

## Trust vision

We will deliver integrated health and social care to support people to live as healthily and independently as possible, recognising the differing needs of our local communities across Devon

# Pulse

Issue 15, May 2012

## Pioneering projects raise standards of patient care across Trust

We are celebrating some really big achievements over the last year which we are really proud of.

We had no cases of MRSA.

Our waiting lists - particularly for cancer - are some of the shortest in the South West, if not England.

Our PEAT scores for the standard of food, environment and cleanliness are all either good or - for the majority of sites - excellent across the Trust's 18 hospitals, from Holsworthy to Axminster and from Exmouth to Ilfracombe.

The Trust, which manages North Devon District Hospital as well as 17 community hospitals, ended the year in financial balance with a surplus of £1.7 million.

Jac Kelly, Chief Executive, said: "I would like to personally thank all our staff for their part in continuing to dedicate themselves to providing high-quality care to patients. Organisational change is never easy but we are absolutely

### End of year round-up - a look back at our successes over the last financial year

committed to carrying on the good work we have started.

"The range of projects outlined below are just the tip of the iceberg. What I hope is clear is that our approach is not 'one size fits all'. A rapid assessment at home scheme works well in Exeter, but in Exmouth and Budleigh we see that the hospital at home is very successful for that community.

### Innovative projects

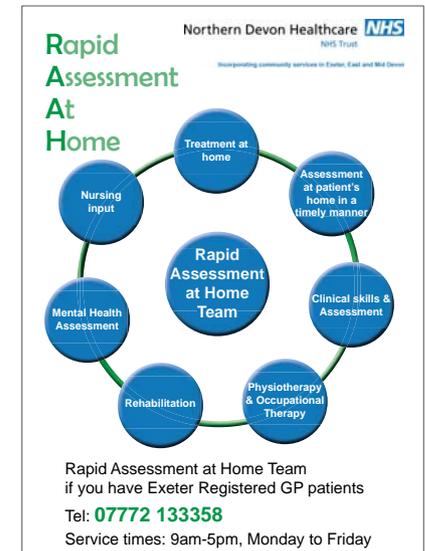
The Trust has launched a number of innovative projects over the past 12 months, many of them aimed at allowing patients to be cared for at home rather than in hospital.

These include:

- ComPAS – community staff are now able to update information about patients they are visiting using hand-held Samsung computers
- Telehealth – patients with Chronic Obstructive Pulmonary Disease (COPD) take their own health readings at home, which are sent to a clinician
- Hospital at Home – patients are supported to live independently in their own home, with assistance from nurses and community care workers
- Rapid Assessment at Home (see flyer on the right) – patients who are referred are given a full health and social care needs assessment in their own home within two hours

### Other successes

- Every operation that was cancelled on the day was rescheduled within four weeks
- Every sexual health patient was offered an appointment within 48 hours of contacting the service
- Fourteen percent of mothers who smoke were known to still be smoking at the time of delivery, bettering the maximum projection of 20%
- Most staff are trained in how to give patients with dementia the highest possible standard of care



# Help us find our Healthcare Hero

The Trust has joined forces with the North Devon Journal to launch the Healthcare Hero awards for 2012.

We are also in discussions with the Express and Echo about running a similar campaign for staff in eastern Devon.

The campaign gives the public a chance to honour and recognise those staff who go above and beyond the call of duty.

Jac Kelly, Chief Executive of the Northern Devon Healthcare NHS Trust, said: "These awards offer a great opportunity to highlight the excellent, unsung work that takes place, whether in hospital, in a health centre or when Trust staff visit people in their own home.

"Our staff do this job because they care passionately about our patients' health and well-being.

"Quite often they don't realise they have done anything out of the ordinary as it is an everyday occurrence.

"However, we know from the letters and emails we receive that the impact our staff have on the lives and emotions of patients and their families is truly humbling."



The public are being asked to email or write to the North Devon Journal with their stories of how our staff have provided exceptional care and support to them and their families.

