

# THE WEEK AHEAD

14 September 2020

**VIRTUAL**

# ANNUAL GENERAL MEETING

Wednesday 23 September 2020 at 5:30pm

This year, due to COVID-19 precautions, we're doing things differently and hosting our first ever virtual AGM!

safe • compassionate • joined-up care



To register, simply visit our dedicated AGM webpage:

<https://www.cddft.nhs.uk/about-the-trust/annual-general-meetings>

Alternatively, you can contact the Foundation Trust Office at: [cdda-tr.foundation@nhs.net](mailto:cdda-tr.foundation@nhs.net)

Registration should be completed by Friday 18 September 2020.

**NHS**  
County Durham  
and Darlington  
NHS Foundation Trust

This year, due to COVID-19 precautions, we're doing things differently and hosting our first ever virtual Annual General Meeting(AGM)!

The AGM will take place live on Wednesday 23 September 2020, starting at 5:30pm and colleagues are invited to join us to hear about our performance during 2019/20 and as we look ahead to 2020/21.

To register, simply visit our dedicated AGM webpage [HERE](#) or email the Foundation Trust Office at: [cdda-tr.foundation@nhs.net](mailto:cdda-tr.foundation@nhs.net). Registration should be completed by Friday, 18 September 2020.

[CLICK HERE](#) to download a copy of the agenda.

## Staff survey 2020 – coming soon!



**NHS Staff Survey 2020**  
**Coming soon!**

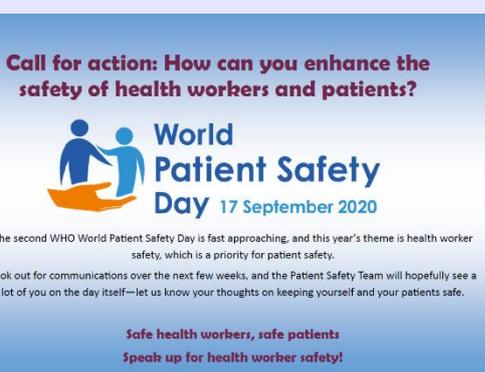
- ✓ Completely anonymous
- ✓ Online survey
- ✓ Share the good and the bad
- ✓ Another listening channel
- ✓ Your views count

**#YouMatter** #CivilitySavesLives

NHS  
County Durham  
and Darlington  
NHS Foundation Trust



## World Patient Safety Day 2020, Thursday 17 September 2020



**Call for action: How can you enhance the safety of health workers and patients?**

**World Patient Safety Day 17 September 2020**

The second WHO World Patient Safety Day is fast approaching, and this year's theme is health worker safety, which is a priority for patient safety.

Look out for communications over the next few weeks, and the Patient Safety Team will hopefully see a lot of you on the day itself—let us know your thoughts on keeping yourself and your patients safe.

**Safe health workers, safe patients**  
**Speak up for health worker safety!**

We'll be marking World Patient Safety Day 2020 this Thursday, and are asking each of you to think about what we can all do every day, in line with this year's theme: 'Enhancing the safety of workers and patients; safer health workers, safer patients'.

Members of the Patient Safety team and the Care Group governance teams will be out and about at Darlington Memorial Hospital and University Hospital of North Durham on the day itself, to talk to colleagues about their views on safety. Visits will also be made to our community sites, at a later date.

To get the discussions going, we'd like you to think about what three things you need to feel physically or mentally safe at work?

**Never events reported since April 2020**

CDDFT has reported a Never Event for the 2020/21 reporting period. Never Events are serious incidents that are wholly preventable as guidance or safety recommendations that provide strong systemic protective barriers, are available at a national level and should have been implemented by all healthcare providers.

The full review of this Never Event is yet to take place, but as an organisation we wish to share the immediate lessons learnt from this incident.

Colleagues should also be reminded that the Never Event list and framework can be accessed [HERE](#).

**Wrong Site Surgery**

The patient was seen in Dermatology clinic for 3 lesions on the left lower lip (marked in the clinic notes as A, B and C). Lesions A and B are diagnosed as possible Basal Cell Carcinomas and listed for biopsy. Lesion C was deemed benign and not recommended for surgery. Upon review it is likely lesions A and C that were biopsied.

As with any incident reported, the focus is around what can be learnt from it to ensure we continue to deliver safe, high quality care. Therefore, colleagues are reminded to:

- Ensure the use of clinical photography in marking up lesions for surgery
- Ensure explicit consent with a mirror is used and documented by all operators
- **Ensure that they mark all lesions as follows:**

Single lesion – Circle lesion  
Multiple lesions – Circle each lesion and write 'A' 'B' etc. next to each one

- There may be circumstances where this is anatomically impossible but the above should be the default
- This applies to all lesions, even when there are photos on the system from GPs
- As before for the 2 week wait clinic, if someone is due a biopsy in clinic then if you write 'urgent' on the request form Medical Photography will expedite.

