HERE](#) for details.

TRiM support conversation reflections

TRiM Individuals Supported Quotes...

“ I wasn't initially aware of TRiM. I would recommend TRiM when staff face traumatic experiences 10/10 ”

“ (The TRiM Practitioner time and supported make sense of parts was struggling with. the practitioner extremely friendly and easy to to. ”

“ I attended a little unsure of what to expect, but TRiM turned out extremely beneficial to me and helped me more than I could have expected. ”

For more information email: cddft.trim@nhs.net
Or phone the TRiM Co-ordinator on 07747 757915

#TeamCDDF

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#TeamCDDFT choir - Singing for the Soul



A message from the Occupational Health team:

If you enjoy singing, you are welcome to join our #TeamCDDFT choir, which meets on

Wednesday evenings from 19:30–20:30 via Zoom. We are also hoping to meet face to face when Trust restrictions allow for this. One member of the choir said that going to the choir “relaxes you and raises your spirits”, so why not join us and give it a try!

Please email: cddft.healthandwellbeing@nhs.net to be sent the link to join.

International Women’s Day, Tuesday 8 March 2022 #BreakTheBias



A message from the Workforce Experience team:

Imagine a gender equal world. A world free of bias, stereotypes, and discrimination. A world that is diverse, equitable, and inclusive. A world where difference is valued and celebrated. Together we can forge women's equality and collectively we can all #BreakTheBias.

Individually, we're all responsible for our own thoughts and actions - all day, every day. We can break the bias in our communities and in our workplaces and together, we can all break the bias on International Women's Day (IWD) and beyond.

Be part of a movement and strike the IWD #BreakTheBias pose. Will you actively call

out gender bias, discrimination and stereotyping each time you see it? Will you

help break the bias?

Cross your arms to show solidarity - strike the IWD 2022 pose and share your #BreakTheBias image on social media to encourage people to commit to helping forge an inclusive world.

Staff Health Needs Assessment



Health Needs Assessment

As part of the #TeamCDDFTs commitment to provide a working environment in which staff are able to enhance and maintain their physical, mental and social health and wellbeing; we are looking to identify the health needs of our workforce.

This is your opportunity to give us your views to enable us to address the health issues that are important to you and to find out ways in which you would like to receive information regarding your health and wellbeing. The questionnaire should take no more than 5 minutes to complete.

Health Needs Assessment is entirely confidential

Chance to be entered into a prize draw to win an Amazon Fire Tablet and other prizes.

If you have any further questions regarding this survey, please email cddft.healthandwellbeing@nhs.net



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Please [CLICK HERE](#) or scan the QR code above to complete this questionnaire – it should take no more than 5 minutes to complete and responses are entirely confidential. We encourage you to be as honest and open as you can be - you will not

be asked to enter your name or any personal identifiable information and none of the questions are compulsory.

Health passport

A message from the Workforce Experience team:

CDDFT has just undertaken a review of its current health passport and in conjunction with our Disability and Wellbeing Staff Network group, a new version of the document has been developed.

The new document can be accessed [HERE](#).

The health passport is a place where you can store any information you would like about a disability, long term health condition, mental health issue or learning disability/difficulty.

You can use this passport to aid a discussion with your current or a new line manager about your health and anything you have in place in the workplace, enabling you to carry out your role. For example, this could be:

- A different start and finish time
- Ways of communicating at work
- More regular breaks at work
- A specific seat at your desk

- Modifications to your desk

- Appointments you regularly need to attend to stay well at work

If you have an older version of the health passport we would recommend that you take this opportunity to update it using the new documentation.

Uniform update

This week we have received 88 pieces of new uniform for a wide variety of staff, including:

- Pharmacy staff
- CNSs
- Sisters
- Staff Nurses
- Nursing associates
- HCA dresses
- Midwives
- Dental nurses
- Podiatry assistants
- Foundation doctors
- Middle grade doctors
- Consultants

For any outstanding uniform order queries please send a brief email to the dedicated inbox: cddft.uniformenquiries@nhs.net. In the subject field you must include your: name, job role and ward /department. There's been a large number of emails received without this information in the subject field and these will be processed last. In the body of the email briefly state the query and if possible provide a copy of the order placed by the staff member. Your order query can then be checked against the lists in a more timely fashion. As of Thursday 24 February, 370 emails had been received with 100 resolved initially, 47 contacted to arrange delivery of uniform, 13 given a new uniform request form and 15 people who are still awaiting outstanding uniform to arrive. We will provide an update next week about the outstanding emails.

