

THE WEEK AHEAD

29 June 2020



Over the past few months, you have dedicated yourselves to responding to and caring for patients with COVID-19. This response has been and continues to be tremendous.

You moved at pace to change services first in preparation for the forecasted number of patients with COVID-19 and then transitioning to the management and treatment

of those patients. This included working in different ways, working in redeployed areas and for some even returning to work after retirement.

As we approach the 72nd anniversary of the NHS, we would like to extend sincere thanks to each of you plus all our partners across health and social care as well as local businesses and the private sector, who have all come together so well to tackle this crisis.

We've also been overwhelmed and humbled by the response and support received from the local populations, including rainbows in windows, plus generous donations and gifts in kind to our Charity. From laundry bags to food, coffees to medical equipment, fundraising to direct donations – the response from our local communities has been fantastic. And this Sunday (5th July) at 5pm NHS Charities Together will host a final clap for 'The Biggest Thank You Ever!' in recognition of all NHS colleagues and key workers up and down the country.

Amidst these moments of thanks and the positives that have come to light, it is also important that the human toll of COVID-19 is not lost or forgotten and the Trust extends its deepest sympathies to all those who have lost loved ones, who have been ill or who continue their recovery – our thoughts are with you.

COVID-19 and Operation Reset: June 2020

Over the past few months, we have dedicated our efforts to responding to and caring for patients with COVID-19. This response from #TeamCDDFT and partners across County Durham and Darlington to the COVID-19 pandemic has been and continues to be tremendous.

We were able to move at pace to change services first in preparation for the forecasted number of patients with COVID-19 and then transitioning to the management and treatment of those patients. Now, although Covid-19 remains a major incident nationally, and NHS England have advised NHS bodies that they should expect to stand up incident management arrangements until September 2020, there is movement to begin restarting services which were reduced or stood down earlier in the year.

During the peak of the COVID-19 Pandemic, the Trust, supported by partners across the health and social care sector and independent partners, continued to maintain urgent operations for cancer patients and emergency and non-elective pathways for non-Covid patients.

This has left the Trust well-placed to begin planning to resume all urgent activities, and a level of routine elective operations, in line with national guidance. Operational plans are now in development for all services working with partners across the health and social care system both locally and regionally. The overriding principle is the maintenance of robust infection control, including maintaining separate streams

for Covid-19 and non-Covid conditions. In addition, it is vital that plans are flexible, so that the Trust can respond rapidly to any surge in activity from a second wave of Covid-19 or from patients with other urgent conditions.

As outlined above, there are some services which we have been able to continue over the past few months, for example our emergency and urgent care services. A key element of this and of our overall response to the pandemic was putting in place segregated pathways for COVID-19 and non-COVID-19 patients, which started right at the front door with two separate emergency departments – respiratory and non-respiratory. These changes enabled us to provide safe care for all patients while also helping to protect our workforce.

We need to be able to maintain this segregation of pathways going forward to continue providing safe care for all our patients, in an environment where COVID-19 continues, and to continue doing all we can to provide a safe working environment for you, our workforce. And, all of this also needs to be in line with national guidance and safety measures including social distancing.

A summary of some key changes:

- Two emergency care departments at DMH and UHND to support this segregation. Non-respiratory and respiratory departments established on both sites as distinct patient pathways
- Increasing senior decision making at the front door – increased emphasis on ‘same day emergency care’ to effectively manage and reduce admissions
- Reduced elective surgery
- Increased ITU and critical care capacity at UHND and DMH
- Increased ward capacity at BAH to support changes at DMH & UHND and the safe care of patients in particular more elderly patients more at risk on an acute site
- Chemotherapy moved from UHND to BAH and SBCH to protect patients
- Outpatients:
 - All but Urgent and 2ww outpatient activity was stood down
 - Many face-to-face appointments were switched to telephone or video consultations
 - ERS was temporarily turned off to all routine referrals
 - The majority of essential face-to-face appointments were moved to Shotley Bridge, Bishop Auckland and Chester-le-street Hospitals
 - Primary Care was asked to utilise the Clinical Advice Line and Advice and Guidance where appropriate for urgent advice.
- Endoscopy: activity was suspended

Timeframes for restarting services

We are managing the reset programme in a phased approach and are working through these timeframes. The information below provides an early overview of

these timeframes however we would ask that, given the amount of work required to be undertaken, that it is acknowledged these timescales may change. We are working to share information in an open way with the caveat of an understanding of the complexities involved and that this may mean change – where updates are required we will share these with you in a timely manner. Please also see the daily bulletin for more detail as plans develop.

