

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 16, September 2012

Trust hospitals earn excellent ratings for food, environment and privacy

HOSPITALS run by the Trust provide excellent non-clinical services for patients, according to inspectors.

Twelve of our 18 hospitals were rated as excellent in all three categories of food, environment (including cleanliness) and privacy and dignity.

The other six hospitals all achieved a combination of excellent and good ratings in those three areas.

The figures were published by the

National Patient Safety Agency (NPSA) on the back of its annual Patient Environment Action Team (PEAT) assessments.

Inspectors checked all acute and community hospitals in England for their standards in non-clinical areas.

In the Trust's Northern region, the community hospitals at Bideford, Holsworthy, Ilfracombe, South Molton and Torrington scored as excellent in all three categories.

In the Eastern area, there were excellent ratings all round for the community hospitals at Axminster, Budleigh Salterton, Okehampton, Ottery St Mary, Seaton, Sidmouth and Tiverton.

North Devon District Hospital was rated as excellent in two categories and good in the third, as were CREDITON, Exeter Community Hospital (Whipton), Honiton and Moretonhampstead.

Exmouth Hospital scored as excellent in one and good in the other two.

Hospitals rated as excellent are said to consistently exceed expectations, with little if any room for improvement.

Those rated as good show a clear commitment to achieving and maintaining the highest possible standards, with only limited room for improvement.

Kate Lyons, director of operations, said: "We are pleased so many of our hospitals have been rated as excellent all round, and that each one achieved a minimum score of good."

"The issues of cleanliness, food and privacy are very important and we do all we can to provide our patients with a high-quality service and experience."

"On the whole our hospitals have performed strongly and, by addressing areas in need of improvement, we are

Site name	Environment score	Food score	Privacy and dignity score
Axminster Hospital	Excellent	Excellent	Excellent
Bideford Hospital	Excellent	Excellent	Excellent
Budleigh Salterton	Excellent	Excellent	Excellent
Crediton Hospital	Excellent	Good	Excellent
Exeter Community Hospital (Whipton)	Excellent	Good	Excellent
Exmouth Hospital	Good	Good	Excellent
Holsworthy Hospital	Excellent	Excellent	Excellent
Honiton Hospital	Excellent	Excellent	Good
Ilfracombe & District Tyrrell Hospital	Excellent	Excellent	Excellent
Moretonhampstead Hospital	Good	Excellent	Excellent
North Devon District Hospital	Good	Excellent	Excellent
Okehampton Hospital	Excellent	Excellent	Excellent
Ottery St Mary Hospital	Excellent	Excellent	Excellent
Seaton Hospital	Excellent	Excellent	Excellent
Sidmouth Hospital	Excellent	Excellent	Excellent
South Molton Hospital	Excellent	Excellent	Excellent
Tiverton Hospital	Excellent	Excellent	Excellent
Torrington Hospital	Excellent	Excellent	Excellent



Matt opens unit

(For the full story, see page 3)

confident of maintaining and building on these high standards in the future."

The PEAT report concluded: "The inspection teams were encouraged by all the work and standards being achieved throughout the Trust."

But it asked the Trust board to look at improving the environment in the A&E and physiotherapy departments at NDDH.

THE Trust has attracted nurses from as far afield as Jersey, Swansea, Merseyside and the South East as part of a successful summer recruitment campaign.

Candidates from across the UK attended two open days in July and 27 were offered posts, with more set to join.

These include experienced Band 5 nurses seeking a new challenge, those looking to return to practice and students due to qualify in the autumn.

Bev Cox, assistant director of nursing, said: "Both open days were highly successful and the feedback from candidates was very positive.

"The events really raised the profile of the organisation and put the Trust and Devon on the map as a great place to work.

"We saw a number of high-quality candidates over the two days and have received further return to work enquiries that we will be pursuing.

"This is all part of our plan to create a flexible and multi-skilled workforce who will provide the highest quality of care to our patients, both in hospitals and out in the community."

As part of a new initiative, the recruits have the opportunity to work in an area of speciality or across the Trust's wide portfolio of services.



AT the Honiton open day were (from left) Di Walker, matron of Exmouth Hospital, PA Marion Young and Tina Naldrett, assistant director of nursing.

Trust attracts nurses from across the UK

These include North Devon District Hospital in Barnstaple, 17 community hospitals in Exeter, North, Mid and East Devon and community health and social care services across the area.

A total of 16 job offers were made after the open day at NDDH, which was attended by 28 candidates.

Jobs were offered to 11 nurses following a similar event at Honiton Hospital, which 22 attended despite severe flooding in the area that day.

Candidates were able to meet nursing leaders, learn about development opportunities, have a tour of the hospital and potentially have an interview.

Following the success of the open days, the Trust is planning to hold similar, smaller-scale events in the future.

Trust officials were also due to attend Honiton Show in August and the Royal College of Nursing jobs fair in London in September to promote the organisation as an employer.

New scheme launched to recruit and train care support workers

PEOPLE who are keen to work in health and social care but don't have the experience are being given a unique opportunity to realise their dream.

The Trust is looking to recruit people who have the life and emotional skills to work in health and social care even if they don't have the clinical qualifications.

We have linked up with partner organisation NHS Professionals (NHSP) to launch the Care Support Worker Development Programme.

A successful assessment day was held at the Rougemont Hotel in Exeter in July, with further events planned for August and September.

Candidates who make it through the recruitment process will be trained to become a fully-fledged care support worker.