If you require a copy of the uniform order request form, please use the latest version which is available [HERE](#). The form must be signed by a line manager prior to submitting and is only to be used for new starters or staff who have been advised via the uniform queries email team to submit a new form.

Uniforms are delivered to the area which was included in the initial order form in April and May. If you no longer work in that area please check if your uniform has been

delivered there. Please check boxes and grey bags as there have been some which have been unopened containing uniform for that area.

If you need to return your uniform, please ignore the Alexandra returns form which is included in your delivery and instead contact the sewing room: cddft.uniformenquiries@nhs.net Please do not swap uniforms between yourselves, we need to be able to track orders accurately and ensure colleagues receive the correct uniform. The sewing room is open from 8am-3:30pm.

Thank you for your patience and understanding as we continue with this new uniform roll-out.

Director's Briefing Facebook Live

The latest director's briefing Facebook Live was held on Wednesday 23 February with Sue and Jeremy.

They provided an update on questions from previous sessions, COVID-19, selling annual leave, vaccination clinics, celebrating Overseas NHS Workers Day, health and wellbeing champions and much more! You can watch the video [HERE](#).

The next Facebook Live session will be at 6pm on Wednesday 9 March.

Electronic Patient Record (EPR) update



EPR for Nurses video

In case you missed it in last week's EPR bulletin, Digital Matron Emma Arrowsmith gives a brief introduction to EPR for Nurses in our latest video. You can now access this video by clicking on this link: <https://www.youtube.com/watch?v=duNp0hTqF2s> or by copying and pasting the link into your browser:

Next Open Q&A date set

Thank you to everyone who took part in last week's training-themed Open Q&A, a video of the meeting will be available in the EPR bulletin later this week. The next Open

Q&A will take place on 31st March, 4.30pm-5pm and will be themed on Clinical Documentation with guest speaker Gemma Russell. To receive a calendar invite for this event please contact: james.burman@nhs.net

EPR training recap – training starts 28th March

Training for EPR will be available for all relevant staff via ESR from 28th March with two, eight week phases planned incorporating knowledge building **and** practice. For an overview of how this will work, view the video with EPR Training Manager Richard Welsh via the link below: <https://www.youtube.com/watch?v=Ti00KvdOmIE>

or by copying and pasting the link into your browser.

Find out more about EPR

You can find the EPR section of the Intranet, which contains all the latest bulletins, Frequently Asked Questions and more via [THIS LINK](#) or by copying and pasting the link below into your browser: <http://intranet/sites/ws-EPR/SitePages/home-of-EPR.aspx>

If you have any questions about EPR you can also email cddft.epr@nhs.net at any time.

Sustainability eLearning



#TeamCDDFT's vision is to be net carbon neutral by 2045 requires us all to come together and combine our efforts to achieve this. We all have a role to play in this important journey and your part starts with completing a 30 minute eLearning programme called "Building a Net Zero NHS" which was introduced last July. This

training describes the climate and ecological emergency, why it matters for health, and how healthcare contributes to it. It includes case studies of sustainable practices across all health professions.

Every member of #Team CDDFT has been auto enrolled onto this eLearning on ESR and in July we were all set the challenge of completing it and starting discussions within our own areas of work about what we and our teams can do to further this agenda.

An amazing 75% of #TeamCDDFT members have already completed this course! Given the clinical and other pressures you're under and that the training isn't mandatory, just goes to show the genuine interest in the subject and commitment to do the best we can.

If you're one of the minority 25% who hasn't yet completed the training - now is the time! You'll find it waiting for you in your ESR.