All Trust staff in the northern area are eligible for nomination. These include nurses, doctors, healthcare assistants, therapists and support staff such as cleaners and porters.

Mrs Kelly said: "We value all our staff and appreciate the commitment they make to provide the best possible care to the people of North Devon and beyond.

"Help us find that special member of staff who will be our Healthcare Hero for 2012."

The North Devon Journal is set to feature the nominations over the next few months and present North Devon's finest with their awards at the end of the summer.

To nominate someone, e-mail editor@northdevonjournal.co.uk or write to: Editor, North Devon Journal, Avery House, Liberty Road, Roundswell Business Park, Barnstaple, Devon, EX31 3TL.

## Sneak preview of Ladywell Unit

Pulse has had a sneak preview of the state-of-the-art new children's unit at North Devon District Hospital, which is set to open in June.

The unit brings together Caroline Thorpe Ward and SCBU and will feature a number of facilities that will greatly enhance the experience of patients and staff.

It includes a purpose-built children's assessment unit (CAU) and high-dependency unit (HDU), state-of-the-art equipment including a cardiac monitoring system, school, play and family rooms, improved facilities for parents and a new resource room for doctor training.

It represents the latest phase of the £1 million refurbishment of the Ladywell Unit for women and children.

Toby Cooper, head of midwifery and children's nursing services, said: "It would not be an exaggeration to say that this is the best unit I have ever seen.

"A great deal of thought has been put into planning a layout that makes the best of consultant and nursing support as well as facilities for children, women and families."

The children's unit will switch to its new location on Tuesday 19 June and Wednesday 20 June.

An open day is due to be held on Saturday 16 June, when invited guests will be given a guided tour of the unit on the second floor.

An official opening of the whole Ladywell Unit is likely to take place later this year.

The new Petter Ward on the ground floor opened earlier this year, featuring a day-case unit for gynaecology patients, theatre and labour ward.

Bassett Ward on the first floor is due to be upgraded this summer while the ground floor, reception and children's outpatient area is set to be revamped in the autumn.

The project brings together women's and children's services, which have previously been housed in different parts of the hospital site.

This will allow staff to share skills and best practice to the benefit of all patients.



## More members needed

Our membership recruitment continues across the geographical patch, but we need your help to significantly raise those numbers. The more members we have, the more people we will be able to engage with to help shape local healthcare services.

Staff, our current public members and patients are asked to support us by encouraging their friends and family to sign up as members – it only takes a couple of minutes to join.

### 10 things that members can do:

1. Receive regular information about what is happening at the Trust, including a bi-monthly newsletter, sent straight to your door or inbox
2. Learn about the local healthcare services we provide and work with us to improve them in the future
3. Take part in surveys and consultations
4. Review the information we give to patients/carers
5. Get involved in events, health seminars and membership groups
6. Vote for a Governor to represent their views
7. Help shape how we spend public money
8. Stand for election to the Board of Governors
9. Become a volunteer
10. Support our vision to deliver local integrated health and social care to support people to live as healthily and independently as possible, recognising the differing needs of our local communities across Devon



## Onward Care Team to 'pull' patients from RD&E when ready for discharge

We have launched a pilot project to smooth and speed up the discharge of patients back to the community from the Royal Devon and Exeter Hospital.

Our Onward Care Team are based at RD&E and work in partnership with acute staff and with Complex Care Teams/ clusters in the community. They track patients through hospital to ensure that all options are considered and delays minimised when the acute stay comes to an end.

This should mean that fewer patients are automatically discharged to community hospitals, as community-based initiatives such as Hospital at Home become established - following the principles of 'No bed like your own bed'.

The new pathway should help

There is a short online form at [www.northdevonhealth.nhs.uk/ft](http://www.northdevonhealth.nhs.uk/ft) or paper application forms can be found at all of the Trust healthcare sites. Copies can also be obtained by telephoning the membership office on 01271 313971.

**Thank you for your continued support.**

ease pressure on our community hospitals, especially when the RD&E is eager to discharge rapidly at times of high demand – during winter or an outbreak of norovirus, for example.

