

pulse

Issue 23, Summer 2014

Dr Alison Diamond steps up to lead Trust



On the second day there was a final panel interview with David Flory, chief executive of the Trust Development Authority, Jo Cubbon, chief executive of Taunton and Somerset NHS Foundation Trust, Roger French, chairman, and Pauline Geen, senior independent director of the Northern Devon Healthcare NHS Trust.

Dr Diamond said: "I am absolutely thrilled at the opportunity to lead the organisation.

"The Trust is made up of a great team of people who I know have a commitment to develop services to

make a real difference for patients."

The position of chief executive became vacant when Jac Kelly announced her intention to stand down in April.

The Trust is delighted to announce the appointment of Dr Alison Diamond as chief executive.

Dr Diamond, a GP in Bideford and previously the Trust's medical director, started her new role in May 2014.

Roger French, chairman, said, "The board is delighted to welcome Alison to the role of chief executive.

"There was a really strong field of candidates but Alison was outstanding and she fully deserved this appointment.

"She has worked for the Trust as medical director since 2010 and has shown immense leadership in furthering the clinical priorities of this organisation.

"In the current policy climate, to have a clinician of Alison's experience as the Trust's leader is a significant advantage.

"Alison knows the big set of challenges we face and I think we have got the right person for the job."

A rigorous recruitment process was held over two days, involving panel discussions with stakeholders, Trust clinicians and non-executive directors followed by a presentation to a cross-section of staff.

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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

Team highly commended for apprenticeship success

The Trust has been highly commended for the success of its apprenticeship programme, which continues to bring benefits for learners and the organisation.

The Trust won the accolade at the Apprentice of the Year Awards run by Education + Training Skills, which provides work-based learning across the South West.

The Trust was highly commended in the Employer of the Year category based on the positive impact of the clinical healthcare support worker apprenticeship.

Since November 2011, more than 50 students have undertaken a clinical work-based apprenticeship at NDDH and community hospitals across Exeter, North, Mid and East Devon.

Simon Mills, from Education + Training Skills, wrote in his nomination for the Trust: "We have been working with the Trust for a number of years and have established an excellent working relationship built on mutual trust, respect, openness and honesty.

"The ongoing success of the clinical healthcare support worker apprenticeship is based on the combined efforts of the workforce and organisational development team, and in particular Darryn Allcorn, Soo Sims, Tracey Gillard and Gail Richards.

"These four combine their respective talents and make a formidable team with a willingness to work with training providers to develop sustainable apprenticeship programmes designed to maximise success for the learners and their organisation."

There was also individual success for Scott Butcher, a healthcare assistant on Capener Ward at NDDH, who won the Personal Achievement of the Year award.

Caridad Chilcott, a healthcare assistant on the Medical Assessment Unit (MAU) at NDDH, was highly commended in the same category.

The Trust works closely with local colleges and training providers and since 2008 has employed a total of 193 apprentices in clinical, administration, business and specialist support roles.

Darryn Allcorn, interim director of workforce and organisational development, said: "This success reinforces the benefits these schemes can bring, and we will now be looking at how we can further promote apprenticeships as part of our wider recruitment strategy."



Pictured are (from left) Helen France (head of business development, National Apprenticeship Scheme), Tracey Gillard (clinical development facilitator), Soo Sims (clinical training lead) and Darryn Allcorn (interim director of workforce and organisational development).

Trust shortlisted four times for dedication to patient safety and care



Members of the Trust's patient safety, resuscitation and workforce development teams celebrate their shortlisting for the awards.

The Trust has been shortlisted four separate times for a prestigious national award for its work to promote the highest standards of patient safety and care.

The Trust was named as a finalist in the Patient Safety and Care Awards 2014, led by flagship publications Nursing Times and the Health Service Journal.

The Trust's project to reduce the number of cardiac arrests on wards at North Devon District Hospital was shortlisted in three categories – Education and Training, Changing Culture and Clinical Leadership.