For more information on what we are doing as an organisation to meet this challenge please view our Sustainability Matters - Our Green Plan click [HERE](#) or hear our Sustainability Lead, Richard Hixson talk about what we are doing in this YouTube video by clicking [HERE](#)

Endoscopy staff 'working above and beyond' at BAH



A message from Ros Russell, Service Manager – General Surgery & Endoscopy:

In addition to running a very busy service, on 15th February, our endoscopy team supported North Tees Hospital and the North East Training Academy (NETA) in providing a 'Training the Colonoscopy Trainers' course at Bishop Auckland Hospital. The course aims to provide colonoscopists with the necessary skills to

effectively and efficiently teach others to teach, using principles of adult education, thus

future proofing the quality and safety of gastrointestinal investigations. This was our first time hosting this particular nationally accredited course, which was well received with excellent feedback. A big thank you to the Bishop Auckland endoscopy staff 'working above and beyond' to make the day a huge success.

Leadership and management apprenticeships

A message from Training & Development:

Recently, we celebrated National Apprenticeship week by hosting our 5th annual apprenticeship awards ceremony to acknowledge and celebrate staff who have completed an apprenticeship in 2021.

One of the award winners was Ashleigh Jack, who was nominated Apprentice of the Year by Sunderland University. Ashleigh recently graduated with her Senior Leader Apprenticeship MBA and found the course made a huge difference to her career as a patient safety manager. To read the full story [CLICK HERE](#).

Senior Leadership apprenticeships are an excellent way to develop personally and progress your career here at #TeamCDDFT. Our local universities are currently advertising this apprenticeship along with other degree apprenticeships for May 2022 enrolments.

We offer these qualifications via Teesside University (Business School & School of Health) and Sunderland University - both are having online open events for these next intakes, if you want to find out more about what is involved please email: cddft.apprenticeship@nhs.net.

Here at #TeamCDDFT, we host a wide range of apprenticeships across all vocations, so please contact us for more information on the above, or for more information on apprenticeships in general, please visit [our intranet page](#).

We have an update on the courses from Sunderland University that are fully funded and available now. There is a whole range of courses available covering:

- Business & Leadership
- Digital Media
- Health and Social Work
- Education
- Project Management
- Health & Wellbeing
- Investigative Practice

Fully funded courses running in the next couple of months are available to view [HERE](#).

If you are interested in applying or require further information please contact us at: cddft.esf@nhs.net

Durham Hospital Radio volunteers

A message from Paula Brennan, Patient Experience Manager:

The Hospital Broadcasting Association (HBA) awards are held as part of the HBA annual conference. Unfortunately the last two years have seen the event take place virtually. No date has yet been announced for this year, so we are hopeful that it may be possible to stage the conference later in 2022 as an in-person get together and give all nominees and other volunteers the chance to meet up once again.

Durham Hospital Radio, who are based at University Hospital of North Durham, have been nominated in five of the eight categories they submitted to the HBA to be considered at their annual awards ceremony.

- **Best specialist music programme and best special event:**
Eileen Thompson
- **Female presenter of the year:**
Dawn Finnigan
- **Male presenter of the year:**
John Middleton

The radio station has also been included in the Station of the Year category in competition with nine other hospital radio stations. We were runners up for this award in 2019, so we hope to go one better this time!

Well done to the team at Durham Hospital Radio!

Data security & protection staff survey

A message from the Data Security & Protection (DSP) team:

The Trust has to complete a Data Security and Protection Toolkit on an annual basis to show compliance with the National Data Guardians ten data security standards. As part of this assurance, internal staff audits on various data security and protection policies and procedures need to be carried out. The DSP team would very much appreciate it if you could help us by completing this year's staff survey as soon as possible - this should only take a few minutes.

[CLICK HERE](#) to take the survey. The Survey will close on Friday 4 March 2022.

Compliments from patients/service users



The poster features a thumbs-up icon in a green circle on the left. The title 'Compliment Reporting' is in large grey font with a green underline. On the right, there is a vertical text 'Co an NH'. The main content is split into two columns. The left column, on a blue background, lists 'Staff to Staff compliments' and includes a list of themes: Attention to detail (ER), Communication (ER), Dealing with difficult situations (ER), Going the extra mile (ER), Governance (ER), Knowledge (ER), Other (ER), Team Work/ Peer Support (ER), and Training Excellence (ER). It also shows two female staff icons and the text 'Staff to Staff compliments'. The right column, on a teal background, is titled 'Patient to Staff compliments' and includes the text 'This theme should only be used for patient to staff compliments'. It features a partial icon of a person in a wheelchair and the text 'Patient compliments'. At the bottom, there is a green bar with the text 'safe • compassionate • joined-up care' and a blue bar with '#TeamCDDFT' and icons of five diverse people.