Tina Naldrett, assistant director of nursing, said she was looking for "untapped potential".

She said: "People the Trust cares for have told us they feel safe when treated with compassion, dignity and skill.

"This matches our view as an employer of wishing to attract people who care about others and share our values.

"We can then realise their potential to become skilled individuals through training.

"With our partners at NHSP we have developed a programme which invites people into healthcare who have never been in a formal caring role before.

"The Care Support Worker Development Programme is an exciting way of doing this."

The assessment days test candidates' knowledge, with some being interviewed.

Successful candidates will have four days of training, an initial week to enhance their clinical skills and a three-month paid placement, assisted by a mentor.

Candidates may then undertake a variety of work with NHSP or move into other posts.

A total of 12 places were available for the first intake in September, with a similar number set to join in November.

Candidates will help the Trust provide care in a variety of settings, including North Devon District Hospital in Barnstaple, 17 community hospitals in Exeter, North, Mid and East Devon, clinics, walk-in centres or the patient's own home.

Anyone interested in joining the programme should call the local NHS Professionals team on 01271 349581.





MUM Claire Taylor (centre) and baby Hope, aged seven weeks, make use of the new pushchair. They are pictured with (from left) staff nurse Charlotte Davey, Dr Tim Brummitt, Dr David Burton and staff nurse Lindsey Dyer.

SCBU benefits from pram donation

THE new Special Care Baby Unit (SCBU) at NDDH has been boosted by the donation of a pram.

The Mutsi Evo buggy was donated by Cyril Webber, the nursery retailer based in Barnstaple.

It can carry monitoring equipment and oxygen cylinders and will be used to take babies to X-rays, scans and more.

POPSI (Parents of Premature and Sick Infants), a group which supports the unit, helped to secure the donation.

POPSI chairman Chiara Margarotto thanked Cyril Webber and said: "Having the pram on the unit is great for when a baby is getting ready to come home.

"Mum and dad are able to go off for walks in the hospital

grounds and get used to being on their own with their baby.

"It's also a much more funky mode of transport for well babies who need to go to other parts of the hospital for scans and tests."

Chiara, whose two children were cared for in the old SCBU, said she was impressed by the new unit after having a sneak preview in an open day at NDDH.

She said: "The new ward is looking great. The new design works really well and it's been worth the wait, but ultimately it's the amazing staff who make the difference."

Chiara said POPSI was now looking for a company to donate specialist clothes for premature babies.

For more information about POPSI, visit www.popsi.org.uk.



Rugby legend Matt Dawson opens new children's unit and praises hospital staff

TV and rugby star Matt Dawson took to Twitter to praise Trust staff following his emotional visit to Barnstaple.

Matt performed the official opening of the new children's unit at NDDH in July alongside Trust chairman Roger French.

The former World Cup winner also held a healthy eating demo in the hospital's Raleigh Galley Restaurant and toured the chemotherapy unit.

Matt said on his Twitter account – @matt9dawson – later that evening: "Extremely emotional visit to North Devon hospital. What an amazing job all the staff do. Smiles aplenty and care in bucket loads."

Matt, 39, whose wife Carolin recently gave birth to a baby boy, untied the ribbon at the children's unit before touring the ward for nearly an hour to meet patients and their families.

He said: "From tiny day-old babies who are 3lb or 4lb to lads who are 15 or 16 falling off mountain bikes and splitting their pancreas... you just think, at some stage in my boy's life he is going to need some kind of treatment and, hopefully, wherever I take him will be half as good as what they've got here."

Matt, who won 77 caps for England and captained his country nine times, said he had to fight back tears as he handed goody bags to the children.

"If you give them a balloon or a little packet of sweets, or whatever it is, it completely melts you," he said.

"I'm a new father myself and there were a couple of moments where I had to back off a little bit. I could have got all Andy Murray and cried all over the place."

Matt was visiting NDDH as a health and wellbeing ambassador for Sodexo, which provides catering, portering, cleaning and other services for the hospital.

A number of patients, visitors and staff attended his healthy eating demo and sampled his recipes.

Matt, who won Celebrity Masterchef in 2006 and is a team captain on A Question of Sport, was happy to sign autographs and pose for photos with onlookers.

Janet Phipps, general manager of women's and children's services for the Trust, said the day



had been "a spectacular and amazing success".

She said: "Matt is certainly a great ambassador for sport and helped to lift everyone's spirits.

"It was a great day and it has got everyone buzzing, which is fantastic."

The children's unit brings together Caroline Thorpe Ward and the Special Care Baby Unit (SCBU).

It switched to its new location in mid June and is now known as 'Children's Services, incorporating Caroline Thorpe and Neonatal Services'.



Trust appoints new associate non-executive director



TIM Douglas-Riley CBE has been appointed as an associate non-executive director of the Trust.

In a first for the Trust, it specifically sought a non-executive director with a clinical background to provide additional strength and expertise to the lay members of the board.

A qualified doctor, Tim served as a medical officer in the Royal Navy for 38 years.

He has post-graduate qualifications in General Practice, Anaesthesia, Sports Medicine and Nuclear Safety and has delivered medical care in a range of settings in the UK and abroad including Northern Ireland, the Falklands, the Royal Yacht, 22 Special Air Service Regiment and as a medical commander in Afghanistan.

He held a variety of Ministry of Defence and Navy command positions and was involved in the strategic planning of personnel policy, workforce structures, operational requirements and organisational change.

His final position was as director of the Royal Naval Medical Service, where he was responsible for the entire spectrum of healthcare delivery across the Navy.