The entry, entitled "Creating a CAFÉ culture – moving towards a Cardiac Arrest Free Environment", related to the ongoing impact of the Obs? No Probs campaign.

The campaign was launched in 2011 to improve processes and increase staff knowledge, skills and confidence in recognising deterioration at ward level.

The campaign has led to a significant reduction in the number of cardiac arrests across the Trust, with 14 occurring in February 2011 and none in January 2014.

The Trust also had a second entry shortlisted in the Education and Training category, based on its mandatory patient safety workshops for frontline nursing, therapy and support staff.

The training workshops, known as the Essential Patient Safety Review (EPSR), see staff from acute, community and specialist settings come together to explore serious incidents that have happened within the Trust, complete a case study review in small groups and present the findings and an action plan to an expert panel.

The training has helped to dramatically reduce the number of cardiac arrests, pressure ulcers and other conditions.

Kevin Marsh, director of nursing, said: "Patient safety and quality of care are always our main priorities, so to be recognised nationally for our excellent work in these areas is great news.

"I am very proud of all the teams and the fact we were shortlisted four times for such a prestigious award is testament to their hard work and dedication to providing safe, high-quality care for our patients every time."

The Trust is due to present its entries to the judging panel on 11 and 12 June, with the awards ceremony taking place at the Grosvenor House Hotel in London on 15 July.

Trust scoops national award for improving patient care and environmental sustainability

The NHS in North Devon has won an NHS sustainability award for clinical work that involved making changes to the way simple infections are investigated and managed.

The awards honoured those healthcare organisations who had demonstrated great effort in implementing sustainable practices in their workplace.

The Trust's microbiology department and the Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) collected the top prize in the Clinical Award category for their collaborative work.

The award submission centred on how some patients, who did not have a urine infection, were being treated with antibiotics, or had invasive investigations when it was not completely necessary.

This could result in delays in treatment for patients who did have an infection.

By treating patients earlier and avoiding unnecessary tests, the work has improved care and outcomes for patients.

The work also showed a reduction in the carbon footprint associated with testing, and has been estimated to have saved North Devon's NHS approximately £200,000 a year, which could be reinvested in patient care.



Celebrating their awards win with television presenter Chris Packham (left) and Gareth Rhys Williams (chief executive officer of category sponsor PHS Group) (right) are (from left) Lorna Mock (Trust lab support worker), Charlotte Williams (Trust biomedical scientist), Cheryl Revell (Trust biomedical scientist) and Dr John Womersley (CCG Northern locality chairman).

Dr Tom Lewis, consultant microbiologist for the Trust, said: "Environmental problems are likely to be the biggest contributor to poor health in the next century, so as doctors we need to consider how what we do has an impact on this.

"This award shows that we can take care of the environment and improve care at the same time."

Dr Darunee Whiting, a GP from Northam and board member of the Northern locality CCG, said: "This work shows that when GPs and hospital clinicians work together, keeping a focus on what is best for the patient, we can really improve care for patients.

"We are proud that we have all worked together as a healthcare community to make improvements for patients that are also environmentally and economically sustainable."

Keri claims NHS leadership accolade at London ceremony

A Trust and local government leader has won a national award for her exceptional work to improve people's health and wellbeing and help them get the care they need in or close to their home.

Keri Storey, assistant director of health and social care for the Trust and Devon County Council, was victorious in the National NHS Leadership Recognition Awards at a ceremony in central London.



She beat nine other finalists in the NHS Partnership/System Leader category – to follow up her success in the South West regional awards in November.

Keri's role spans over half of Devon and she works closely with a range of health and social care organisations as well as the independent and not-for-profit sectors.

She has overseen the development of a number of projects, including the onward care team based at Royal Devon and Exeter Hospital, the Hospital at Home service in the Woodbury, Exmouth and Budleigh Salterton area and a community nurse-led education and support programme for nursing homes in Northern Devon.

Keri said: "It is a great honour to be recognised nationally for our work here in Devon.

"The best thing is knowing that these integrated services and developments are making a real difference to our patients."