## New roles strengthen integration in County Durham

Integration between the NHS and social care in County Durham has been strengthened with the appointment of two senior portfolio leads.

Neil Jarvis and Rachel Rooney will join the integrated commissioning team that was established in April 2020 when Durham County Council and County Durham CCG's teams came together. The team is led by Sarah Burns, Joint Head of Integrated Strategic Commissioning.

Neil's background is in social care commissioning, while Rachel is an experienced NHS commissioner.

In addition to these appointments, a new role of Engagement Manager has been created to support the integration agenda, leading on the development of an integrated engagement approach across health and social care and how local people and stakeholders can get involved in and help to influence the development of local services.

The new roles will complement existing relationships within the County with the aim of improving services and health and social care outcomes for County Durham residents.

## **Joining the Dots**

Joining the Dots, a partnership between Durham County Council and Macmillan Cancer Support, is a free service available across County Durham which offers a wide range of support for people aged 18 and over who have been diagnosed with cancer. The service is also available to the family, friends and carers of those affected by cancer.

During the pandemic, the team of facilitators have continued to provide vital support by telephone, email and text message and have so far had nearly 5,000 contacts with over 500 clients. The service also recently surpassed 900 referrals in to the service, since it began.

The Facilitators literally 'join the dots' for so many within our local communities and they have received over 2,000 compliments since April alone! One person who contacted the service said: "Thank you for being with me throughout this difficult time, your support and the time you dedicate to making sure I have everything in its place has just been so reassuring. I can't thank you enough."

For further information about Joining the Dots, email: [cddft.joiningthedots@nhs.net](mailto:cddft.joiningthedots@nhs.net), or visit their website: [www.joiningthedots.info](http://www.joiningthedots.info)

## **Future Staff Network Group meeting dates**

A message from Pat Winter, Workforce Experience Officer:

We should all be able to have a voice to support us in informing our job roles, workplace, the wider NHS and to be confident and have the permissions to challenge harassment, discrimination or abuse if we witness it.

Our aim is to develop our staff network groups to allow people to have a safe and inclusive environment to share any concerns, work / life experiences and to empower people to be part of an ongoing conversation in order to enhance their experience at work, demonstrate a commitment that they are being listened to and in turn inform decision making as part of the future planning process of CDDFT.

By implementing these changes to our staff networks, our aim is to offer a place for #TeamCDDFT to come together, share experiences and for networks to assist in the shaping and delivery of organisational strategy and policy, working with us to improve workforce experience on specific issues relating to each network.

Currently we have four staff network groups:

Ethnicity Staff Network Group, Disability Staff Network Group, LGBTQ+ Staff Network Group and the Equality Staff Network Group.

For more details of how to join these groups and for dates and times of future network group meetings, please [CLICK HERE](#).

## **Disabled staff COVID-19 workplace experience survey**

A message from the Workforce Experience team:

NHS England and NHS Improvement are keen to capture the workplace experience of disabled colleagues over the past five months (March to July 2020).

The data produced from this survey will enable us to reflect on what challenges disabled colleagues may have experienced and identify what lessons we can learn both nationally and locally.

The survey produced is in partnership with NHS Employers and is now live and will run until 18 September 2020. Please [CLICK HERE](#) to share your views.

The survey should only take about 10 minutes to complete and once the results have been analysed, this will inform the production of an interim report which will be published by NHS England and NHS Improvement in the autumn.

## **Pathology annual user survey**

A message from Pathology:

We're committed to providing a service of the highest quality by evaluating the needs and requirements of our users. A user survey has been developed to help us to provide you with the most efficient and effective service and analyse all aspects of the diagnostic support service.

Please [CLICK HERE](#) to take part in the survey.

The annual user survey is aimed at both external and internal customers and will also be used to assist in the annual review of the services we provide.

The closing date of the survey is Friday 30 October 2020.

### **Visiting clean elective areas**

A message from Helen Coppock, Matron for Elective Surgery at UHND & DMH:

Where possible, colleagues should limit visits to the elective surgery units (ESU) at Darlington Memorial Hospital and University Hospital of North Durham, except in emergency situations.

To minimise the spread of infection, please visit this ward first before other areas or wait at the door of the ward until staff can assist you.