Services running by 30 June 2020:

All cancer services	Pharmacy – Antimicrobial audits
Urgent Elective surgery	Pathology – Blood Sciences
Elective two week wait and urgents	Pathology – Histology / Mortuary
Outpatients two week waits and urgents	Pathology – Microbiology
Diagnostics two week waits and urgents – bowel screening	Pathology – Oncology Biopsies
Acute pain	Sexual health – contraception/ GUM / Smears / Coils / HIV
Chronic pain services	Maternity – home births / Pregnancy Assessment / Triaging / High risk clinics
Cardiology – Percutaneous Coronary Intervention (PCI)	Gynaecology – Colposcopy / Termination of Pregnancy / Post Menopausal Bleeding Clinics
Cardiology – Heart Failure	Ophthalmology – Age-Related Macular Degeneration (AMD) injections
Cardiology – rapid Access Chest Pain	Dermatology / Plastics – Basal Cell Carcinoma (BCC) lesions
Hickman Lines	Stroke transient ischaemic attack (TIA)
Iron Infusions	

Services running by 31 July 2020:

Rheumatology - Severe Inflammatory Arthritis / Giant Cell Arthritis / Vasculitis	Medical Education – Research and Development / Simulation Centre
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Services running by 31 October 2020:

All Outpatients	Radiology – Steroid Joint Injections
Acute Frailty UHND & DMH – Elderly Care	Pathology - Microbiology
Ophthalmology – Cataract Surgery / Diabetic Eye Screening Service / Elective	Paediatric – Acute Outpatients

Orthoptists / Optician	Paediatric – Community
Elderly Care – Movement Disorder Services	Paediatric – Therapies
Rheumatology – General / Fibromyalgia	Gynaecology – Pessary Clinics
Respiratory – General / Sleep	Radiology CT Capacity
Rehabilitation after Critical Illness (RaCI)	

#TeamCDDFT Profile: Lindsay Harris – Associate director of procurement



We rely on the hard work and dedication of each member of #TeamCDDFT. The procurement team work hard without fanfare ensuring we have the supplies we need. In recent months this has, at times, required them to go above and beyond what would normally be expected of them – which they did without hesitation. We’re both proud and grateful.

Lindsay Harris – Associate director of procurement

Lindsay heads the procurement team which is responsible for, “buying goods, services and works into the organisation.” During the pandemic, Lindsay has been responsible for ensuring the Trust has adequate supplies of PPE – Personal Protective Equipment which, in line with other NHS organisations, has proved challenging at times. “I’m so proud of our team for their

overall response, working together and for not seeing anything as too much trouble – including receiving deliveries during the night. One of the positive things that has come out of this situation is the support from the community, our local suppliers and also the many educational and other establishments that donated their own PPE supplies for our front line colleagues. It is a privilege to protect our staff and we are so grateful for the support, it has been humbling. In fact, we’ve established new and reinforced existing relationships which will be a huge help as we move forward.”

Care packages for our community teams



Our Charity not only helps enhance the experience of patients in our care across our hospitals and in our communities, but they have also been busy making a big difference to colleagues across the Trust too!

Our Charity, with support from SalutetheNHS.org, has gratefully received pamper packs for our community teams - filled with soaps, shampoos, skincare products and other toiletries.

A total of 650 care packages have been made up and our TAPs 3 Dales District Nursing team are pictured (looking very happy) receiving theirs last week.

Care packages will continue to be distributed over the coming weeks – thank you to our charity team and to everyone who continues to support their efforts.

Health Information Week 2020, 6 - 12 July #HIW2020



A message from Claire Masterman, Library Services:

Health Information Week is a national multi-sector campaign promoting high-quality information for patients and the public. We all need information that we can trust, especially during the current coronavirus situation. We also all need to look after our physical

and mental health and wellbeing. In response to this, the main themes of the campaign this year focus on wellbeing and finding information you can trust.

Our #TeamCDDFT Library Services team will be tweeting some helpful information highlighting how you can access reliable health information during the 7 day campaign using the #HIW2020 hashtag. You can also follow us on Twitter: @HealthInfoWeek and @CDDFTNHS.

Where possible, please do pop along to one of our libraries at Darlington Memorial Hospital or Prospect House, to see some of our displays and leaflets promoting Health Information Week. You can also visit [our website](#) for a wide range of useful resources to support you.

Going viral – capturing COVID innovations

A message from the Innovation team:

I'm sure you will all agree that the last three months has arguably seen the greatest period

of innovative thinking in our entire working lives; with our hand forced by the myriad unknowns of the COVID-19 pandemic, we have thought differently, worked differently, adopted new practices, continuously tweaked and improved ideas, and are now beginning to plan how this will fit into future ways of working.