Compliment Reporting

Staff to Staff compliments should be reported within the Learning from Excellence module as one of the Learning from excellence themes shown below:

- Attention to detail (ER)
- Communication (ER)
- Dealing with difficult situations (ER)
- Going the extra mile (ER)
- Governance (ER)
- Knowledge (ER)
- Other (ER)
- Team Work/ Peer Support (ER)
- Training Excellence (ER)

Staff to Staff compliments

Patient to Staff compliments should be reported within the Learning from Excellence module.

Compliment from patient

This theme should only be used for patient to staff compliments.

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#TeamCDDFT

A message from Paula Brennan, Patient Experience Manager:

During 2021 there was a new theme added to the Learning from Excellence module to allow the Patient Experience Team and staff to be able to record their own compliment/thank you received from patients/families.

However staff haven't been using this category for just compliments from patients/families but a substantial amount from staff to staff, and diluted the true importance of learning from excellence.

Therefore the category has been amended to state "Compliment from Patient/Family" and all staff are reminded to only use this category for patient to staff compliments.

ECDM - deceased patients' medical records

A message from Julie Crampton, Patient Access Operational Manager:

The Medical Examiners team are required to review the medical record of any deceased patient that occurs on a ward.

Following the death of a patient on a ward, the medical records are to be placed in the doctor's office in order for a doctor to complete the death summary. This must be completed within 24 hours to enable the Medical Examiners team to review the patients' medical record.

The Medical Examiners team will visit the ward on a morning or afternoon to collect the deceased medical records after the death summary has been completed. The Medical Examiners team will return the medical records to the ward within 24-72 hours.

When notes are returned to the ward, ward staff must ensure all documents have appropriate barcodes on each page of admission notes. Once barcoding is complete all documents are to be sent for scanning within 48 hours.

Safe and Secure Handling of Medicines (SaSHoM) audit 2021-22

A message from the Pharmacy Medicines Safety Team:

Calling all areas that hold medicines!

The Safe and Secure Handling of Medicines self-audit tool is open and ready to be completed. Visit the SaSHoM page on the [Pharmacy intranet site](#) for instructions, help and support on how to complete.

SaSHoM is a fundamental standard expected by the Care Quality Commission (CQC) and supported by a range of national guidance.

Completed audits need to be submitted **by 31 March 2022** - please don't hesitate to contact a member of the Pharmacy Medicines Safety Team if further support is needed: ext. 32606 / 44257.

Disclosure and Barring Service check (DBS formerly CRB) – a reminder



Disclosure and Barring Service (DBS) Checks (formerly CRB)

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A message from Alex O'Brien, Workforce & OD Project Support Officer:

Following on from our previous communications in January, we have now contacted all colleagues that need to undertake a renewed DBS check.

If you are one of these staff members, we urgently ask that you supply us with the required documents as soon as possible - the deadline for completion of this check is Wednesday 30 March 2022. We are continuing to run weekly drop-in sessions across each of our sites so you can attend to provide ID documentation (see details below). Alternatively you can take documentation to your manager to be verified and sent to us.

Drop in sessions:

Darlington Memorial Hospital – Chairman's Office <i>Please ring the bell and ask for Alex O'Brien at the Executive corridor</i>	Every Wednesday 09:00 – 12:00
University Hospital North Durham, Prospect House – TBC	Every Friday 09:00 – 12:00
Bishop Auckland Hospital – Workforce and OD, First floor <i>Please ring the bell and ask for Alex O'Brien</i>	Every Thursday 09:00 – 12:00

We understand that this is a busy time for everyone and would like to take this opportunity to thank those of you who have already engaged in completing these checks.

ESR password tips

A message from Workforce Systems:

Passwords for ESR must be secure as ESR holds personal and sensitive information. For a secure password, it is recommended that you:

- Use a combination of 3 random words such as 'transfer', 'log', and 'four' to make *transferlogfour*
- Add random numbers at the end (optional)
- Include capital letters (optional)
- The end result should be a minimum of 12 characters long
- Don't use names, dates of birth, or any words associated with the system, your role, or your locality

Please note that certain words and terms are not permitted within passwords due to being commonly used. If you receive an error message, please try a different combination of words.