This, along with his contribution to strategic change programmes in the defence medical service department, led to his CBE award in 2009.

Tim also gained the prestigious honour of being made an Officer Brother of St John (OStJ).

He sits on the Council of St John Ambulance in Devon and is the area president for West Devon.

Tim has lived in Plymouth with his wife for 16 years. He has four grown-up daughters and is interested in golf, fly fishing, gardening, home maintenance and picture framing.

He said: "I am very honoured to have been asked to join the Trust board and am excited to be given the opportunity to use my clinical and managerial background to help the Trust overcome the significant short and long-term challenges facing healthcare delivery.

"I strongly believe that not only should patients be well cared for, they must also be cared about, and I am confident the

Trust will deliver ever-improving, quality care to those in need."

Roger French, chairman, said: "We are delighted to welcome Tim to the board of the Northern Devon Healthcare NHS Trust.

"He brings a wealth of experience to the role, both as a clinician and strategic-level medical administrator, which will be invaluable in helping us take the organisation forwards."

NORTH Devon District Hospital has seen a dramatic reduction in the average length of stay for patients undergoing knee and hip replacements.

The improvements have come since the launch of the Enhanced Recovery programme over a year ago.

Under the programme, patients take an active role in their own recovery process.

Fitter and better educated about their condition, patients can recover faster from major surgery.

The hospital has set up a Joint School, a therapy-led, pre-op session where patients can learn techniques for using crutches, sitting and other practical issues they will face following surgery.

Trust staff have written an 80-page Patient Guide for knee and hip replacements, which was published in April.

The handbook includes information about preparing

At the heart of the Enhanced Recovery programme are (from left) senior physiotherapist Nick McGuirk, pre-op assessment lead nurse Debbie Ludwell and consultant orthopaedic surgeon Andrew Temple.



Hospital moves to speed up recovery for patients

for an operation, what to expect from a hospital stay and how to deal with the after-effects of surgery, as well as contact details if a patient has any concerns.

The Trust has been assisted by Stryker, a prosthesis supplier who sponsored the handbooks and have helped with toolkits and networking with experts.

Gillian Taylor, service manager, said: "The multi-disciplinary team has reviewed the whole patient pathway, developing clear, concise and consistent high-quality information for patients.

"The results over the last 12 months are outstanding and are testament to the commitment of a team who have placed the patient at the centre of the whole process."

The average length of stay for knee replacements has dropped from 5.9 days to 3.8 days during the last 12 months.

This compares with a national average of 5.5 days and puts the Trust in the top 25% of trusts in the country.

The average stay for hip replacements has come down from six days to 4.9 days. The national average is six days.

Surgery on the day of admission has increased while readmission rates have stayed consistent with previous years.

The hospital carried out 261 knee replacements and 331 hip replacements in the year up to April 2012.

The Trust estimates that more than 700 bed days and about £300,000 has been saved since the Enhanced Recovery programme was launched.

Trust visits businesses to encourage staff to be more active at work

TRUST physiotherapists visited businesses in Exeter to talk about the benefits of being more active in the workplace.

The impromptu visits came on Workout at Work Day, which aims to encourage employees to take more exercise and avoid the bad habits that can cause musculoskeletal disorders (MSDs) or stress.

The day also highlighted to employers the benefits of having a fitter and healthier workforce.

Staff from the Trust's musculoskeletal (MSK) physiotherapy service had earlier held a special lunchtime event in Bedford Square.

Using a mini office and a variety of fun activities with an Olympic



DAVID Follett, of Exeter, who carried the Olympic torch through Torrington in May, is pictured with physiotherapy team lead Emma Trimble.

theme, the public were shown how easy it was to incorporate exercise into their daily routines and help prevent pain.

But in a bid to reach out to their target audience – office workers doing long hours at PCs – staff decided to follow up the event by visiting estate agents, solicitors and other firms in Southernhay.

Emma Trimble, physiotherapy team lead, said: "The event in the city centre went well. The sun shone and on the whole the public were receptive to our message.

"But we felt we weren't really getting to our target audience as they were probably having lunch at their desk!

"We then took the initiative to visit local offices in Southernhay armed with leaflets.

"Staff there were able to identify with the recent findings with regard to working times at desks and laptops and the impact this was having, or potentially could have, on their health.

"They appreciated the advice and information we provided."

The Trust's MSK physiotherapy service is a community-based scheme provided from a range of GP practices, clinics, health centres and community hospitals across Exeter, East and Mid Devon.

Staff give 'fitness MOTs' as part of Falls Awareness Week

TRUST staff in Cullompton and Tiverton gave 'fitness MOTs', balance tests and advice to people aged 60 and over as part of Falls Awareness Week.

Staff linked up with Age UK to put on two events in Cullompton.

Older people were given a free fitness check-up and advice at the 'Fitness MOT' event at Cullompton Community Centre.

Oonagh Rowe, team lead for physiotherapy, community and inpatient rehabilitation in Cullompton and Tiverton, helped to test eight people and seven of them were keen to attend follow-up balance training.

Occupational therapist Veronica Matthews attended an awareness event at the Hayridge Centre in Cullompton and gave advice on the Trust's falls prevention services.

The atrium of Tiverton and District Hospital was the venue for an Olympic-themed event.

All the Trust's therapy staff in Tiverton continued the MOT-style testing and gave advice on improving balance, strength and fitness.