We're keen to capture this knowledge so we can help make sure the best practices are disseminated and encouraged, so we can rightly champion the individuals or departments who have led the way, and so we can make sure the knowledge is not lost.

Please visit our latest Innovation Matters challenge, 'Going Viral – capturing COVID innovations', and help us by posting all the workplace changes you've seen in your area – whether your own idea or from your department – so we make sure this becomes true lifelong learning.

To sign up, simply visit: <https://cdd-ideas.crowdicity.com/>

- **OR** download the Crowdicity app
- Go to 'Join a Private Community' and type in 'cddideas'
- Register and begin sharing your great ideas

Great North Run Solo #GNRSolo



We're supporting Great North Run Solo, a virtual running challenge designed to keep runners motivated through what would have been their Great North Run training programme.

Great North Run Solo starts on 28 June (the birthday of the Great North Run) and runs until 13 September, the day the 40th Great North Run was scheduled to take place. To complete the challenge and claim a special edition Great North Run Solo medal, runners need to complete a minimum 40 runs of any distance over 78 days - a run for each year of the Great North Run! For younger runners, there is a junior challenge available.

It costs £10 to join, and all profits will go to the NHS Charities Together COVID-19 Urgent Appeal.

To find out more, visit: <https://www.greatrun.org/virtual-running/great-north-run>

Nursing and midwifery inpatient & admissions areas - Safer

Nursing Care audit

A message from Kay Bloomfield, Clinical Standards Matron:

The safer Nursing Care audit will commence on Monday 6 July for 4 weeks, Monday to Friday, concluding on Friday 31 July. If you have any queries, please email: kay.bloomfield@nhs.net

New qualifications available via the apprenticeship levy

A message from the Learning & Development team:

Enrolments for qualifications funded by our apprenticeship levy are now going ahead and we have been working with our providers to ensure that advice sessions, enrolments and study are safe and accessible.

Details of the courses available can be seen in our Matrix [HERE](#).

All applications must be supported by managers to help achieve the 20% off the job element of the apprenticeship, however this does not necessarily mean 1 day a week out of the workplace.

If you would like more information on any of the apprenticeships, please visit our intranet page [HERE](#) or email: cddft.apprenticeship@nhs.net

Healthcare assistant practitioner apprenticeship

The application process for a September 2020 intake onto the Healthcare Assistant Practitioner apprenticeship (formally the foundation degree) level 5 is now open.

Please [CLICK HERE](#) to view and download the expression of interest form – these should be returned via email to: cddft.foundationdegrees@nhs.net by Monday 20 July 2020. If you have any queries, please use the email address above.

In order to be considered for the above apprenticeship, you must have a level 2 in both literacy and numeracy (key/functional skills or GCSE grade A - C or CSE grade 1) and an NVQ level 3 in health & social care/advanced apprenticeship in clinical healthcare or equivalent. Certificates for the above criteria must be submitted with expressions of interest.

The expressions of interest form must be completed in full, electronically, including line manager recommendation with signature. Services/managers must agree that

on completion of this apprenticeship that the role of an assistant practitioner will be fully utilised and fits with the services workforce plan.

This apprenticeship is delivered in partnership with Teesside University and apprentices can access specific competencies relating to maternity, therapy, radiology and endoscopy. Therefore, this may be of interest for healthcare support staff working within these areas or those in band 4 assistant practitioner/healthcare roles without a foundation degree.

Expressions of interest for Associate Director of Nursing – Surgery Care Group

Expressions of interest are invited for interim cover for the post of Associate Director of Nursing (ADN). This is for 3 months cover initially.

The permanent post is also out to advert on NHS Jobs and can be found [HERE](#). The job description and person specification are also available via this link.

If you are interested in applying for the interim cover, please send an expression of interest by email to Shane Longden at: shane.longden@nhs.net. If you are interested in applying for the permanent post, please apply via NHS Jobs.

- Closing date for expressions of interest: 10 July 2020
- Closing date for permanent post: 16 July 2020

New maternity website for health professionals across the North



Maternity healthcare professionals across the North of England can now access up-to-date information and resources on a newly launched website.

The Local Maternity Systems (LMS) Northern England website features a dedicated area for healthcare professionals, which includes access to key information around the aims, objectives and deliverables of the LMS, as well as useful resources. A Learning Hub is due to be launched soon, which will provide an opportunity for healthcare professionals to access a full range of training courses dedicated to supporting those working across maternity care.