Jan Sobieraj, managing director of the NHS Leadership Academy, said: "The ceremony was a perfect example of why we should always take a moment to celebrate the outstanding people we have in the NHS."

Emma joins judging panel

A staff member behind the success of the stroke therapy team at North Devon District Hospital has been invited to join the judging panel of the Patient Safety and Care Awards in June.

Emma Cork, neuro-rehabilitation service lead for the Trust, will help to judge the stroke care category.

Emma's team won that category last year – as well as the Advancing Healthcare Awards – for the success of its early supported discharge (ESD) and VISTA projects.

Princess Anne visit

Judi Thomas, a health improvement specialist, was invited to meet Princess Anne in recognition of the impact she and her team had made to enhance the lives of disadvantaged young people in Barnstaple and aid their transition into work.

Judi, part of the Trust's Health Promotion Devon team, met HRH The Princess Royal during her visit to the Forches estate.

She and her team have worked with and delivered training to the youth group at Forches over the past five years, resulting in members achieving Level 1 and Level 2 qualifications in health awareness and health improvement.

Charity gives books to paediatric staff

Medical and nursing staff on the Caroline Thorpe children's ward at North Devon District Hospital are benefitting from the donation of a number of reference books by the Paul Lock Memorial Fund.

The textbooks and manuals, which cost around £600, feature up-to-date information for clinical staff on acute paediatric life support, neonatal life support, neonatology, common conditions and children's nursing procedures.

Chris and Gwen Lock set up the charity in 2007 in memory of their son Paul, who was a GP trainee at NDDH when he died in 1998 at the age of 29.

Safeguarding nurse project is a success



A new specialist adult safeguarding nursing service to investigate and support care homes in Devon has been hailed a success for immediate and long-term patient safety.

The service was trialled in North, Mid and East Devon from October 2013 to March 2014 with dedicated safeguarding nurses to investigate safeguarding alerts or issues and support care homes with education and guidance to improve care standards and reduce the risk of alerts in the future.

The Trust, which employs nurses Amanda Sampson, Caroline Holt and Sarah Winfield-Davies, is keen to extend the service across a wider area.

Trust awarded nearly £400,000 to buy Galaxy tablet computers for nursing staff on wards



Nursing staff will be given Samsung Galaxy tablets similar to but larger than the ComPAS tablet used here by community nurse team manager Sara Holway.

The everyday work of nurses and midwives on hospital wards is set to be revolutionised after the Trust secured nearly £400,000 in national funding to equip frontline staff with modern hand-held computers to support the way they care for patients.

The Trust won the money from the Nursing Technology Fund (NTF), which was launched by Prime Minister David Cameron and led by NHS England.

The Samsung Galaxy tablets, which come with a digital pen, will be used by nursing staff at NDDH and the Trust's 17 community hospitals in Exeter, North, Mid and East Devon.

The technology will enable staff to quickly and easily record and review key clinical information at the patient's bedside.

The aim is to reduce paperwork and free up nursing staff so they can spend more quality time with patients and further improve the care they provide.

Kevin Marsh, director of nursing, said: "We were ecstatic when we heard our application was successful.

"This will offer our nursing staff

a great opportunity to lead the way in using modern technology to support them to deliver safe, high-quality, patient-centred care.

"These devices can be used at the patient's bedside, putting valuable information at a nurse or midwife's fingertips and allowing them to input and access data electronically at the point of care.

"Staff will be able to work more efficiently and flexibly and spend more time face-to-face with the people they care for, ultimately benefitting our patients."

The Trust's award of £388,700 was the 28th highest in the country of the 86 given out by the NTF.

Alongside the award, the Trust is separately buying a series of iPads for use by senior clinical staff.

In total, about 350 tablets and iPads will be rolled out to all the Trust's hospitals and wards, benefitting around 950 full-time equivalent nursing staff.

It follows the successful deployment in 2012 of over 800 Galaxy tablets to all nurses and allied health professionals who work in the community, as part of the Trust's ComPAS project.