THE Tiverton rehabilitation team's balance exercise group helps to promote Falls Awareness Week.

Oonagh said: "The whole team worked well together to raise awareness of falls and promote falls prevention."

Falls Awareness Week is part of Age UK's drive to boost the

bone health of older people across the country.

Around 30% of over-65s and half of those aged over 80 suffer a fall every year.

Crediton Hospital hosts music gig

CREDITON Hospital played host to an afternoon gig by singer and multi-instrumentalist Julian Wild as part of the Music Market spectacular in the town.

Julian played a mix of dulcimer folk and early 20th Century banjo uke songs.

Julian, a well-known local musician who plays with ceilidh band Red Shed, also performed some songs he had written himself.

"The event went very well and was enjoyed by both staff and patients," said Maggie Waltho, community business manager for the Trust.

"Patients were able to sing along with the songs they recognised."

Music Market featured a variety of events in and around the town, including in the High Street, Crediton Arts Centre and the Boniface Centre.

Patients with persistent pain to benefit from new service

THE Trust has developed a new service that will offer great benefits to patients with persistent pain.

The integrated Persistent Pain Service was launched in June, with the therapy team based at Bideford Community Hospital.

Rather than treat the pain directly, clinicians aim to teach patients skills and strategies to manage their pain more effectively.

The service, for patients in North Devon aged 16 or over, replaces separate schemes led by Dr Ken Barron and the Chronic Pain Team.

The therapy team consists of two specialist pain physiotherapists, an occupational therapist and a psychologist, who work closely with the pain consultant.

Patients will have a wider range of management options under the new system. The integrated multi-disciplinary approach is particularly helpful for a patient group that often has complex needs.

Staff benefit from working more closely with the consultant and sharing best practice, while there is greater potential to improve the service in the future.

Sharon Bates, directorate general manager, said: "There are many reasons why pain can become persistent and sometimes no identifiable cause or diagnosis for it can be found.

"What we do know is that persistent pain has a huge impact on the lives of the people that experience it.

"We have been working to develop our new integrated

Persistent Pain Service over the last 12 months and it now offers various pain management approaches to help improve a patient's physical and emotional wellbeing, and it aims to enable them to return to a healthy and functional role within their families and the wider community.

"The new service allows the pain consultant and other members of the multi-disciplinary team to work closely together in a patient-centred way and ensure appropriate and effective care is delivered."

Referrals to the service must go via Choose and Book (CAB) and Devon Access and Referral Team (DART). This provides a single point of access for all referrals.

All referrals will be triaged within 24 hours to determine the most appropriate team member or members to carry out an assessment. From here an appropriate management plan can be developed.

For more information, call Matthew Lund, the therapy team lead, on 01237 420277 or e-mail him at matthew.lund@ndevo.nhs.uk.

SOME of the members of the Persistent Pain Team are (from left) Matthew Lund (team lead), Lynne Binns (chartered psychologist), Dave Sanders (advanced practitioner), Alison Beard (secretary) and Christine Pickering (administrator). Not pictured: Ulla Jackson (administrator).



Hospital's all-clear on safety checks

NORTH Devon District Hospital is meeting all requirements for checking patients when they undergo surgery, says a report.

The Care Quality Commission (CQC) report found that the mandatory World Health Organisation checklist was being followed in full.

As a result, "care and treatment in theatres was planned and delivered in a way that ensured people's safety and welfare".

The report was based on an unannounced visit by three CQC inspectors.

They came to look at progress since a previous visit in November 2011, which found that the WHO checklist was not always being followed correctly.

The most recent report highlighted a number of improvements, including briefings for staff in operating theatres, the use of laminated checklists and a system for reporting concerns if any team member had not followed the checklist.

All checks were followed in each of 17 cases observed by the inspectors.

Dr Alison Diamond, medical director, said: "This was a surprise test of our new systems, so it's reassuring to know we did well.

"Staff didn't know the inspectors were coming, but they did all the right things in 17 cases out of 17.

"The theatres teams have worked hard to make these changes and they're delighted they have been able to show patients that they're in the safest hands."

New Chapel and Faith Centre opens at NDDH

THE new Chapel and Faith Centre at North Devon District Hospital has opened.

The chapel, on Level 1, is for use by patients, staff and visitors of all faiths.

It has a flexible layout and features a chapel, a quiet room, a prayer room with prayer mats and a courtyard area for quiet reflection.



An open day was held when visitors were able to meet the head of spiritual care, the Rev Julie Cartwright (pictured), and the chaplaincy team.

There was also an exhibition of the history of chaplaincy and multi-faith spiritual care.

Trust signs up its 2,000th member

THE Trust has signed up its 2,000th member – as it steps up its bid to become an NHS Foundation Trust.

Kate Tuckwell, from Barnstaple, was the 2,000th person to join up.

Now Kate and the Trust are calling on other people to follow in her footsteps and support the campaign.

Membership is free and enables the public to help shape the future of local NHS services.

Kate, a former computer programmer, said: "It's our Trust and the more we can do to affect how it works, the better. It can't be anything but a good thing.

"I will try to be as active a member as I can, as I do owe them a debt."

Kate said she had been impressed by the care she had received at North Devon District Hospital since being diagnosed with closed angle glaucoma two years ago.

She said: "They spotted it straight away and have been absolutely fantastic, so if there's anything I can do to help them, I will.

"NDDH is a fantastic hospital and I can't praise it enough. The staff are just fabulous. From porters and receptionists right up to the consultants, they are always cheerful and helpful."