The site also includes a public-facing area, offering advice and guidance for parents to support them during pregnancy, birth and postnatally. Covering everything from information on gestational diabetes to labour advice, and post-natal health and

wellbeing support to practical tips for caring for new-borns, the website acts as a one-stop shop for all things related to their pregnancy journey.

The website was developed by the LMS Northern England partnership - a collaboration between three Local Maternity Systems across the North – Northumberland, Tyne and Wear and Durham; Darlington, Teesside, Hambleton, Richmondshire and Whitby; and West, North and East Cumbria.

To find out more, visit: <http://www.northernlms.org/> and click on the 'Professional Site' tab in the top right corner.

Scams awareness

A message from the Safeguarding Adults team:

There have been 105 reports relating to Coronavirus, or COVID-19 to Action Fraud since 9th February, with total losses reaching nearly £970,000. Please [CLICK HERE](#) to read more about scams and how you can protect yourself.

You can also [CLICK HERE](#) to read about a County Durham woman whose elderly mother became a victim to Covid-19 scams.

For other helpful resources, please see below:

- Citizen's Advice - [scams awareness campaign](#)
- Citizen's Advice - [useful campaign resources](#)

Your NHS Charity online quiz night



The charity team recently launched a virtual quiz night, which was a great success. You can join in the fun again tomorrow night (Tuesday 30 June) at 7:30pm, from the comfort of your own home. Entry is only £2 and there are cash prizes up for grabs!

[CLICK HERE](#) to register to play, then simply log back in five minutes before the start time and

join other #TeamCDDFT colleagues to test your knowledge across six rounds, including music, sport and TV.

For more information, contact Philippa Parsons, Charity Support Officer:
philippa.parsons1@nhs.net

Policies and procedures update

The following documents have been approved and are now available on the Policies and Procedures page on StaffNet:

Formal Retinal Screening in Patients on Hydroxychloroquine	GUID/IMS/0004
Providing References	POL/PD/0027
Dignity at Work	POL/PD/0002
Patient Access Policy	POL/OBD/0003
Sustainability Policy	POL/FIN/0005
Catering Policy	POL/EF/FAC/0001
Referral to NMC	POL/NUR/0001
Chaperone Policy	POL/N&Q/0053
Complaints Policy	POL/COMP/0008
Mouthcare Toolkit	POL/SUR/0006
Formal Retinal Screening in Patients on Hydroxychloroquine	GUID/IMS/0004

Corporate Records would also like to remind you to ensure that you are using the most up to date version when policies/procedures or guidelines are being reviewed. The correct Word version can be obtained from the Corporate Records team.

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	01/07/2020	08/07/2020	15/07/2020
August 2020	05/08/2020	12/08/2020	19/08/2020
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 1st 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 shutdown, please contact Paul Saunders on Extension 43074, mobile 07810 505954 or email 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 surrounding 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 4 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 had to 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.

Level 3 safeguarding children, roles and responsibilities training

A message from Elaine Milburn, Safeguarding Children Trainer:

We are currently working hard to try and provide alternative options until we can return to our original face to face group training, but we do not yet have a date for this. We have therefore identified a national eLearning programme that will provide you with the core information required - this will be available via ESR from 1st July 2020. ESR can be accessed from home or at work.

- Staff will need to complete the Safeguarding Children Level 3. This will also provide level 1 and 2 compliance. It is comprised of 7 modules and each module will take 30-45 minutes to complete. This is the equivalent to the full day level 3 roles and responsibilities face to face training
- All 7 modules must be completed within 4 weeks of commencing the first module. We will be monitoring compliance. At the end of each month we will send out additional local referral information to all colleagues who have completed the training during that time period.
- Managers are asked to provide adequate study leave to facilitate this mandatory training as it is the equivalent of a full study day

Please contact us for further information and support at: cdda-tr.safeguardingchildrentraining@nhs.net

Compliments

Michelle Dyson, a member of our Children's Community Nursing team recently received a lovely letter of thanks from the mother of a young patient. An extract from the letter read: "Michelle was the first nurse to ever do a home visit when my son

was discharged from NICU. We feel like if we have any concerns or issues, as soon as we mention them to Michelle, she acts upon this very proactively and if it isn't something she can personally help us with, she will do everything she can to point us in the direction of someone who can help. Michelle has been more than just our son's community nurse, she has provided both me, my partner, and our son support, in times we felt like everything got too much. Her straight-talking, but calming tone have been a comfort during difficult times and that of which has and continues to, help us enormously.

"We will forever be grateful for having Michelle involved in our sons care, and couldn't think of anyone better suited to her job role."

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