

THE WEEK AHEAD

1 September

2020



The work undertaken by our research team based at UHND and DMH, in response to the Covid-19 pandemic, has been recognised with an award by the North East and North Cumbria Local Research Network.

Around 1,000 patients admitted to Darlington Memorial Hospital and University Hospital of North Durham with suspected or confirmed COVID-19 have been recruited onto COVID-19 trials, contributing to the national and international search for treatments.

We're enormously grateful to our patients and their families for supporting this vital research, helping us better understand this new virus and finding ways to combat it. As we head into autumn, as part of the Durham Tees Valley Research Alliance – our partnership with North and South Tees NHS Foundation Trusts, we'll be busy working on antibody and vaccine trials.

Members of the team are pictured with their 'Outstanding Contribution to Research' certificates – thank you for all you do, we're so proud of you!

Staff survey 2020 – coming soon!



NHS Staff Survey 2020

Coming soon!

- ✓ Completely anonymous
- ✓ Online survey
- ✓ Share the good and the bad
- ✓ Another listening channel
- ✓ Your views count

#YouMatter #CivilitySavesLives

NHS
County Durham
and Darlington
NHS Foundation Trust

The banner features a blue background with a sun, a rainbow, and a cloud on the right side.

CDDFT AKI Specialist Nurse Service launches today



The CDDFT Acute Kidney Injury (AKI) Specialist Nurse Service launches today. Based at Darlington Memorial Hospital and University Hospital of North Durham, the nurses will be supporting clinical teams in recognising and responding to patients with Acute Kidney Injury.

Melissa Thirkeld has joined the Trust from Sunderland where she worked as a Sister on the renal ward and Nikki Holt has worked across the Trust for many years in front of house care. Between them they offer a wealth of knowledge and skills.

Matron for the service Claire Stocks, said: “This new and innovative service will provide care and support to a number of patients across CDDFT. Whilst Acute Kidney Injury is a consequence of other insult; it is important that patients receive timely recognition, treatment and follow up to prevent complications. I am extremely grateful to the executives for supporting this new role and the team are very keen to begin, driving quality improvement working alongside clinical teams providing high quality care.”

You can [CLICK HERE](#) to find out more about Melissa and Nikki.

Details of how to contact the team will be shared with wards and departments over the next few weeks. For further information please contact either: Nicola.holt6@nhs.net or m.thirkeld@nhs.net

COVID research trials – thank you

Linked to the piece above about excellence in research, James Limb, Director of Research & Innovation, shares details of the trials we’re involved with now, plans for the near future and a letter of thanks from the UK Chief Medical Officers:

I’d like to share [this letter of thanks](#) from the UK Chief Medical Officers for your support in recruitment to the various COVID research studies this year. The headline study has been RECOVERY, with its finding that dexamethasone can improve survival in hospitalised patients by as much as 1/3. There have also been numerous other studies in the background.

RECOVERY is still ongoing for any patients with clinically suspected or lab-proven COVID infection. CDDFT can offer azithromycin and tocilizumab trial arms, and hopefully the convalescent plasma option soon.

In the near future, we’ll open CHOIS, a locally-created study co-led by Prof Yan Yiannakou, which will be recruiting staff to look at COVID antibody and reinfection rates.

In October or November, we’ll also be part of the regional drive to recruit a total of 10,000 members of the public from the north east (including NHS staff) into COVID

vaccine studies. Thank you all for your ongoing support as we continue to play a part in being prepared and ready to learn from any future peaks.

New recruitment process now live!

As of today (1 September 2020), there is a new process in place for recruiting to roles across the organisation.

Your feedback told us that the current process caused unnecessary delays when trying to recruit into your teams, so working with a number of colleagues from different teams the process has been reviewed and a new process designed.

Our current Vacancy Control Process requires managers to complete a VCF (vacancy control form) and have this approved by the Associate Director of Operations / Senior Manager and Financial Management Team prior to proceeding to recruitment.

Feedback stated that this process caused unnecessary delays in recruiting to vacancies and replacing leavers and also removed the responsibility of general/service managers being able to manage their own budgets.

Following engagement with a number of teams and colleagues, the new Workforce Review Process (WRP) has been designed.