KATE Tuckwell (left), the Trust's 2,000th member, is welcomed by Frances Thomson (right) from the membership recruitment team.

The Trust also manages 17 community hospitals in North, Mid and East Devon and community health and social care services in the area, as well as specialist services across the county.

The Trust employs more than 4,500 staff and provides NHS services for over half the population of Devon.

It plans to become an NHS Foundation Trust in 2013, when it would be more accountable to the local community through its membership and Council of Governors.

Lindsay Stanbury, membership manager, said: "Our member recruitment drive has really taken off in recent weeks and we are delighted to welcome Kate as our 2,000th member.

"But we still need more members for our application to become an NHS Foundation Trust to be successful.

"As a member you can have more of a say and make a real difference to the way we operate and develop our services.

"You can do as much or as little as you want. You may want to just receive information every now and again – or you may want to attend focus groups or stand as a governor."

Anyone over the age of 16, who lives in Devon, Cornwall, Somerset or Dorset, is eligible to be a member.

To join, complete the application form at www.northdevonhealth.nhs.uk/ft or call the membership office on 01271 313971.

Trust benefits from free emergency courier service

THE Trust has joined forces with Devon Freewheelers (DFW), who will provide us with a free out-of-hours emergency courier service.

The charity uses motorbikes to transport important medical items such as blood, organs, drugs and breast milk.

DFW will provide the service between 5pm and 7am on weekdays and 24 hours at weekends and on bank holidays.

It can transport items from any Trust property to an agreed address, including to patients' homes and out of Devon if necessary.

Chris Cruise, deputy general manager for emergency services, said: "This is a really positive development.

"Devon Freewheelers will complement the other courier services we use and will offer a number of potential benefits, including reducing discharge delays and ensuring important items are transported between hospitals and to patients' homes in a timely manner.

"We look forward to working with Devon Freewheelers over the coming years."

DFW receives an average of 43 call-outs per week and up to 15 volunteer motorbike couriers are on standby throughout the county each night.

The charity also has a 4x4 emergency vehicle, which is used to cover the service in extreme weather conditions.

DFW currently has 46 volunteer riders and five call handlers, who all help with fundraising.

Anyone interested in getting involved with the charity can find out more by visiting www.devonfreewheelers.org.uk.

VOLUNTEER riders Andy Worsley (left) and Jono Broad (right) are pictured with Chris Cruise.



Ottery nurses retire after 80 combined years of NHS service

TWO long-serving nurses in Ottery St Mary retired in July, having first qualified in the early 1970s and given 80 years to the NHS between them.

Liz Matson and Yvonne Palfrey met when they both worked at the town's hospital in the mid-1980s, and have each continued to serve the local community for a further 25 years.

Yvonne started off as a nursing student in Bristol, qualifying 41 years ago, before moving to Exeter with her new husband Richard.

After working at the RD&E Hospital in Southernhay and then Wonford, she transferred to the old Ottery St Mary Hospital to start night duty in July 1987 alongside Liz.

Among her early tasks was to help commission the new community hospital.

Yvonne went on to develop a special interest in wound care, control of infection and helping patients at the end of their lives.

She eventually became a staff nurse/team leader at the hospital.

She said: "I have enjoyed my nursing, of the elderly especially, as it can be so interesting, challenging and rewarding.

"Ottery St Mary Hospital has been a very special place to work in. It has been a wonderful 25 years."

Liz began her career as a cadet nurse 39 years ago in North Yorkshire.



Initially she trained as a registered general nurse in Northallerton, moved to train and work in mental health in Darlington and then onto Coventry, where she met her husband Neil.

They moved to Devon, with Liz becoming one of the first community psychiatric nurses to work solely in the city of Exeter.

Having had a baby – the first of three – Liz wanted a shift to part-time nursing.

So she knocked on the door of the senior nursing officer at Ottery St Mary Hospital and started working nights there in 1985.

Again she moved into a pioneering role, initially working with terminally-ill patients in the community, with the emphasis on pain relief and ensuring the right care was in place.

Liz eventually managed the Ottery and Honiton community nursing teams, but still spent half her time on frontline nursing duties.

She said: "My community nursing career has been a really humbling experience, being allowed into the private lives of many patients and their families, at a time when they are most needy and vulnerable."

Tina secures national role

TINA Naldrett, the Trust's assistant director of nursing, has been elected onto the committee of the Community Hospitals Association (CHA).



The CHA provides guidance to the government and other organisations on all aspects of community hospitals.

Tina's appointment was announced at the CHA's annual conference at the Marriott Hotel, Leicester.

She said: "I wanted to have the ability to influence national policies that relate to community care and the use of our community hospitals.

"I am delighted to have the opportunity to represent the people who work in those services and the patients we serve."

Tina has held a similar position before, having been a member of the gerontological forum for the Royal College of Nursing.

She has been involved with the CHA for 10 years as part of its reference group and has spoken at a number of conferences.

Barbara Moore, CHA chief executive, said: "We have a close association with Tina and are delighted she has been elected onto the committee.

"She is a popular speaker and we really value her input."

Trust offers free training to care home staff

THE Trust is piloting a scheme to provide free training and ongoing support to staff in nursing and residential care homes in North Devon.

Community clinicians Becky Young and Jan Robertson, based at Tyrrell Hospital in Ilfracombe, offer training to local care homes in these key areas:

- Pressure damage and tissue viability
- Urinary tract infections and continence
- Diabetic care

The main aims are to reduce avoidable hospital admissions and enable service users to stay in the comfort of their care home.