Trust launches £1.8million move to enhance staffing levels on NDDH wards

A £1.8million recruitment drive has been launched at North Devon District Hospital to increase staffing levels on wards to ensure they meet the highest standards of patient care and safety.

The additional investment, agreed by the Trust board, will see an enhanced ratio of registered nurses to patients.

The Trust is known to compare favourably to Trusts across the country in terms of staffing levels and has decided to take action to improve even further.

During the daytime, each ward will have a standard ratio of one registered nurse for every six patients.

At night, the standard ratio will be enhanced to one registered nurse for every 10 patients.

Previously the ratios were one to eight during the daytime and between one to 10 and one to 16 at night.

The move follows an analysis of the mix of patients at the hospital, who are becoming increasingly older and have more complex health needs.

The Trust is also following guidance from the National Quality Board and recommendations from the Francis report into failings at Mid Staffordshire NHS Foundation Trust, which highlighted the importance of adequate nursing cover.

Kevin Marsh, director of nursing, said: "Research and evidence shows there is a clear link between the ratio of qualified nurses on wards and the outcomes of patients.

"While we consistently benchmark well against other Trusts in terms of staffing, we were keen to act now to increase the skill mix and help us live up to our aim of providing safe, high-quality care every time."

The Trust board has agreed to invest just under £1.8million in recruiting more than 30 full-time equivalent registered nurses and over 25 full-time equivalent healthcare assistants at NDDH.

The Trust is reconfiguring beds at NDDH as part of the project and is also reviewing staffing levels on wards at its community hospitals.

Boost for hip patients

More patients recovering from hip surgery will be able to return home sooner from North Devon District Hospital with the help of an enhanced orthopaedic therapy service from the Trust.

With six new staff, the team will provide a seven-day therapy and support service for patients recovering from a fractured neck of femur.

Patients will receive more intensive physiotherapy during their hospital stay to boost their fitness and enable them to go home sooner.

The team will then follow the patient home through the early supported discharge (ESD) service, providing daily therapy for up to four weeks to assist with their rehabilitation.

League donates £18,000 screen

Female patients at North Devon District Hospital are now able to better understand their condition by watching an £18,000 new screen donated by the League of Friends.

Outpatients undergoing a colposcopy, where a consultant checks the surface of the cervix for abnormalities, can now see the procedure on an advanced screen.

The device links to a magnifying instrument, called a colposcope, and enables the consultant to clearly talk through any findings on the screen.

New-look ENT team



The ear, nose and throat (ENT) service at North Devon District Hospital has a new-look team of senior doctors.

The ENT team had three permanent senior doctors – consultants Andrew Husband and Ilka Friedrichs and associate specialist Laurie Baxter.

The team now has a fourth permanent member after consultant Tom Beech joined the Trust in April 2014.

NDDH now offers a comprehensive ENT service locally, with close links to Royal Devon and Exeter Hospital for head and neck surgery and more complex otology cases (ear conditions).

Martin Padmore has been named the Trust's Healthcare Hero for 2013.

The young healthcare assistant beat 30 other nominees to take the winner's trophy at the awards ceremony at North Devon District Hospital.

Martin, who works on Glossop Ward at NDDH, was selected as the Northern Devon area winner by the North Devon Gazette and then the overall winner by the Trust board.

Martin, who is getting married in the autumn, also won a pre or post-wedding photoshoot for him and his fiancée and young son with Andy Casey Photography, based in Barnstaple.

Trust chairman Roger French, who led the awards ceremony, said: "We received so many fantastic nominations and the board members were particularly touched by the heart-warming comments about Martin.

"While his nominations were full of praise for the care received from the whole team at NDDH, it is clear that Martin stood out.

"Words such as kind, caring, compassionate, understanding, supportive and dedicated were a recurring theme in his nominations.

"He truly epitomises the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and listening and supporting others, and we are delighted to have Martin as our Healthcare Hero."

Harriet Nicholls, a community nurse based in Ottery St Mary, was named Eastern Devon's Healthcare Hero.



