

# THE WEEK AHEAD

13 July 2020



Durham and England cricket captain, Ben Stokes, wore the name of Vikas Kumar, a specialist in anaesthetics and critical care at Darlington Memorial Hospital, on his training shirt ahead of the first test, against the West Indies, in Southampton last week.

The three-Test series, taking place behind closed doors, honoured and celebrated key workers nominated by their local cricket clubs. Dr Kumar, a keen cricketer, who plays at Cowgate Cricket Club in Newcastle and the Gilli Boys Amateur Club, was one of just a handful of those selected, including teachers, nurses, carers and other vital professions.

Ben Stokes said: “We’re only able to play this Test match because of the amazing job that key workers up and down the country have done to help us through this pandemic. Wearing their names is a real honour for us, and is a small sign of our appreciation for the incredible work they have done. They have truly gone in to bat for us all, and it makes me proud of how the whole cricket family has responded to help us get through these unprecedented times.”

Dr Kumar, said: “The past four months have been very difficult, but it was a wonderful surprise to find out that Ben Stokes of all people was wearing my name on his training shirt. So many of my colleagues at work and at the cricket club have been working so hard and made big sacrifices, so this is for them as well.”

We’re so proud of all our #TeamCDDFT colleagues and are delighted for Dr Kumar that he also received this well-deserved additional recognition. He even got to chat (remotely) with Ben Stokes ahead of the first test, during which the England Captain thanked him for all his hard work. Well done Vitas!

### **#TeamCDDFT Profile: Emergency Department progress clerks**



Trish Bannar-Martin, clinical services manager for ED at UHND, wants to sing the praises of the department’s progress clerks – a relatively new role on the team. They’re making a huge difference both to patient experience and efficiency within these busy departments.

Trish explains: “At the beginning of the year we appointed two progress clerks at Darlington Memorial Hospital, Catherine and Chelsea, and at University Hospital of North Durham, we appointed Amy – a further appointment there is imminent. Essentially, their role is to make sure each patient has all the tests, investigations, consultations etc that they need in order to either be admitted or go home as speedily as possible. In the incredibly busy environment of our emergency departments, having someone track patients in this way is making a

huge difference. Clinicians can concentrate on their role knowing that blood and other test results, x-ray slots etc are being chased. So, in future, if you get a call from a progress clerk asking for results or other information, you'll know why! They make sure this is shared with those who need to know, ensuring the next stage of the patient's care happens as soon as possible.

“While the work the progress clerks do helps give the patient the best possible experience it also has huge benefits for the department, supporting patient flow and helping us achieve targets. The extent to which they've become invaluable members of the team is a credit to each of them, it's never easy stepping into a newly created role in an existing team.”

## **Shotley Bridge Community Hospital Services - project update and future conversations**

Last week, the following update was issued by County Durham CCG:

### **Developments since May 2019**

Since the last period of public engagement finished in May 2019, the CCG have taken on board comments that people made. We have applied particular focus to considering a broader range of services that could be provided in the future, such as low level Mental Health and a broader range of wellbeing services.

There has also been continuing dialogue with clinical colleagues and service managers from County Durham and Darlington NHS Foundation Trust (CDDFT) who provide services such as Chemotherapy, Inpatient based care, Urgent care, various therapy services (such as Physiotherapy and Podiatry) and more. This work continues to provide key elements, around which future plans are framed.

Our local GPs and other primary and community care staff have also played a central role in conversations considering what arrangements (around Hospital based services) they feel help support care and treatment for their patients across North West Durham.

Alongside all of this, our 'Reference Group' which involves local Councillors and MPs - and is chaired by the Chair of the Health and Wellbeing Board - has regularly met to feed into the discussions.

### **Impacts of COVID-19**

Understandably, this work has been disrupted over the past few months. Staff from CDDFT have been prioritising the frontline patient care that is required, as well as

supporting their teams. Staff within the CCG were also deployed to support primary care services during the peak of the pandemic locally where needed.