The service is available to care homes in Braunton, Lynton, Ilfracombe and South Molton.

After the initial training, Becky and Jan will provide ongoing face-to-face, practical support.

In the last two years there were 1,264 admissions to NDDH from care homes in North Devon.

For more information, call Becky on 07786 855833 or Jan on 07786 855225.





ANNE Tompkins shows the knitting group how hospital staff teach hand expressing to mothers who are breastfeeding their babies at NDDH. The knitters are Sheila, Vi, Lucy, Joyce, Pat, Pauline, Edna, Eileen, Joy, Kath, Pauline, Denise, Hilary and Maggie.

Knitters help breastfeeding mothers in Ladywell Unit

BREASTFEEDING mothers at North Devon District Hospital are being helped by an unlikely source – a knitting group from Bideford.

Breasts knitted by the group are used as a training tool for nursing and maternity staff in the Ladywell Unit.

Staff use them to demonstrate to mothers how to hand express breast milk.

The group, which meets at the Copps Close communal hall, has knitted more than 100 breasts so far and hopes to make more.

Anne Tompkins, infant feeding co-ordinator said: "They've been knitting hats for the baby unit for a while so I asked them if they'd mind knitting breasts. One lady has already knitted 32 by herself."

The knitted breasts are being used in the new children's unit, and Anne said they were a valuable training resource for staff.

She said: "Learning how to hand express breast milk empowers mothers to help their baby breastfeed successfully, provide expressed breast milk if their baby is in SCBU or the paediatric ward, and deal with any problems such as engorgement or mastitis."

The hospital has achieved Stage 1 of the Baby Friendly Initiative and aims to attain Stage 2 next year.

The initiative, run by UNICEF UK, works with healthcare providers to ensure a high standard of care in relation to infant feeding for pregnant women, mothers and babies.

NDDH staff help make savings of over £80,000

THE teamwork of those behind an eye treatment reimbursement scheme at NDDH has helped to make savings of more than £80,000.

Lucentis is a prescription medicine used to treat patients with Wet Age-related Macular Degeneration (WAMD), one of the biggest causes of blindness for elderly people.

After a patient has received 14 injections of Lucentis, any further doses are provided free of charge to the NHS by drug giant Novartis.

The scheme relies on thorough investigation and data collection by Dawn Redmore and Karen Nichols, WAMD co-ordinators at the hospital.

Dispensary manager Rose Bishop uses Medisoft and other latest software to oversee the project at NDDH.

The NDDH team contact other hospitals to check the history of eye patients and ensure they meet strict criteria set by Novartis, including the timings of the first three injections, known as the loading phase.

The other hospitals, as far afield as Norwich and Yarmouth, have different patient record systems which need to be matched up.

Achim Nestel, consultant ophthalmologist, said: "The scheme relies on accurate data entry of previous injections from patients, whether they have recently moved into northern Devon or those who started treatment in 2008, before the Trust started to offer this service.

"I'm delighted with how the team has taken ownership of this task.

"It shows that with good organisation and communication between team members, it is possible to achieve real efficiency savings."

Each dose of Lucentis costs about £750.

Since the scheme was brought in two years ago, a total of 112 doses have been given to patients who had already received 14 injections.

This represents a saving of over £80,000 for NHS Devon, which pays all Lucentis costs.

Lucentis has been available at NDDH since 2008.

Rose said: "The WAMD service has transformed the lives of elderly people in North Devon. On the whole they think it's wonderful."



THE team behind the Lucentis reimbursement scheme at NDDH.

Internet access opens the door to training information, wherever you are

FOLLOWING February's issue of Pulse, the IT training team has had many calls from staff wanting to know more about AccessPoint.

AccessPoint means training information is available more readily and is easier to view, no matter where staff are.

The site is growing all of the time, with information, resources, videos and guides.

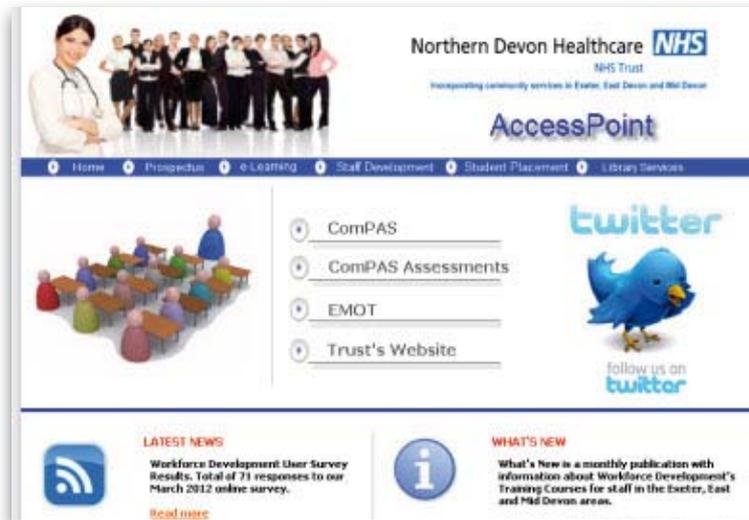
You can view AccessPoint using a PC or smart device, such as an iPad, Smartphone or tablet PC.

You can even follow developments on Twitter to find out about all of the latest training news, so you can be the first to know about new courses, course availability, changes and updates.

E-Learning can now be accessed over the internet which is made easier going through AccessPoint. Just click on the e-Learning link on AccessPoint and it will take you to the login screen.