Martin is our H

She won a romantic champagne evening and overnight stay at Combe House Devon at Gittisham, near Honiton.

Mid Devon's Healthcare Hero is Mandy Harper, a healthcare assistant at Tiverton and District Hospital.

A keen baker, Mandy won a morning's baking experience with international chef Michael Caines in his kitchen at Gidleigh Park on Dartmoor.

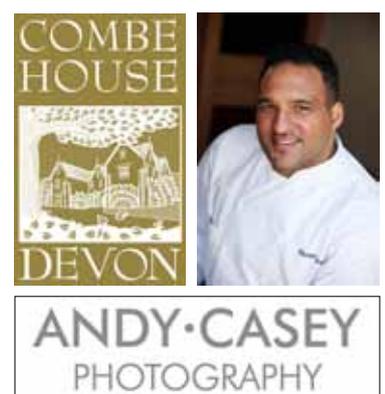
Meanwhile, 21 staff were commended and seven were highly commended.



Harriet Nicholls



Mandy Harper



The Archant group of newspapers in East Devon, the Mid Devon Gazette series and the North Devon Gazette promoted the awards and collected nominations on behalf of the Trust.

Healthcare Hero Awards 2013



Roger French said: "We employ about 4,500 staff across half of Devon and they all do a fantastic job day in, day out to ensure patients and their families receive the very best care and support.

"That we are a high-performing Trust is entirely down to the dedication and excellence of our staff, both on the frontline and behind the scenes.

"While it gives us great pride to receive letters, e-mails and phone calls every day thanking our staff for their excellent work, the Healthcare Hero Awards have offered us the perfect opportunity to properly recognise and reward those who go that extra mile."

Healthcare Hero

Roll of honour

Northern Devon

Northern Devon and overall winner

- Martin Padmore (healthcare assistant, Glossop Ward, NDDH)

Highly commended

- Jo Gordon (gynae oncology clinical nurse specialist, NDDH)
- Julie Haydn-Higgins (midwife, NDDH)
- Cheri Matthews (senior sister, emergency department, NDDH)

Commended

- Dr Mark Cartmell (consultant surgeon and coloproctologist, NDDH) and Karen Day (colorectal clinical nurse specialist, NDDH)
- Dawn Henry (midwife, NDDH)
- Angela Hopkins (clerical officer, radiology department, NDDH)
- Anne Jeffery (catering assistant, NDDH)
- Alison Latham (speech and language therapy technician, Barnstaple Health Centre)
- Mike Lovatt (senior pharmacy technician, NDDH)
- Lorna Roberts (specialist physiotherapist, outpatient physiotherapy, NDDH)
- Gemma Scoines (housekeeper, Fortescue Ward, NDDH)
- Hazel Shams Eldin (senior healthcare assistant, Bideford)
- Alison Smith (staff nurse, Capener Ward, NDDH)
- Julie Souch (senior healthcare assistant, Bideford community nursing team)
- Angela Walter (sister, Capener Ward, NDDH)
- Jane Wason (community matron, Holsworthy)
- Jo Williams (staff nurse, Fortescue Ward, NDDH)

Eastern Devon

Winner

- Harriet Nicholls (community nurse, Ottery St Mary)

Highly commended

- Yvonne Addington (mental health nurse for people with dementia, Ottery St Mary)
- Dave Baxter (hotel services co-ordinator, Exeter and Exmouth community hospitals)

Commended

- Lisa Jackson and Jamie Trueman (Rapid Intervention Centre, Exmouth)
- Hilary Stephens (heart failure nurse specialist, Honiton Hospital)
- Debbie Stoodley (community matron, Sidmouth)
- Jackie Williams (community specialist nurse and team leader, Exminster and Starcross)

Mid Devon

Winner

- Mandy Harper (healthcare assistant, Twyford Ward, Tiverton and District Hospital)

Highly commended

- Jan Hebditch (community nurse based at Wyndham House Surgery, Silverton)
- Leanne Harris (ward manager and deputy matron, Tiverton and District Hospital)

Commended

- Nigel Biernacki (community matron, Crediton)
- Dawn Davy (healthcare assistant, Tiverton and District Hospital)
- Fiona McGahey (complex care team co-ordinator, Okehampton)



Trust ranked among the best in the country by staff

The Trust has been ranked among the best NHS Trusts in the country by its own staff, according to the latest nationwide survey.