Key changes and benefits:

- Allows managers greater control of their budgets and for the filling of like for like vacancies and as such they will be held accountable for their decisions in relation to the monitoring and spending of their budget.
- Reduces need to check and ensure an efficient process to fill vacancy at the point staff hand notice in rather than the time they leave the Trust
- Accelerated recruitment and the ability to advertise without the time needed to check VCFs.
- Removal of the existing complex Vacancy Control Form and replaced with simpler Advert request form, sent directly to recruitment, again speeding up recruitment process.
- Reduce Payroll vetting and the need for VCF number on change form, therefore reduces delays to payment and payments not being made due to missing VCF number. This in turn reduces the need for supplementary payments to be made
- Revised process allows Care Group individuality to continue prior to the process described

You can [CLICK HERE](#) to view a flowchart for the new process and [CLICK HERE](#) for the new advert request form.

The new process also means some changes to the ESR2 form. The box used currently for the VCF number will be removed but will be replaced with a request to capture email addresses of employees and their new/amended supervisor. Please ensure when completing ESR2 change forms that relate to a change in role or position, that you have this detail to hand.

When submitting a form for Payroll, you will still receive an automated response that is your confirmation that the form has been received. As of today, the response will state:

'Submission of this form infers you accept that funding is available within budget and this has full budget holder approval to proceed to appointment. Please be aware no further checks will be made on this submission, as such the responsibility lies with the manager submitting this form for accuracy and accountability. Financial Management are now no longer part of the VCF process and therefore will not be able to provide robust guidance on your position in terms of available budget alongside current recruitment. Governance arrangements should be in place within your own care group.'

If you have any queries or comments about the new process please contact the recruitment team.

NHS Friends and Family (FFT) relaunch



A message from Michelle Smith, Patient Experience Support Officer:

I am pleased to announce the launch of our new online FFT Survey, which can be found by visiting: <https://www.cddft.nhs.uk/tell-us-what-you-think/nhs-friends-and-family-test.aspx> or by scanning the QR code (left) on a smartphone.

Please remember that surveys can be completed at any point during a patient's stay or even when they go home

Colleagues should direct patients to our website to complete the survey - the details of how to do this can be found on both the poster and business cards delivered to wards recently (more business cards will be delivered as soon as possible). The paper surveys are to run alongside the online version and are there for those patients who do not have access to a mobile device or computer.

All old surveys were to be discarded by 31 August 2020, however any old surveys completed will be logged providing they are sent to PET by Friday 4 September 2020. Any old surveys received after this date will be discarded. New surveys are to start from today (1 September 2020).

The process for sending in completed paper surveys to PET has not changed (this is done on a weekly basis). Please remember to print your new surveys rather than photocopy them.

Pull-up banners have also been delivered to each main hospital site including community hospitals.

If you would like to print more posters for display purposes, please let me know via email: michelle.smith25@nhs.net

I would just like to take this opportunity to pass on my appreciation to wards and departments for being supportive throughout this process.

#TeamCDDFT Staff Friends & Family Test - how are we doing?

Share your views!

A message from Pat Winter, Workforce Experience Officer:

This quarter colleagues within our **Clinical Specialist Services, Community Services, family Health and Surgery Care Groups** have been selected to receive the staff friends and family test and we would encourage staff within these Care Groups to take just a few minutes to complete the questionnaire, which opens today (Monday 17 August 2020) and closes on Friday 11 September 2020.

We run our staff friends and family test within the Trust, so you can provide feedback on all the good things you are doing in your team or department, your experiences as a valued employee of CDDFT, and what together we can do to make improvements.

To take the survey, please [CLICK HERE](#).

The NHS staff friends and family test is just one of the many opportunities we use to gather staff feedback and we want to reinforce how important these views are to us.

We also want to give staff who complete the test the assurance that their response is completely anonymous.

We very much value all the feedback we receive from colleagues and our patients and this is absolutely fundamental in informing and shaping decisions we make as a Trust. Following previous feedback from the friends and family test and staff survey we have done a lot of work on how we can improve the culture of our organisation and engage better with our workforce and there are many other actions underway across our different teams and departments as a result of all this feedback.

It is your turn to have an influence on how we do things

Whatever your role in the organisation, you have an important part to play in improving the care we provide and we look forward to receiving your feedback as part of the results from this quarter's test.

Once the survey closes, staff feedback will be disseminated within the organisation where possible actions are taken as a direct result of ideas put forward by you.

We hope we can count on your support in completing the Staff Friends and Family Test. If you have any questions, please email: pat.winter@nhs.net

World Patient Safety Day 2020, 17 September - save the date!



A message from the Patient Safety team:

We will be marking World Patient Safety Day 2020 with some activities across the Trust, and Darlington Memorial Hospital will also be lit up in orange!