If you require help with e-Learning, you will find numerous 'how to' guides, manuals and frequently-asked questions to help you on your way, or you can always speak to any of the IT training team.

AccessPoint also carries information about ComPAS, ComPAS Assessments, the e-MOT and 'What's new'.



What's new is the online workforce development monthly magazine, which can only be downloaded from AccessPoint.

Ken Stafford, IT training manager, said: "AccessPoint is a new way to share training news and information with staff across the whole of the Trust. We've made it as user-friendly as possible and because it is developed in-house we can add new areas and information quickly and easily, which will benefit all of our staff.

"Our vision for AccessPoint is to have one easy-accessible area where staff can see the very latest prospectus, book on a course or look at training manuals and guides before a course or when working away.

Because AccessPoint is Internet-based as opposed to our network, you can access it from anywhere.

This means training manuals are no longer provided on any of our IT training courses, reducing costs.

If you would like to know more about AccessPoint or how to upload your department's training and information materials, please contact Ken Stafford.

You can visit AccessPoint from the Trust's main website: click on Working with us >Staff area >AccessPoint.

Or scan our barcode with your Smartphone.



Schoolgirl Tara passes on organ donation message

A DRAWING by North Devon schoolgirl Tara Cole was the winner of an art and poetry competition designed to raise awareness of organ donation.

The picture showed a hand holding a heart, with the message 'Pass it On'.

It was all part of a campaign by the Trust that coincided with National Transplant Week.

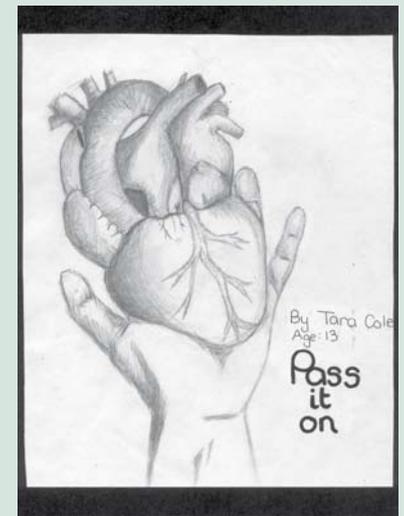
The competition was open to the public, who could enter via NDDH or local schools.

Tara, 13, of Morteohoe, won a £30 cinema voucher.

"Her picture showed a lot of thought and the effort she put in was fantastic," said Sarah Fuller, specialist nurse in organ donation.

There were a number of other impressive entries and a poem by Julie Peachey, a nurse in the intensive care unit at NDDH, won her second place and a £20 cinema voucher.

Sarah said: "It was a really moving poem and passed the message across by addressing



who might benefit from a transplant and the 'Pass it On' message."

The Trust used National Transplant Week to encourage local people to sign up to the Organ Donor Register (ODR).

This year's theme was 'Pass it On'. It focused 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.

The Trust raised awareness with a display in the foyer at NDDH, by giving information packs to schools and colleges and through an e-mail campaign to staff.

To add your name to the Organ Donor Register, call 0300 123 2323, text REGISTER to 84880 or visit www.organdonation.nhs.uk.

Chemo Appeal passes magic £1million mark

THE fundraising appeal for a new purpose-built chemotherapy and day treatment unit at North Devon District Hospital has broken through the magic £1million barrier.

A new unit was a distant dream when the Chemotherapy Appeal was launched 18 months ago, but it is now halfway towards the target of £2.2million.

Proposals by the NHS Trust are due to be put out to public consultation in the autumn, ahead of a planning application.

The Trust hopes a new unit will make a difference to the lives of nearly 5,000 local cancer patients who use the existing service every year.

Ian Roome, the appeal's fundraising manager, said: "It's amazing that we have got this far, but we still need people to get behind the appeal and support us.

"If we can raise enough money, I don't see why we can't start building this at some stage next year.

"We have 20 to 30 people coming through the chemotherapy unit a day at the moment and we just don't have the space we need."

The outdated unit on Level 2 of NDDH would be replaced by a new standalone department alongside the main building, featuring a far superior layout.

An independent group, chaired by North Devon Cancer Care Centre Trust, has helped to develop the plans and consider the views of patients previously treated in the unit.

"One of the main issues raised by past patients is that often there was no room to have a family member or friend to sit with them," said Sharon Bates, directorate general manager for the Trust.

"In the new unit we are hoping to have a big, open treatment room as well as smaller private ones, so patients can sit with their families and friends or be on their own if they wish.

"A lot of the patients here have also made friends with other people undergoing treatment, so they could request to sit together if they are in on the same day.

"We are planning to have big open windows along one of the walls and are looking at how we can landscape around the unit to create a nicer view.

"We have also discussed the possibility of providing holistic therapies to patients.

"The aim is to give us a much more flexible approach in how we use the space and how we can treat people."

As well as providing a better experience during chemotherapy treatment, the unit will offer patients a chance to tackle other problems

resulting from their illness.

Mrs Bates said: "A lot of people suffer debt issues when they have cancer, and we will have more room for things like a member of the Citizens' Advice Bureau to come and talk to patients.

"We want patients to be in a comfortable environment and if we can make what

they are going through any easier than that is what we're going to do."

The Chemotherapy Appeal, the largest ever held at the hospital, was launched in February 2011.

The appeal passed the £1million mark soon after its inaugural Big Purple Day fundraiser.