Complex Care Teams working outside RD&E will also be able to track 'their' patients via the RD&E's ward-based whiteboard, then 'pull' them back into the right community setting, at the right time.

Where patients are not known to CCTs, the Onward Care Team will take responsibility for case-management.

Positive working relationships

already exist at practitioner level between the current Onward Care Team, CCTs, RD&E staff and Devon Partnership NHS Trust (DPT) staff. However, work to strengthen the onward care pathway will also help to:

- Focus on best outcomes for patients, as decisions will be made by workers who have knowledge of onward care or home support options
- Provide better information to patients and families, with the earlier involvement of the Discharge Team

## National Transplant Week

The Trust is targeting schools and colleges as part of a campaign to increase understanding of organ donation.

The Trust is making plans ahead of National Transplant Week, which takes place from 9 - 15 July 2012.

The aim is to encourage more people in North, Mid and East Devon to join the NHS Organ Donor Register (ODR) from a position of understanding.

Information packs will be given to schools and colleges while there will be banners and displays at North Devon District

Hospital, where the public can find out more and sign up.

National Transplant Week is led by NHS Blood and Transplant and this year's theme is 'Pass it On'.

It focuses not just on signing up to the ODR but also the crucial importance of passing on your donation wishes to family and friends so they know what you would like to happen after your death.

For more information about National Transplant Week, visit [www.transplantweek.co.uk](http://www.transplantweek.co.uk) or [www.facebook.com/organodanationuk](https://www.facebook.com/organodanationuk).

## High standards see NDDH take key role in trauma network for Devon and Cornwall

**North Devon District Hospital is now formally recognised as a trauma unit, as part of a regional network to make sure patients who suffer serious injuries always get treated rapidly and in the right place.**

The designation means our staff are meeting high standards of care. When assessed by regional specialists, the hospital and the Emergency Department were found to meet all requirements, despite their relatively small size.

The creation of a formal network means patients will automatically be taken from the scene to the most suitable hospital in Devon and Cornwall, either by road or air ambulance, according to the type and severity of their injuries.

Derriford Hospital at Plymouth, designated as the major trauma centre for Devon and Cornwall, will be the main receiving hospital for the severest injuries. It will also have a 24-hour duty co-ordinator to take incoming calls from the trauma units to facilitate transfers.

Fionn Bellis, Consultant in Emergency Medicine, who led the work at NDDH, said: "This is a huge step forward



for patients who are seriously injured. They need the right help and they need it quickly, which is exactly what the trauma network offers."

NDDH now has a new system of pre-alerts from the ambulance service, which triggers call-outs to senior doctors from different specialities, including emergency medicine, intensive care, orthopaedics, general surgery and anaesthetics. They are all then ready and waiting when the ambulance arrives, or will arrive shortly afterwards.

Procedures have also been streamlined to ensure that x-ray and other imaging techniques can be organised more quickly, speeding up diagnosis and treatment at NDDH or triggering a rapid referral to Derriford via the new channels.

Patients with serious injuries who are initially treated in Barnstaple will then be automatically accepted for immediate rapid transfer to Derriford for intensive, specialist, multi-disciplinary trauma care.

If the patient is transferred, the new role of trauma nurse co-ordinator at NDDH means they will be monitored closely and then brought back to Barnstaple as rapidly as possible for their on-going care and rehabilitation.

## Trust starts consultation on revamp of hotel services in Eastern community hospitals

**Consultation has begun with staff in our Eastern community hospitals about reshaping the support functions of catering, portering and cleaning – known as 'hotel services'.**

The aims are to ensure that standards for patients are uniformly high, based on common policies, provision and training, and to improve efficiency, freeing up cash to protect direct patient care at a time of tight public spending.

The Trust's existing community hospitals in northern Devon have already undergone similar changes, and are now supported by multi-skilled teams of hotel services staff and with meals delivered for final preparation on site.

Under its requirement to provide 'best value' for taxpayers' money, the Trust has analysed comparative data. This shows that hotel services in the 12 hospitals that joined the Trust last year are costing considerably more than in the rest of the NHS.