This year's theme is 'enhancing the safety of workers and patients; safer health workers, safer patients'. Our colleagues are an amazing asset to the Trust and we want to promote staff safety in everything we do.

We'll be sharing more information about what we have planned for the day in the next couple of weeks. In the meantime, you can [CLICK HERE](#) to view a promotional poster.

Accessing your own GP medical records online

You can now view your entire medical record online and can even add data to it yourself.

Your GP record is the only birth to death record we have in the NHS and it is up to you to make sure it is accurate and up to date.

A number of GP practice services are available to access online including:

- view entries made by your GP
- view hospital letters
- order repeat prescriptions
- make appointments
- update contact details
- choose your preferred methods of contact
- Nominate a community pharmacy
- View allergies

- View you own immunisation history
- Allow proxy access to allow relatives and carers to order medication on a patient's behalf. This has already been working well in care homes.

New features include:

- send an e-Consultation and submit photographs
- request sick notes,
- ask advice or message a GP
- check symptoms - linking to NHS.UK website
- choose data sharing preferences for your health records
- view notes entered at other health care settings
- set organ donation preferences
- view and track test results

Dr Stewart Findlay, chief officer, County Durham Clinical Commissioning Group (CCG) said: "More online healthcare services are now available by using an app from any smartphone, laptop or computer devise.

"Having access to full birth to death medical record allows you to become more engaged in your healthcare, better manage any long term conditions and update your own records – this means you can ensure that when you have your flu jab this year you can see it recorded on your own medical record - Make sure you check it's up to date!

"These new services are designed to offer much more choice and flexibility and will complement the more traditional methods of accessing healthcare."

A number of online health apps are available to use including the NHS App, which enables you to submit an online consultation, request a sick note and set organ donation preferences, Airmid, which allows you to add data and view data from other care settings, EMIS Patient Access and Evergreen Life.

For more information on accessing online patient services see your local GP practice website.

Medical student placements - foundations of clinical practice

A message from Andrea Robson, Medical Education Teaching Team Manager:

Our medical students are joining the Trust once again on Monday 7 September 2020, following a prolonged break in their training. This will be a very different experience to previous years. The majority of their teaching will be via a virtual platform complemented by face to face small group teaching delivered by the teaching team and clinicians at Durham and Darlington.

They will also be allocated to the ward areas - a huge thank you to the foundation doctors who have agreed to be their buddies and all those doctors who have offered teaching support. The nursing staff and clinical teams have always been an amazing support during this rotation. The students will need lots of opportunities to practice their clinical skills even more so this year, with patient histories, examinations and practical skills for their log book sign offs. If you can offer the time to deliver additional bedside teaching and shadowing of the wider team, it would be much appreciated.

Please email: andrea.robson4@nhs.net for further information.

Conferences

We're very proud of our annual programme of conferences which provide opportunities to hear from speakers with national and international reputations as well as learning from each other, networking and the simple pleasure of catching up with colleagues and friends.

Our International Day of the Midwife, and International Nurses Day conferences also form an important part of our annual celebrations and recognition of the amazing work these two professions achieve within #TeamCDDFT. Along with our Leading a Highly Reliable Organisation Conference, they were due to take place in May 2020.

For obvious reasons, all three conferences were cancelled, although we hoped it might be possible to hold them during the Autumn. Sadly, and in line with national guidance, it's clear that won't be possible. With our usual #TeamCDDFT positivity we're planning our 2021 conferences, and will bring you further information as soon as it's possible to do so.

Catering Services: Leading the way for reduction in plastics



As the country becomes more focussed on protecting our environment, we all recognise that we need to do 'our bit' to aid the process - with reducing our use of plastic a key objective.

As a family owned business, our local milk provider 'Embelton Hall Dairies', has recognised better than most the need to protect and nurture our resources.

Milk 'poly' bottles, whilst a lot lower in plastic content now than they have ever been, have been unavoidable due to a lack of credible alternatives - until now!

Working with Embelton Hall Farms, our catering team has now introduced milk pouches for semi skimmed milk rather than poly cartons, offering a plastic

reduction of 83% against the standard two litre bottle, thus saving a potential 844.55kg in plastic waste. In addition, in terms of waste storage, you can fit 38 pouches into a two litre bottle!

We'll be using these for patient catering and within Café Quick at DMH. Work is also currently taking place with Embelton Hall Dairies to produce full fat milk in pouches.