People across North Devon, including schools, businesses and Trust staff, wore purple clothes, baked purple cakes and generally immersed themselves in the colour purple on Friday 13 July.

Mr Roome said: "We still have a long way to go and we need everyone's help and support to reach our target and make this happen."

HOW TO NOMINATE SOMEONE

NORTH DEVON

E-mail Chloe Hubbard at editor@northdevonjournal.co.uk

Write to Chloe Hubbard, Editor, North Devon Journal, Avery House, Liberty Road, Roundswell Business Park, Barnstaple, Devon, EX31 3TL

EAST DEVON

E-mail Belinda Bennett at belinda.bennett@archant.co.uk

Write to Belinda Bennett, Archant South West, Fair Oak Close, Exeter Airport Business Park, Clyst Honiton, Devon, EX5 2UL

Nominations come in for Healthcare Hero awards

THE Trust's Healthcare Hero awards scheme for 2012 is gathering momentum.

The awards give the public a chance to recognise and reward those staff who go above and beyond the call of duty.

Since launching its campaign earlier in the summer, the Archant group of newspapers in East Devon has received a number of nominations.

The staff nominated have been featured in print, including in the Midweek Herald, which was recently named the South West Weekly Newspaper of the Year (Free).

There has also been coverage in the Exmouth Journal and Budleigh Salterton Journal as well as the Exmouth Herald, Sidmouth Herald and Ottery St Mary Herald.

The Okehampton Times and North Devon Journal are running similar campaigns.

OKEHAMPTON AREA

E-mail Tom French at oke.times@tindlenews.co.uk
Write to Tom French, Reporter, Okehampton Times, 8 East Street, Okehampton, Devon, EX20 1AS



SHARON Bates, directorate general manager, and Ian Roome, fundraising manager, with the detailed plans for the proposed new chemotherapy unit.

Trust staff play their part in success of London 2012

A NUMBER of Trust staff were in the thick of the action at the Olympic Games after being selected to be volunteers for London 2012.

They were among the 70,000 volunteers – known as Games Makers – who took on a wide variety of roles across the Olympic and Paralympic venues. More than 240,000 people applied.

Helen Frost, a sister in the Minor Injuries Unit at Tiverton and District Hospital, was an emergency nurse in the polyclinic in the Athletes' Village at Olympic Park.

Jenny Brown, the secretary of Exmouth Hospital, took on a medical admin and reception role in the same polyclinic.

Fiona Robotham, a senior physiotherapist based at Exmouth Hospital, was part of the event services team for the tennis at Wimbledon, helping with stewarding among other duties.

Jen Lobb, a musculoskeletal physiotherapist at Franklyn House in Exeter, was based



Jenny Brown

IT Training and e-Learning merge to help staff get the most from technology

IT training and e-Learning have merged into a single Learning Technology Department.

The departmental team, all with high-level teaching qualifications, have become recognised leaders in supporting individual success, with Trust staff now more computer-literate than ever before.

Training is already offered on anything from a desktop PC or laptop to a Smartphone or Tablet PC. Now the single department aims to:

at the Olympic Sailing Village in Weymouth. She provided physiotherapy to competitors.

Kate Moore, ward manager for day surgery at NDDH, was an athlete steward in the Olympic Stadium, leading competitors out onto the track or field.

Chris Elt, a staff nurse in the outpatients department at NDDH, was part of the medical team at the International Broadcast Centre at Olympic Park.

Martin Bray, a financial controller for Sodexo at NDDH, was part of the accreditation team at Olympic Park, issuing passes to competitors and officials.

- Deliver training over the internet and make electronic remote training available in the workplace, reducing the time it takes and almost eliminating expense and backfill
- Provide training whenever staff need or want it, from any internet-connected computer. New training ideas have been developed, using online media and video

This sort of approach means we have consistently been in the top 10 among 200-plus NHS organisations since we started to deliver e-Learning.

Have an introductory play with e-Learning

- Not sure how to log on to ESR?
- Not sure how to run e-Learning?
- Confused about the e-MOT?

There is now a seven-minute video, 'Playing e-Learning', which starts right from the beginning, showing you how to access e-Learning, search for a course and navigate your way around it.

The video also takes you through sections of the e-MOT, clearing up any confusion about the half and full blue circles in the menu section.

You can run the video by visiting AccessPoint. Go to the main Trust website, then click on: Work with us>Staff area >AccessPoint. (see page 10 for more about AccessPoint)

Mobile computer system for community staff earns innovation award

ComPAS, the Trust's computer-based system that enables community staff to download and update patient information while out and about, has won an innovation award.

It was picked out by technology company NDJ for the best healthcare use of its basic software, which was then adapted by the Trust for use with Samsung Galaxy devices – easily-portable handheld devices with seven-inch screens.

These enable staff, including nurses and therapists, to tap into wi-fi and mobile phone networks, downloading their daily caseload and updating the central database after each visit.

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

If you have any suggestions or submissions for future editions, call Jim Bray on 01271 311575 or e-mail jim.bray@ndevon.swest.nhs.uk

Nearly all frontline community teams have now been trained and equipped. Offices in areas of poor phone connectivity are being adapted for wi-fi computer access instead.

As well as aiding compliance with forthcoming national requirements for the collection of data about community services, the Samsungs give staff email access, satnav, maps, phone, calendar and camera, paving the way for a truly mobile workforce as more and more care is provided outside hospital.



All yours: ComPAS project manager Naomi Hooker and Trust chairman Roger French, right, receive their award from NDJ's Alan Arnott.