The reshaping of services would draw on the experience of the northern hospitals, which continue to meet high standards as well as being much less expensive to run. Patient Environment Action Team (PEAT) inspections, which form a major part of assessment

by the powerful Care Quality Commission, rate all the northern hospitals as either 'excellent' or 'good' for both cleanliness and food.

The proposed changes would mean more multi-skilling between all the hotel service functions, which is particularly important at small community sites. Re-training would be provided to all staff. Cleaning techniques and supervision would also be reviewed, bringing in improved equipment and systems.

All sites would move towards a system where meals were delivered using locally-produced food, ready for final preparation as and when needed. This is very helpful for feeding patients who are transferred outside normal hours. Tiverton and Okehampton hospitals have used this catering system for several years; although this has been improved upon in recent months, more standardisation would be required to realise economies of scale.

The consultation with staff runs for 60 days, from Monday 30 April. This will allow each person to

understand how they might be affected and to put forward their own ideas before plans are finalised.

Jac Kelly, Trust Chief Executive, said: "Major change is never easy, especially when it affects the way things have been done for many years. However, as a single Trust spanning 17 community hospitals, we have to operate to common standards, policies and training schemes.

"We know it can be done, because our northern community hospitals have gone through these changes already and continue to provide good food for their patients in clean premises.

"At the same time, we've got a duty to offer best value for taxpayers' money, which means doing everything we can to increase efficiency. With tight public finances, we also have to look at every avenue for freeing up cash that can be used to safeguard frontline patient care.

"However, nothing is set in stone. That's why we're talking with all staff affected to get their ideas and to look at their options, so the way forward can be mapped out more clearly."



# New direction: ComPAS points to real benefits for mobile staff

Nearly all of the Trust's community teams have now gone 'live' with the new ComPAS system. This tool helps community workers manage caseloads and collect data.

A huge training programme was required to make sure around 800 staff knew how to use the new Samsung Galaxy tablet computers as well as ComPAS (Community Patient Administration System) itself.

Although prompted by the forthcoming national requirement to collect the Community Information Data Set (CIDS), the tablets go much further in terms of usefulness for a mobile workforce.

The seven-inch screens are big enough to be easily readable as well as handy to carry around. They can tap into ComPAS either via the mobile phone (3G) system or using wi-fi, but can still be used to enter data when poor 3G reception takes them offline. They also offer:

- GPS, which might be critical if an ambulance is needed for a patient

- Satnav, to find patients' homes
- NHS email connectivity
- Camera, so wounds could be shown to doctors at hospital for assessment, for example
- Built-in phone with bluetooth capability
- Teleconferencing capability, to tap into case conferences, for example
- Car chargers, to keep the devices operational on the road

As well as being password-protected, the tablets can be tracked centrally and even wiped by remote signal if lost, to protect patient data.

In the longer term, the flexibility of the software and capability of our own programmers to customise the system means staff will be able to suggest their own modifications to ComPAS, perhaps to make life easier or to capture other information.

The technology also means that:

- New applications can be added to the tablets
- Staff will ultimately be able to link into the Trust's proposed integrated patient record, download test results or order tests, for example
- The tablets could be adapted for use by junior doctors in Northern Devon District Hospital, for example

The groundbreaking use of the Samsungs has prompted widespread national media coverage and a great deal of interest from other trusts, especially those with a large remote working teams.

## The Network Casebook

Two junior doctors from North Devon District Hospital made a presentation at a national healthcare forum in London.

Mirna Alkhouri and Marcos Kostalas attended the launch of The Network Casebook 2012.

Alongside Thomas Hanna, they created a project about improving teaching in district general hospitals (DGHs).

It was one of the best 25 projects selected from 175 entries and has been published in The Network Casebook.

The book, jointly funded by NHS Right Care and The



Mirna Alkhouri is pictured at the King's Fund in London with the improving education poster she created with Marcos Kostalas and Thomas Hanna

Network, showcases innovative improvement projects led by junior doctors, medical students and other healthcare professionals across the UK and beyond.