This has meant that the work is now slightly behind our original schedule. But all of the partners involved remain committed and determined to keep moving forward together.

The health and care system across County Durham responded quickly and appropriately to the COVID-19 pandemic. Services were changed at pace to ensure that primary care, hospitals and social care were prepared to manage COVID-19 and then to be able to care and treat patients in the safest way.

COVID-19 has not gone away. The challenge for the health and social care system is now to continue safely managing services and care for COVID-19 patients while restarting and recovering those services which had to be paused, to ensure there is safe, quality care available for all of our communities. This means that some of the changes introduced as part of the response to the Pandemic need to remain in place to provide this protection to both those accessing healthcare and the health and social care workforces.

There needs to be a period of reflection and learning to understand the impact of the Pandemic on the shape of care and services in the future. Therefore, it is felt that the clinical model which was developed pre-COVID should be reviewed and further considered to take into account the changes which have taken place. This is part of the local response as well as adhering to continuing national guidance on the safe delivery of services and safe working. We also want to more fully understand what these changes mean for patients and staff alike, and how we can be assured that the communities of County Durham have access to the safest and highest quality services in the future.

### **Future Conversations**

As a result, the CCG and other local partners are planning to undertake a further programme of engagement during the autumn of 2020.

This engagement will be focussed on the views of local people, helping to re-visit and inform the review of the clinical model for services and their delivery.

We recognise that the current situation, with social distancing in place, will impact on the ability for us to reach out into the community as we previously did in sports and community centres in the short term. However, we recognise the pressing need to progress with the plans for future service delivery as swiftly as possible, and so are exploring alternative communication channels to get your feedback and input.

For the time being, the majority of information and opportunities to engage will be based online, by email, over the telephone or through the post to ensure we are

adhering to national guidance on social distancing. Should the situation develop during the period of engagement, we will consider what else is again possible and appropriate.

We will be providing further information based on clinical opinion about future services and their provision as well as how to contribute to this phase of engagement soon. We will also provide a plan on when the future public consultation will start and how you can get involved in the conversation.

So please keep a look out for the information when it comes out and where possible we are always grateful for your help and support in sharing this with friends, family and colleagues. If you are able to help connect us with specific local groups who may be interested and who can help in developing the plans based on their knowledge and experience of health and care services that is very much appreciated too. A useful point of contact going forward will be the same email address that was used as part of the previous public engagement – [my.view@nhs.net](mailto:my.view@nhs.net)

This work and the feedback captured will all help move us forward towards the formal public consultation that will follow in 2021.

Thank you for your time and continued support.

## **Courier service / transport**

A message from the Portering and Transport team:

Over the past few months the transport team has worked in partnership with individual clinical services to reduce the need for the use of taxis for all non-person transport.

This partnership has proved hugely successful in keeping PPE, medication, equipment and other items flowing across the Trust.

As services begin to see an increase in patients, taxi requests within normal working hours have become more frequent and additional costs are being incurred by the Trust when our internal services could potentially move the items e.g. samples, bloods, medication, notes, equipment.

With this in mind, please direct all transport requests that do not involve the movement of people in the first instance to our in-house transport service who may be able to assist and avoid the need for additional costs.

## **New Android ZEBRA devices for clinical staff**

A message from the Special Projects team:

We will be allocating clinical areas in DMH and UHND new devices and equipment. Zebra android devices will be supplied to assist with using NerveCentre to ensure nursing admissions, assessments and care plans are completed as quickly as possible. Our team will be delivering these across University Hospital of North Durham and Darlington Memorial Hospital this week (from today, Monday 13 July) offering training and any support required.

## **Recruitment process - requesting ID**

A message for hiring managers, from Georgia Brand, Recruitment Manager:

As you aware, we are currently providing a remote service to all our managers and applicants. This has meant that we have adjusted our processes to accommodate interviews by video conferencing and accept many documents electronically to ensure we continue pre-employment checks to NHS Employers Standards.