'Thank you' DMH ophthalmology retinal screening team

The Ophthalmology retinal screening team at DMH were redeployed to support in ED at the beginning of the pandemic, back in March. They have been a fantastic support by providing a friendly and welcoming greeting service which includes taking temperatures, asking relevant COVID-19 symptom related questions and signposting patients to the appropriate respiratory or non-respiratory ED area.

The team really stepped up by adapting quickly and changing their own working patterns to accommodate ED requirements, working long days and between them covering seven-days a week. The team's manager, Kevin Garrigan assisted by liaising with ED staff to make the process seamless throughout. As the team returned to their own area of work at the end of August, Kerry Dawson, Clinical General Manager, Jane Carr, Matron and the ED Team would all like to acknowledge their support and commitment with a huge 'thank you' for being instrumental in keeping ED safe during this unprecedented time.

Health and safety incidents

The Health and Safety Committee would like to remind staff of the importance of reporting health and safety incidents. We review all incident reports and follow them up where necessary to manage risks and help prevent any recurrence, and we also use the reports to identify themes and actions to keep staff safe from the same / similar risks in future. It's therefore really important that we are aware of anything which has gone wrong and which needs our attention. As with all Incidents, these can be reported via Safeguard.

Data security & protection – personal mobile numbers

A message from the Data Security & Protection team:

Following repeated reported incidents where personal mobile numbers have been given out., a quick reminder to all staff that it is not appropriate to share personal mobile numbers unless specific permission has been given.

Payroll submission dates (monthly payroll) and ESR downtime

Please note that this month's deadline for submissions to Payroll is Wednesday 9 September 2020. 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 2020/21 submissions are: Wednesday 7 October 2020, Wednesday 4 November 2020, Wednesday 9 December 2020, Wednesday 6 January 2021, Wednesday 3 February 2021 and Wednesday 3 March 2021.

ESR – advance notification of downtime

Users are advised that the following downtime is provisionally scheduled during July 2020 through to December 2020. The exact timings of the downtime, including end times, will be detailed before the downtime event and are subject to change.

- Friday 25 September 2020 from 18:00
- Friday 23 October 2020 from 18:00
- Friday 30 October 2020 from 18:00
- Friday 27 November 2020 from 18:00
- Thursday 31 December 2020 from 18:00

Newsletters

[CLICK HERE](#) to view the August edition of Fraud Insight, provided by counter fraud specialists, AuditOne.

Training & development opportunities

Mental health training for managers and staff

Learning and Development are offering two new training courses to help support people to better understand mental ill health and promote mentally healthy workplaces, these are:

- Mental Health at Work - specifically aimed at those who manage or supervise staff
- Basic Mental Health Awareness - aimed at all other staff

Both training sessions are being delivered via Microsoft Teams. For full details, please [CLICK HERE](#).

English and Math's distance learning courses – places still available

This month, Sunderland College are running distance learning courses in Math's and English functional skills for #TeamCDDFT colleagues. The courses run with the assistance of a tutor and are at level 1 or level 2.

If you would like further information on how to participate, please contact Sandra White, Union Learning Rep: Sandra.white18@nhs.net or call: 07769168102.

Staff news



Retirement

We'd like to wish Mandy Patten a very happy retirement! Mandy started her nursing career in 1983 and joined SBH in December 1991, working in trauma and orthopaedics and discharge management before being seconded to the CCG and then returning to patient flow in 2008.

Mandy has a wealth of experience in patient flow, has fantastic problem solving skills and can anticipate and manage complex cases with ease. Her colleagues say she is very supportive and has nurtured many aspiring patient flow sisters, becoming their mentor, confidante and a great friend to all.

We would like to thank Mandy for all her hard work and dedication during her long career with #TeamCDDFT .

Compliments



Huge well done to the district nursing team at Durham City East who recently received a lovely card and hamper, from the partner of a patient who sadly passed away. An extract from the card read: "To every single District Nurse you are AMAZING! You were all so caring when you came to look after him and I can honestly say he really looked forward to seeing you and his mood always genuinely lifted after your

visits. This seems a bit bizarre considering what he was going through and the reason for your visits but he always felt so comfortable with you all even sharing humorous jokes. This is a small token to show my appreciation for what you did for him and me. Thank you all, I will never forget you."

Press and media coverage

Each week, we like to share with you recent press and media coverage relating to the Trust.

To view Media Watch: [CLICK HERE](#).

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