The launch event took place at the King's Fund, a charity that helps to improve healthcare in England, in May.

Mirna and Marcos presented their poster entitled 'Improving the educational climate of a DGH – a junior-led approach'.

"It was an invaluable experience," said Mirna. "We were proud to represent our hospital at the King's Fund."

Mirna, Marcos and Thomas work in the general surgery department at NDDH.

They are all members of The Network, an online community of medical students, junior doctors and newly-qualified GPs and consultants with an interest in clinical leadership and medical management.

## Replacement for eSAP now up and running

ComPAS Assessments became operational at the end of April, replacing eSAP (ShareCare) for the completion of FACE documents.

The switch to an in-house system was made necessary by the imminent removal by software specialists Esprit of support for eSAP.

Staff working in the community can access ComPAS Assessments via the ComPAS. Staff working in community hospitals or at NDDH access the tool via a separate website: <https://nds.services.ndevon.swest.nhs.uk/CompasAx>



# Trust launches new service for COPD patients

The Trust has launched a Telehealth service to support patients with Chronic Obstructive Pulmonary Disease (COPD) in northern Devon.

Telehealth is used across the NHS to monitor and manage people's conditions remotely.

It enables the community respiratory nursing teams to provide treatment and care to patients at home.

Patients with a long-term condition take their daily health readings, such as oxygen levels, and transmit them to a clinician.

NHS Devon has commissioned Telehealth, an NHS-run clinical service based in Cornwall, to provide the service across northern Devon, backed by the Trust and by local GPs.

Trials undertaken in other parts of the country show that, if used correctly, Telehealth can deliver huge benefits for patients.

The programme has been launched in Holsworthy and Torrington and is set to be rolled out to all COPD patients in northern Devon within six months.

Dr Paul Lovell, clinical lead for COPD in North Devon, said: "We



Patient Chris Axford with Lesley Parsons, lead nurse for the respiratory service

hope Telehealth will transform the way patients with COPD receive care by supporting patients to remain independent and having the tools to manage their own condition.

"Instead of waiting for a crisis to happen or a trip to A&E, Telehealth will alert clinicians to early signs of an imminent decline in a patient's condition and will allow us to intervene promptly to improve the patient's condition.

"This will avoid crises and improve the patient's quality of life."

Chris Axford, from Holsworthy, was one of the first patients to have the tele-monitoring equipment installed.

He said: "The weekend after we received the equipment and were trained in its use, my health took a turn for the worse.

"Ordinarily I would have ended up phoning 999 for an ambulance and been admitted to hospital.

"But because we could see the readings ourselves and knew they'd be reviewed elsewhere, I felt able to take my meds and rest – just as they would have told me to do in hospital.

"First thing on Monday morning a nurse was on the phone to check on my progress. Wonderful.

"Being more in control of my health by having a better understanding of what's going on has renewed my desire to look after myself and it's given my wife so much more confidence by being a tool we can use when making decisions about my health."

## Celebrations at Holsworthy

Staff, friends and local residents are gearing up to celebrate the 20th anniversary of the opening of Holsworthy Community Hospital.

Old friends and colleagues have been invited to a buffet tea to commemorate the opening of the hospital in 1992.

The event, organised by Holsworthy's League of Friends, takes place on Wednesday 20 June (7pm to 9pm).

The hospital is also holding a fete on Sunday 1 July (2.30pm to 4.30pm).

The fete will feature the town band, various stalls, cream teas and much more.

## Patient praise wins Echo Bouquet of the Week for Ottery nursing team

### People

## Hospital team who 'can't do enough for patients'



Thank you: Nancy Giles, second right, with, from left, Sarah Stone, Sarah Jelf, Victoria Billing, Sepali Godakanda and Yvonne Palfrey  
Picture: James Millar EXJM20120214A-1943\_C.jpg

Nursing staff at Ottery St Mary Community Hospital earned a huge bouquet from the Express & Echo, after being nominated by local couple Nancy and Brian Giles.