ID checks are crucial to the recruitment process and these documents still need to be checked in person, on the first day of work by the line manager receiving the new employee. Once the ID is checked, please verify it as a true copy of the original, sign and date it and return it to the recruitment team via email:

[cddft.nhshelpers@nhs.net](mailto:cddft.nhshelpers@nhs.net)

## **Blood transfusion eLearning guidance**

A message from the Learning & Development team:

A number of you may be required to complete the 'Blood Transfusion: Safe Transfusion Practice' eLearning over the coming weeks and months. Please be aware that this module has a slightly different way of completing and saving. If you do intend to undertake it, please [CLICK HERE](#) to watch a very short eLearning package to ensure you save your progression/completion correctly.

[CLICK HERE](#) for more information about eLearning or email: [cdda-tr.elearning@nhs.net](mailto:cdda-tr.elearning@nhs.net)

## County Durham Care Partnership - Director of Integrated Community Services update

Please [CLICK HERE](#) to view a message from Durham County Council Corporate Director Jane Robinson and #TeamCDDFT Chief Executive Sue Jacques providing an update on the recruitment process for the Director of Integrated Community Services, following Lesley Jeavon's retirement last month.

### 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
July 2020			15/07/2020
August 2020	05/08/2020	12/07/2020	19/07/2020
September 2020	02/09/2020	09/09/2020	16/09/2020

As a consequence of the test, 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 15th July 2020** 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 above shutdown, please contact Paul Saunders on extension: 43074, mobile: 07810 505954 or email: [paul.saunders3@nhs.net](mailto:paul.saunders3@nhs.net)

### Implementation of the new Haemonetics BloodTrack system in Blood Transfusion

A message from the Blood Transfusion Laboratory:

There are some changes being introduced by Blood Transfusion, around collection of blood products. The new Haemonetics BloodTrack system has now been installed in UHND, SBH, DMH and BAH.

The software is the same across all four sites, however access to the products is slightly different, with DMH and BAH having a new Haemobank which is a vending machine style fridge controlled by an inbuilt screen and UHND and SBH using existing blood banks which are controlled by a kiosk. The platelet incubators on both DMH and UHND will also be accessible via a kiosk.

This electronic system allows for a robust audit for the collection of blood products which is a legal requirement for MHRA compliance, and removes the need for the current paper-based collection procedure we have been put in place as a short term measure following our software upgrade back in February. It also allows for a more user friendly access and quicker release of blood for patients eligible for electronic issue, particularly at BAH where blood can be remotely issued from any site, providing there is a valid sample in the lab. The system will significantly improve the safety and quality of the units issued by allowing a tighter control over their storage and movement.

The system is currently being validated. Once complete, training will be rolled out to all collection staff by the TP team, although it is anticipated this may take a little longer than normal due to social distancing guidelines.

Further information will be issued once available, however it is our aim to get the system live by the middle to end of August 2020.

## Free IT training available

A message from Nikki Brodhurst, Learning & Development Advisor:

We're all using technology more now than ever, but some people are finding it difficult to use or understand. Free training and resources are available to assist you:

- Digital Learning Solutions IT Skills Pathway covers a range of competencies for users of IT and provides access to ELearning materials and assessments. [CLICK HERE](#) for more information.
- Free short course covering Microsoft office programs - in this course you will learn about what Microsoft office programs are and some of the common features they have. The course will also explain some of the differences between them, to help you choose which is best for you. [CLICK HERE](#) for more information.



## Compliments

Huge well done to our team on ward 4 at Bishop Auckland Hospital, who recently received special thanks from the relative of a patient: "How do I put into words the gratitude I feel for you all? You looked after my precious Dad at the most difficult of times. I speak for our whole family when I say how much we appreciate the care he received from the important clinical care to the equally important personal care and acts of kindness. You are a great team!"

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

