

# THE WEEK AHEAD

20 July 2020



Well done to our team on ward 4 (stroke unit) at Bishop Auckland Hospital who recently received The Northern Echo's 'Bouquet of the Week' for going the extra mile. The team were nominated by Stuart Adams & his sisters for the care their father Barry Adams received. Stuart said: "Last month, dad went in to Bishop Auckland hospital. The care, love and attention the staff gave dad was a wonderful thing. Staff would ring up the ward on their days off to inquire how dad was and always popped in to see

him. They totally fell for dad, who was the most wonderful man. Unfortunately, he died last week, but we just wanted to thank all the staff for their love and attention, not only to dad but also to us, his family, was of a great comfort.”

To read the full story, [CLICK HERE](#).

## **#TeamCDDFT Profile: Physiotherapy team**



The Trust has over 200 physiotherapists and they played a vital role as we responded to the Covid-19 pandemic. Usually, they're based across services, including pain, falls, paediatrics, pulmonary rehab, musculoskeletal and acute & community inpatients. They also care for patients in their own homes. As services across the NHS paused, 28 physiotherapists were redeployed to care for inpatients at UHND and DMH. Adult physiotherapy lead, Nicola Emery, said, “As we learnt more about the effects Covid-19 has, physiotherapy played an increasingly important role in their care, particularly during rehabilitation. We were able to create a seven day service on both sites, supporting patients with all aspects of their physical recovery, including some who had been in ITU for a long period and needed intensive support and others who were young and had been very fit prior to becoming ill. We saw them a couple of times a day so got to know them well. Physiotherapy doesn't view the patient in isolation, our approach is holistic, using cognitive behavioural therapy when needed. In some cases, the mental impact of the disease is as devastating as the physical.”

Chronicle Live recently ran profiles of a number of individual members of #TeamCDDFT, as we marked the 72<sup>nd</sup> Birthday of the NHS, including physiotherapist, Francois Lewis, who is based at DMH. As outpatient clinics paused, Nicola, Francois and their colleagues moved quickly to support patients already in their care. Francois explains, “We phoned every patient explaining the situation, performing a verbal assessment of their current condition offering advice and directing them to useful information – we also revamped our website as part of this response. Of course, there were patients we still needed to see face to face such as those where physiotherapy is essential in the initial period following surgery or for a patient with a broken leg, for example. We've launched a virtual clinic, where patients can have a video consultation. Patients can show us the problems they're having and we can show them exercises. It seems to work very well and it's a development we'll keep for the future.”

## Your health and wellbeing – share your experiences #YouMatter

The COVID-19 Pandemic has had a huge impact on us all, both personally and professionally. At CDDFT your health, safety and well-being is central to everything we do. We know, from your experiences shared through our engagement channels including the excellence reporting scheme and the Trust's staff Facebook page, that while you have responded tremendously to changing services at pace, caring for patients – COVID and non-COVID – and working in different areas and specialities as your skills were needed, it has taken a toll. It is OK, to not be OK – we will all feel differently about what we have experienced, where we are now and what might come in the future. Sometimes taking time to connect with family, friends or colleagues can be enough. Sometimes we might need a bit more.

To protect and preserve your well-being, we have been providing a number of resources and a range of support. These include:

<a href="#">Intranet Health &amp; Wellbeing Resource Library</a> consisting of H&WB guides, links to websites and apps, free online exercise, yoga and meditation sessions	<a href="#">Covid-19 Resilience Hub</a> created by HEE in partnership with NHSE/I
Posters outlining full offer distributed to wards, services and the Community across the whole Trust	Bereavement Guidance for managers and teams
CEO podcast on support available	Series of discovery/self-help workshops for senior frontline staff
Contacting staff with MSK issues and introduction of self-referral	<a href="#">CDDFT Listening Ear Service</a> provided by Workforce Experience Team and members of internal coaching network
<a href="#">Hospital Chaplaincy</a>	<a href="#">#OurNHSPeople</a> national offer
<a href="#">Leadership Support Circles</a> provided by Our NHS People	Closed Facebook page – search #TeamCDDFT
Workforce experience email: <a href="mailto:cddft.organisationdevelopment@nhs.net">cddft.organisationdevelopment@nhs.net</a>	Targeted support for staff off sick
Risk assessment process for 'at risk' colleagues	Clinical Psychology support from TEWV
Occupational Health helpline and Covid-19 email: <a href="mailto:cddft.COVID19@nhs.net">cddft.COVID19@nhs.net</a>	24 hour Employee Assistance Programme, email: <a href="mailto:assist@cic-eap.co.uk">assist@cic-eap.co.uk</a>

People  
PULSE

NHS

Please spare five minutes to let us know how you are experiencing work during these very challenging times. The NHS People Pulse will help improve the support you are offered in COVID-19 response and recovery.

See more info on:  
StaffNet

#YouMatter

Listening and responding to your concerns is as important as ever. So as we enter this next phase of our response to coronavirus and safely bring back services, we want to continue to provide the support you deserve and need.

### **NHS People Pulse**

In partnership with NHS England and Improvement, we are launching a new staff 'pulse check' which is entirely anonymous

and voluntary. NHS People Pulse will give us another way to listen to your views and help improve the support we provide during the Covid-19 response and recovery. Your feedback will also inform local and national changes that improve the experiences of our people and patients.

Please take just five minutes every two weeks to check in on a number of important questions via this quick and simple People Pulse. [CLICK HERE](#) to tell us how you feel.

## **New app for cancer patients**

Our clinical teams have led the development of an app to support patients during and following cancer treatment. The app, My Wellbeing Space, uses Health Call which is provided by technology company Inhealthcare, using funding from the Northern Cancer Alliance. It will initially benefit patients receiving care from County Durham and Darlington NHS Foundation Trust. The app will benefit our patients initially before being rolled out more widely through Trusts across the North East and North Cumbria.