If you have any queries relating to ESR access, please contact the Workforce Systems team directly at: cddft.workforcesystems@nhs.net or call: 01388 455455 (option 1 or 4).

NHS Jobs is changing



**Transition
to the new
NHS Jobs
service**

A message from Andrew Richards,
Resourcing Team Leader:

NHS Jobs is changing

The current NHS Jobs service is changing and the Optimisation Team is in the process of transitioning existing NHS Jobs users over to the all-new NHS

Jobs service.

How NHS Jobs is changing

Please watch a video [HERE](#) to learn more about how the new NHS Jobs service is changing for the better.

What will be different?

The new service will be designed around user needs and aims to enhance the employer and jobseeker experience by using an intuitive and simple user interface with functionality that meets the needs of our health service.

How can I prepare for the changes?

The Stakeholder Engagement Team have been in regular contact with managers of recruitment teams to ensure that they are aware of the changes to the existing service. They have been working collaboratively with employers to understand any questions that users may have about the new service, and have created a comprehensive suite of resources which are available [HERE](#).

You can also subscribe to a monthly newsletter [HERE](#), which contains key information about both the new and existing NHS Jobs services.

Training for managers availability will be coming soon.

Vocera rollout update



A message from Amy Scott, Vocera administrator and ED ward clerk:

As featured in The Week Ahead on 31st January, in June 2020 Vocera, a new method of communications, was launched in the Emergency Department (ED) at UHND.

The UHND ED, Patient Flow, AMU and PAA teams are already using the devices as pictured left.

This will become the key method of communications within UHND. Examples for its use include: verbal handovers, following up queries, ringing for test results and site wide broadcasts on OPEL escalations.

Currently, Vocera is only in use at UHND as there is more advanced Wi-Fi available than at other sites. As the Wi-Fi infrastructures are improved on other sites, subject to full evaluation of Vocera, a business case will be developed to support a wider roll out throughout #TeamCDDFT.

The Vocera team will be on site in ED at UHND on Wednesday 2nd and Thursday 3rd March, to carry out training on the badge, to ensure we are using the system to its full capacity as well as being available to answer any questions you may have.

For any queries relating to Vocera or issues using the devices, please email: amyscott@nhs.net or call ext. 32984 and not the IT helpdesk.

System replacement: WinDIP move to Cito

A message from Les Morrell, PMO:

It has been essential to upgrade our Electronic Clinical Document Management (ECDM) system, WinDIP. It will be replaced and referred to as Cito. There are over 3,500 users of WinDIP; accessing and keeping up to date electronic patient medical records.

What does this mean for users?

Training has been launched for both read-only users and additional function users. Training has been developed to be as streamlined as possible and for the majority of users it will take around 30-60 minutes and between 1 & 2 hours respectively using the online and MS Teams training resource.

Anyone who has ECDM permissions now will receive access to the Cito system. [This eLearning link](#) provides training on how to use the system in read only access:

For those staff that will require more functionality on the Cito system, the video's from the training provider and user guides can be found [HERE](#).

Monthly payroll submission/pay dates, nurse bank pay dates & ESR downtime

Please note that next month's deadline for submissions to Payroll is **Wednesday 9 March 2022**. If forms are not submitted by this date, payroll amendments will not be processed until the following month. In order to ensure that employees suffer no

detriment, authorising managers will need to prioritise these submissions. Managers already using Self Service must ensure their changes are made within these timescales. **Please be aware for those of you using Health Roster, you still need to finalise substantive and bank shifts on the 1st of every month.**

Overpayments to staff

The periodic internal audits continue to highlight concerns about overpayments to staff caused by late information received in to the Payroll Department. The most common examples are:

- Late Termination Forms - Employee remains on the Payroll after they have left employment.
- Late Change Form - Employee continues to receive payments based on higher hours etc. after reductions have taken place, usually following a return from maternity leave.
- Sickness Absence not notified - Employee continues on full pay when they should be receiving half pay or no pay.
- Career Break not notified - Employee continues to receive full pay when they should be receiving no pay.