Brian, who is blind, had been in for nine weeks during the winter after breaking his leg.

In putting forward the nursing staff for an Echo Bouquet of the Week award, Nancy said: "The whole team are

absolutely fabulous. I really cannot praise them enough. Every one of them is kind and caring and full of compassion.

"They really cannot do enough to help their patients and their families. Brian was in over Christmas and they made sure everyone had a present and a proper Christmas lunch. They are lovely and really do deserve recognition for what they do."

# The Hospital Choir



Two ward sisters at NDDH have set up a choir for Trust staff, inspired by musical mentor Gareth Malone and his chart-topping Military Wives.

The initial idea came from Angela Walter of Capener Ward, who confesses to being "no singer" herself. So she approached Andrea Bell of Fortescue Ward, an am-dram performer and solo wedding singer, who agreed to take on the job of Musical Director. The Hospital Choir was born.

Now, with Angela in charge of organisation, rehearsals are under way on a range of music for a debut public performance at Christ Church, Bear Street, Barnstaple, on 29 June.

There are also plans to sing in the NDDH foyer on 13 June,

There is a Choir & Cream Tea event on the Saturday 30 June at 2.30pm, Mayfield House, Avon Lane, Westward Ho!, EX39 1UE. Proceeds to the League of Friends, which has helped the choir with set-up costs. Tickets are £5 (including cream tea).

Lynn Gill said: "It was a great day – the range of speakers really seemed to inspire people who came and get them thinking about what they could do to improve things for patients."

and at Tesco's, Sainsbury's and a range of other local events locally in the future.

Practice sessions are held every Wednesday from 7.45pm to 9.30pm in the NDDH physio gym on Level 1. Some 30 enthusiastic singers are already signed up, but any member of staff is welcome to join, whatever their level of singing talent.

Angela said: "The hospital and the Trust are a massive part of the local community and I felt that a choir would be a good way to promote this - bringing people together, representing the organisation, having fun, raising money for local charities and showing what we can do as a group of people outside work."

"If you work for the Trust, we are happy to have new members join at any time - just come along and see how it is for you; no auditions or solos required or expected! If you enjoy it, become a member either for a term or for the year."

Reaching high: The Hospital Choir at rehearsals, with Andrea Bell, left, and Angela Walter

The choir will be raising money for charity. Its chosen cause in the first year is the Trust's Chemotherapy Appeal.

Further details are on the choir's website: [www.thehospitalchoir.com](http://www.thehospitalchoir.com)

What choir members say:

"I've never done anything like this before and I love it - when it all comes together it's amazing, a real buzz" - Kath

"A fun evening out with happiness & laughter that leaves you on a high with a big smile on your face" - Lorraine

"Uplifting. It's a release from the stresses of work; an opportunity to meet other members of the organisation that you wouldn't normally meet and then getting to know them" - Jo



## Parkinson's study day

More than 150 people converged on Barnstaple for a Parkinson's Disease study day, organised by specialist nurse Lynn Gill.

Acute and community staff were joined by GPs and a range of other delegates from care homes, private-sector providers and even Exeter Prison.

### What people said: Feedback on the study day

"The talk in the morning by Brian Martin was inspiring, sad but paved the way forward for an excellent study day."

"Gained insight into life of someone with Parkinson's. Very powerful – can only improve my current practice together with knowledge of medications learnt today."

"Extremely interesting from a sufferer's point of view – psychological and social issues not always considered when treating."

Across the country, a new diagnosis of Parkinson's Disease (PD) is made every hour.