Clare Doney, Macmillan lead cancer nurse, said: "Being diagnosed with cancer is a life-changing event affecting patients, families and friends emotionally as well as physically. We want to provide holistic support as soon as possible and the app is one way that we can reach out to more people. It gives our patients tools and resources to support and empower them to contribute to their wellbeing and overall health."

The My Wellbeing Space app can benefit patients at any stage of their treatment by providing advice and links with content including information on: physical activity, late effects of treatment, food and nutrition, financial concerns, fatigue, emotional wellbeing and treatments. It also includes short video clips delivered by a consultant, clinical nurse specialist, wellbeing practitioners, GP, oncologist, a patient and a carer. Patients will be given access to the app during their treatment.

The app featured in Saturday's The Northern Echo. To read the full story including comments from a patient, Tina Murray, on how the app has helped her: [CLICK HERE](#).

## **Interim Associate Director of Nursing – Surgery Care Group**

We are pleased to announce that Matron Kay Stewart has been appointed to the interim post of Associate Director of Nursing (ADN) for the Surgery Care Group with effect from 17 August 2020.

### **Zero tolerance on incomplete pathology request forms – thank you and well done!**

As you may recall, in October 2019 – which seems a lifetime ago – we shared with you that, even though pathology request forms are designed to be simple, an audit had revealed that 76% of forms completed in a single month failed to include at least one piece of essential information. This meant that we had to spend valuable time chasing up this missing essential information. Consequently, we had no option but to introduce a zero tolerance approach – meaning incomplete forms were rejected. We're grateful that, as a result, we started receiving very few incomplete request forms – thank you.

As we responded to the Covid-19 pandemic, we relaxed our zero tolerance, however, we've been impressed with the high level of accurately completed forms we continued to receive during such a difficult time when many of you were working in new roles and teams. Thank you – like many of you, laboratory teams have been under pressure and accurately completed documentation really helps our turnaround times – and ultimately supports delivery of great patient care.

From 1 September 2020, we're re-introducing zero tolerance - here's a reminder of the few mandatory sections - all of this information should be at the fingertips of the requestor:

- Patient's Full Name
- Date of birth
- Hospital Number or NHS number or other agreed unique identifier.
- Investigations required
- Date and time of sample
- Patient's location
- Clinician

Thank you again.

## Local blood donor sessions

A message from Gillian McAnaney, Blood Transfusion:

Please [CLICK HERE](#) to view details of an upcoming blood donor session, taking place in Bowburn on Friday 24 July 2020. Please note, those wishing to participate should register and book an appointment.

## Newsletters

[CLICK HERE](#) to view the latest issue of the Medical Devices newsletter.

## 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.

An update is expected over the coming weeks and will be issued once available, however it is our aim to get the system live by the middle to end of August 2020.

## Training & development opportunities

### Resus training restarts 1<sup>st</sup> August 2020

A message from the Cardiac Arrest Prevention team:

Face to Face Resuscitation training will recommence on 1<sup>st</sup> August 2020, therefore existing resuscitation course bookings after this date will be going ahead. Each course has been risk assessed and PPE will be provided when appropriate. For advanced course queries excluding ILS/PILS please email: [cddft.advancedcourses@nhs.net](mailto:cddft.advancedcourses@nhs.net)

For those colleagues who have missed their booked resuscitation training OR commenced employment between April and July 2020, the Cardiac Arrest Prevention team will be providing additional sessions week commencing 3<sup>rd</sup> and 10<sup>th</sup> August 2020. These additional sessions must be booked in advance through Coursebookings: [cdda-tr.coursebookings@nhs.net](mailto:cdda-tr.coursebookings@nhs.net). Please ensure you book early to secure a place. Candidate capacity is at reduced levels to ensure social distancing guidance is adhered to.

### 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 was made available via ESR from 1<sup>st</sup> July 2020. ESR can be accessed from home or at work.

- Colleagues 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](mailto:cdda-tr.safeguardingchildrentraining@nhs.net)

## Awards and accolades



### **Trainer of the year 2020 - Northern School of Radiology**

We're pleased to announce that #TeamCDDFT consultant radiologist, Dr Ishmael Chasi, has been awarded 'trainer of the year 2020' in the Northern School of Radiology Training Awards, for his dedication and commitment to training. Dr Chasi specialises in gastro-intestinal work and has been a consultant with us for over five years.

The annual awards are nominated and voted for by radiology trainees and supported and sponsored by the School of Radiology. The feedback Dr Chasi received from trainees was inspiring and are testament to his hard work and dedication in delivering high quality training.

Dr Chasi was thrilled to receive the news of his award win and commended the strong teaching and training ethos at the heart of the Trust: "We now have a lot of capable registrars training in the region who are showing strong interest in joining us soon, not only as a result of the training but the consistent capital investment and support in Radiology by the Trust. I am confident that we have the potential to be the best Radiology department in the region. I know we can build a robust team to deliver more than just individual accolades but enviable training whilst managing to achieve and surpass the Trust's objectives."

Lead clinical supervisor for CDDFT, Dr Sid Bethapudi shared his congratulations: "This achievement bodes well for radiology training in our Trust. On behalf of everyone, I would like to take this opportunity to congratulate Ishmael, for this well-deserved achievement."

## Compliments

Well done to our colleagues in ITU at Darlington Memorial Hospital who were recently commended for their care and compassion: "To all the staff on ITU, but especially the staff who cared for my wife during her short but tragic stay earlier this year. The care and compassion that was shown to me and our family on that awful morning will stay with me forever."



## 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)**