Each of these creates a potential financial loss to the Trust, and at the very least severe inconvenience to the employee concerned. For Managers, regular checking of the whole time equivalent listings provided by Finance is an effective way to reduce continued occurrences of these overpayments

Details of all overpayments of this nature are provided to Care Group and Corporate leaders for further analysis.

Please remember that although the Payroll closes mid-month a salary can be stopped up until 11am on the day before pay day.

The cut off dates for 2022/23 will be published in due course.

Pay dates for Nurse Bank shifts:

Requested and approved by manager on Health Roster	Paid weekly	Paid month
February-20 February	2 March	30 March
February-27 February	9 March	30 March
February-6 March	16 March	30 March
March-13 March	23 March	30 March

March-20 March

30 March

30 March

ESR – advance notification of downtime

Users are advised that the following downtime is provisionally scheduled from March to April 2022. The exact timings of the downtime, including end times, will be detailed before the downtime event and are subject to change.

- Friday 1 April 2022 from 18:00
- Friday 29 April 2022 from 18:00

Monthly generator testing at DMH

On the DMH site, it is necessary to undertake routine monthly testing of the standby electrical generators, using the site's electrical load. The site has three generators and each will be tested once per month as per the following programme:

	Generator 1	Generator 2	Generator 3
March 2022	02/03/2022	09/03/2022	16/03/2022
April 2022	06/04/2022	13/04/2022	20/04/2022
May 2022	04/05/2022	11/05/2022	18/05/2022

A consequence of the test is, the areas indicated will experience an electrical interruption of up to 5 seconds on the date and time stated. Each generator serves a different area of the DMH site and the areas affected on **Wednesday 2 March 2022** are available to view [HERE](#).

All affected departments will be visited by a member of the Estates team prior to the interruption, to confirm that the testing can be undertaken. For further information before or during the shutdown please contact Sean Cook on ext. 43344, mobile: 07810500397 or email: sean.cook@nhs.net

Why do patients undergo the Wrong Imaging Test?

A message from the Patient Safety team:

When a patient undergoes an unintended medical radiation exposure, a review occurs to identify learning. Such incidents can occur either because the wrong patient was

accidentally referred, or because the intended patient was referred for a medical exposure which was not justified (e.g. the diagnostic question cannot be answered by the requested examination) and so should not have been authorised.

Referrers: please see [the 'PAUSE & CHECKED' poster](#) and share with other referrers. The poster provides helpful checklist guidance to help you make good referrals to imaging departments.

Vetters/authorisers of medical exposures: please take a moment to PAUSE & CHECK all relevant information prior to authorising a medical exposure, in accordance with [employer's procedures under IR\(ME\)R17](#).

Training and development opportunities

6 week conversational British Sign Language and Deaf Awareness programme

Non-accredited programme including certificates, but no exams. Places are limited to

18 students and will be allocated on a first come first served basis to the eligible staff groups that can commit to all 6 class dates and times, listed below. The course will be delivered online via MS Teams.

Learning objectives

- Use of a range of simple health related words and sentences in BSL
- Use some simple everyday conversations in BSL
- Give and follow simple directions or instructions in BSL
- Give and follow familiar healthcare statements or descriptions in BSL

Eligible staff groups, must be in patient facing roles and includes bank and SCL staff:

- Porters
- HCA's/MCA's/Clinical Support Workers/Nurse Associates (Band 2 to 4)
- Reception staff and supervisors
- Ward clerks
- Staff taking bloods, weighing patients etc.
- Ward Host/Hostess/Hospitality

Course dates and times

Day	Date	Time
Thursday	7 April 2022	13:30 – 16:30
Thursday	14 April 2022	13:30 – 16:30
Thursday	21 April 2022	13:30 – 16:30
Thursday	28 April 2022	13:30 – 16:30
Thursday	5 May 2022	13:30 – 16:30
Thursday	12 May 2022	13:30 – 16:30

To book a place on this 6 weeks programme you must belong to one of the groups listed above and be able to commit to all 6 teaching sessions above. Contact Course Bookings on: cdda-tr.coursebookings@nhs.net or call: 0191 3728605.