### **Your NHS Charity**

Over the last few months we've made some big changes to the way we work, and how we raise funds to help support our staff and improve the environment for our patients and their families. Despite the challenges we've faced, we're thrilled at the level of support we continue to have from colleagues, businesses and the local community – thank you all.

Recently, we safely delivered our first socially distanced outdoor charity event – a Golf Day, with the help and support of Ramside Hall Golf Club. Thank you to everyone who helped make this a fabulous event. We have so many more exciting fundraising opportunities, challenges, activities and events coming up and we'd love you to get involved – please follow us on social media ([@CDDFTCharity](#)) to get regular updates about what we have planned, and find out how you can help us help you.

Please [CLICK HERE](#) to view the latest issue of the Charity newsletter.

### **Missing VAC machine**



A message from Tissue Viability:

We are trying to locate a VAC machine which had been stored on ward 32 at Darlington Memorial Hospital. The VAC has been taken in its case (as pictured), however patient details were not recorded in the log book. We would appreciate your help in locating this piece of kit – serial number ATV1659. Please check your ward / workplace area and contact the team on ext. 43179 if you have any details of its whereabouts.

## **Change of out of hours palliative care advice line number**

A message from Charlotte Gurunathan, Community Services General Manager:

The out of hours palliative care advice line is being brought back in-house from 5pm on Wednesday 30 September 2020. This will allow callers to get straight through to one of the palliative care doctors. Please note that the new phone number will be: 07917581089.

## **Durham Hospital Radio update**

Durham Hospital Radio (DHR) volunteers have recommenced live broadcasts from their studios Monday - Friday, from 7pm to 10pm. The team will of course be adhering to strict social distancing and following all relevant Covid-19 guidance at all times.

Unfortunately, due to current restrictions DHR are unable to visit patients on wards to collect requests, however these can be made by calling: 0191-3332168 or by email at: [requestsDHR@hotmail.com](mailto:requestsDHR@hotmail.com)

Don't forget, you can listen to Durham Hospital Radio online at: [www.dhradio.org](http://www.dhradio.org), or if you have an Apple device, you can listen by downloading the free 'Radioline' app from the App Store and search for 'Durham Hospital Radio'.

DHR continue to broadcast programmes 24 hours a day, seven days a week and intend to increase their daily output of presenter with music content in due course.

## **New Cycle2Work scheme**

**CYCLE2WORK**  
**IS HERE!**

**SAVE MONEY & SPREAD THE COST  
ON A NEW BIKE & ACCESSORIES**

**TRAVEL SMART & STAY SAFE**  
Sign up at [www.cycle2work.info](http://www.cycle2work.info) using the  
employer code **CDDC2W**

tredz halfords Independent Bike Shops cycle2work

A message from Payroll & Pensions:

We are launching a new [Cycle2work scheme](#), which is open to all permanently contracted staff. The maximum rate available through the scheme is now £3,000 and applications should be made in the usual way, as detailed [HERE](#).

## Training & development opportunities

### Funded Continuous Workforce Development (CWD) modules

A message from Clair Bage, Learning & Development:

The provisional portfolio of the CWD modules funded by Health Education England is now available to view [HERE](#). This will be updated to include the Open University provision as soon as it has been agreed. Please submit applications as soon as possible as places may be limited on some courses. If you have queries please contact: [cddft.tier1cwd@nhs.net](mailto:cddft.tier1cwd@nhs.net)

### Invitation to bid for graduate management trainee scheme (GMTS) trainees for March 2021

We are pleased to announce that the next cohort of GMTS trainees will be available in March 2021. We would ask you to consider how participation in this programme could support your business planning and delivery of your key objectives. There are 3 specialisms available to consider:

- General Management
- Human Resources Management
- GMTS Finance Apprenticeship (previously Finance Management)

If you wish to participate in applying for the opportunity to host a Graduate, or for further information, please contact the Workforce Experience Team for details of the bid process: [cddft.workforceexperience@nhs.net](mailto:cddft.workforceexperience@nhs.net)

The team will then provide a 'Word' version of the online bid form which will need to be completed & returned to the above email address by Friday 25 September 2020. All bids will be co-ordinated by Workforce Experience.

### **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](#).

### **Compliments**

Well done to the team on Day Surgery Unit at Darlington Memorial Hospital, who received a compliment from a patient: "They could not do enough for all the patients and made me feel at ease the whole time. I was fully informed of everything that was happening at every step. Communication was great meaning everything ran smoothly from my initial talk to a nice cup of tea and biscuits while I was recovering."

### **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.

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**#tellusthegoodstuff - email: [cdda-tr.Communications@nhs.net](mailto:cdda-tr.Communications@nhs.net)**