The all-day event was designed to shed light on a condition that affects one in 500 people – around 127,000 in the UK. Sessions included:

- PD in young people, led by Brian Martin, whose son was diagnosed with Parkinson's at an early age
- Mental health issues in PD, led by Dr Michael Van Buren, Consultant Psychiatrist at Devon Partnership NHS Trust
- Clinical diagnosis of PD, led by Dr Will Honan, Consultant Neurologist at NDDH and the RD&E
- Levodopa & other treatments, led by Dr Julia Saunders, Associate Specialist at NDDH
- Multiple system atrophy, led by Catherine Best, nurse specialist at University College Hospitals, London
- Current research projects, led by Parkinson's UK

# Go purple for the Chemotherapy Appeal!



North Devon is being urged to 'go purple' to raise money for the new chemotherapy day treatment unit in Barnstaple.

The Big Purple Day takes place on Friday 13 July, with all proceeds going to the Chemotherapy Appeal.

People across the area – including Trust staff, residents, businesses and schools – are being encouraged to be creative with the purple theme.

"You can wear purple to work, bake cakes with purple icing or do anything that involves the colour purple," said Ian Roome, fundraising manager for the Northern Devon Healthcare NHS Trust Charitable Fund.

"People can send in their photos and we'll publish them on our website."

The appeal has so far raised more than £800,000 towards the target of £2.2 million – the cost of the planned chemotherapy unit at North Devon District Hospital.

If you would like a fundraising pack, posters, balloons or collection tins, call Ian on 01271 311772 or e-mail [charity@ndevon.swest.nhs.uk](mailto:charity@ndevon.swest.nhs.uk)

For more information about the appeal, visit [www.northdevonhealth.nhs.uk/fundraising](http://www.northdevonhealth.nhs.uk/fundraising).

## Further success at Okehampton

Staff at Okehampton Community Hospital have achieved the national Skills for Life qualification in adult numeracy.

It continues the staff's success following their achievements in adult literacy.

"They gained so much confidence from their previous learning experience that they wanted to keep up the momentum and get additional qualifications," said Lynda Reynolds-Smith, Workforce Development Project Manager for the Northern Devon Healthcare NHS Trust.

"The sense of 'feeling good about myself' was boosted by the results they all achieved."

Matron Wendy Bellamy and Locality Business Manager Maggie Waltho have supported the group throughout the course.

Both are keen for Trust staff to have the opportunity to brush up on their numeracy and literacy skills.

Classes were held at the hospital, allowing staff to be flexible and available if needed for urgent patient care.

The bespoke sessions were delivered by Abi Hindriks, a tutor from Exeter College, and were instrumental in helping the group achieve their national qualification.

Trust staff interested in refreshing their English or maths skills are encouraged to call Lynda on 01392 356911 or e-mail her at [lrs@nhs.net](mailto:lrs@nhs.net).



Celebrating Okehampton's adult numeracy success are (back row, from left) Exeter College tutor Abi Hindriks, Andy Brewer from the college, receptionist Gemma Hitchcock, staff nurse Mandy Sheppard and locality business manager Maggie Waltho; and (front) hotel services assistants Diana Littlejohns and Michelle Jones. Linda Mitchell and Patricia Palmer also achieved the adult numeracy qualification but aren't pictured

### Quotes from some of the learners

*"The classes were very relaxed and the tutor made me feel good about myself."*

*"I improved on the course and began to remember things from school."*

*"It was so much better than school!"*

*"My confidence grew as the course went along and I felt able to ask for help when I needed it."*



Diana Littlejohns and Gemma Hitchcock brush up on their numeracy skills, watched by tutor Abi Hindriks (right)

## Tell us your good news!

Jim Bray has recently joined the trust as communications manager and he is keen to hear from any member of staff with a story or photo.

Have you or a colleague received an award, represented the trust at a major conference or taken part in a fundraising event?

Do you have bigger news to announce, such as new services or facilities that will benefit patients?

News can appear here in Pulse, in local papers or on the trust website, Bob, TV or radio.

Let's tell everyone what we're up to!

Please e-mail Jim at [jim.bray@ndevon.swest.nhs.uk](mailto:jim.bray@ndevon.swest.nhs.uk) or call him on 01271 311575.

## Other formats

If you need this newsletter in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

## Get in touch

Please send any suggestions or submissions for future editions to: Katherine Allen, Glen Everton or Jim Bray on 01271 311575.