Phlebotomy training sessions in March 2022

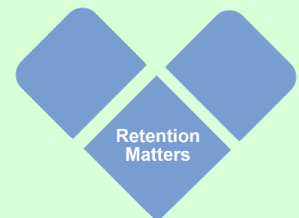
Phlebotomy training sessions for ward staff are running at regular intervals and spaces are still available in March. Morning sessions take place from 9am- 12noon and afternoon sessions are from 1pm-4pm. The sessions incorporate theory and practical elements, plus a competency assessment and are ideal for staff requiring either new

skills or a refresher session. Social distancing is in place so numbers are limited - book your place now via Course Bookings.

Date / location	AM session	PM session
3rd March Prospect House	4 spaces	3 spaces
8th March Prospect House	4 spaces	4 spaces
10th March Prospect House	5 spaces	4 spaces
17th March Prospect House	5 spaces	5 spaces
21st March Prospect House	6 spaces	6 spaces
22nd March Prospect House	4 spaces	4 spaces

Cancer awareness training

Please join us for online cancer awareness training with Cancer Research UK on Tuesday 26 April at 12pm -2pm. This session is open to all who would like to improve their knowledge of cancer awareness, prevention and screening. [CLICK HERE](#) for more information.



Staff news



Retirement - Vivien Kirkwood

A message from the Patient Flow team:

Congratulations to Senior Sister Vivien Kirkwood who retires this week after 30 years in the NHS - all within #TeamCDDFT. The majority of Viv's clinical time was on the Coronary Care unit firstly in Shotley before moving to Dryburn in 1997 and then UHND in 2001. She then moved into patient flow and is a well-known member of the team across the Trust. She has always been recognised for her hard work, incredible attention to detail, ability to get on with the job and

always gives a pragmatic answer to any problem. Viv is an excellent seamstress and is known to make Moses baskets, curtains, aprons and face masks during the pandemic.

We know it's been a hard decision for Viv to hang up her patient flow frock, and indeed her nurse's hat and fob watch for good. But the Jane Macdonald of Patient flow has her eyes set on other pleasures and challenges in life. It's time to spend more time with Keith and the family and her adorable grandchildren. Themed weekends in Skegness, cruising the radiance of the seas, sunning herself on the beach or above all plodging in



the latest floods to hit the UK in her famous red spotty wellies that match the colour of her lippy.

Known to many as their work mam, she will be a big miss to the team. We wish Viv all the very best for the future!

Retirement - Enid Wright

A message from Research & Innovation:

Enid Wright has been with #TeamCDDFT for over 40 years, working many of them in radiology and then in research. Enid said her final goodbye to the Trust on 31st January 2022 and now plans to volunteer for St Johns Ambulance. A huge 'thank you' to Enid for all your hard work over the years; you will be missed by your colleagues and patients.

Retirement - Dr Conrad White

A message from the Sexual Health team:

Dr Conrad White, Consultant in Sexual Health and HIV is retiring on Friday 4 March 2022, after almost 30 years' service! He opened the first GUM clinics in Durham and Bishop Auckland back in 1992 and has seen the service develop into a Trust wide multidisciplinary organisation covering all aspects of sexual health. He has been a very hard working and supportive colleague and friend, who will be dearly missed. The whole team would like to wish him and Lyn health and happiness for their future. Keep running Conrad!

Compliments

Well done to Chester-Le-Street Tap 1 nurses who recently received a lovely thank you letter from the relative of a patient: "On behalf of my mother and me, we wish to thank each and every nurse who came out to my parents' home to care for my father in his last months, weeks and days of his life. Every single nurse treated him with kindness and respect. You helped make his last month's easier. It is your support that enabled us to care for Dad at home making it possible to fulfil his fondest wish to pass away in the bungalow his father built and where he was born."

Internal vacancies

To see current vacancies and information on the application process: [CLICK HERE](#).
For regionally restricted non-clinical vacancies: [CLICK HERE](#)

Have you got news for us?

News, achievements & events can only be included in The Week Ahead if you tell us about them.

Please [CLICK HERE](#) to download and fill in the bulletin pro-forma, which is now required when submitting items for inclusion in The Week Ahead.

The weekly bulletin is issued each Monday and the pro-forma must be sent to the communications team by **5pm on the Thursday** preceding the Monday you would like your item to appear.



#tellusthegoodstuff - email: cdda-tr.Communications@nhs.net