The annual look at what NHS staff think of life at work, covering 2013, also highlights significant improvements since 2012.

According to its staff, the Trust ranks in the top 20% of Trusts in the following areas:

- Able to contribute towards improvements at work
- Having equality and diversity, and health and safety training in the last year
- Belief that the Trust provides equal opportunities for career progression or promotion
- Encouragement to reporting of incidents, near misses and errors witnessed
- Staff feeling there was effective team working
- Staff receiving support from immediate line managers
- Staff gaining job satisfaction
- Staff feeling motivated at work

The areas in which the Trust was rated above average for staff were:

- Feeling satisfied with the quality of work and patient care they are able to deliver
- Having an appraisal in the last 12 months
- (Fewer) suffering work-related stress
- Saying hand washing materials were always available
- Witnessing fewer errors, near misses and harmful errors
- Experiencing fewer physical violence from patients or their relatives

The areas where the Trust emerged below average for a proportion of our staff were:

- Reporting good communication between senior management and staff

NDDH patients rate their hospital experience highly in national survey

Adult inpatients at North Devon District Hospital rated the quality of their care, treatment and experience highly, according to results published by the Care Quality Commission (CQC).

Patient satisfaction with the quality of services was very positive, with 32.82% of survey participants giving top marks with a score of 10 for having 'a very good experience', 23.13% scoring nine and 24.45% an eight.

There wasn't a single low score given for any aspect of the care, treatment or experience by any of the 490 people who took part in the 2013 Adult Inpatient Survey.

NDDH was consistently on a par with other well-performing Trusts and was rated better than other hospitals nationally for:

- Specific aspects of nursing regarding communication, confidence and trust and whether there were enough nurses on duty
- Patient involvement as much as they wished in making decisions about their care and treatment
- Informing the patient whether further health and social care support would be available when they left hospital

Overall, 97.69% felt they were treated with respect and dignity during their hospital stay.

Kevin Marsh, director of nursing, said: "Being unwell and coming to hospital can be a daunting and uncomfortable experience for patients and their families, but we are heartened by the inpatient survey results which reflect how much the professionalism of our staff can make a hospital stay as positive as possible for those in our care.

"We don't rest on our laurels though. We strive for excellence and this patient feedback, along with the extensive patient experience research we carry out throughout the year, will inform future service improvements."

- Receiving job-relevant training
- Agreeing that their role made a difference to patients
- Having a well-structured appraisal in the last 12 months

Darryn Allcorn, interim director of workforce and organisational development, said: "A lot of work has gone into making sure staff get the support and help they need to provide the very best patient care.

"For us, there is an absolute correlation between the experience of staff and the experience of patients and we will be looking at both the strong and weaker results to ensure we fully understand the experience of our staff.

"To be rated above average or in the top fifth of Trusts on more than three-quarters of all the questions says something about the enthusiasm and dedication of people within the Trust."

Staff and patients move into new-look dementia centres after £135,000 revamp

Two award-winning centres for older people with dementia in East Devon have been officially opened following a four-month, £135,000 refurbishment.

The Rowan Assessment Centre and Linden Day Centre, based at Ottery St Mary Hospital, have been specially adapted so they are more 'dementia friendly'.

The Trust, which runs the service, held an opening ceremony with members of the hospital's League of Friends, which funded the entire project.

The centres now have a new kitchen, dining room, arts and crafts area and toilet block.

Specialist flooring and lighting has been installed while a new pathway and patio area have been built outside.

Gaynor Appleby, team leader for older people's mental health services, said: "We now have a beautiful, modern environment which is ideally suited to the needs of older people with dementia.



"The staff and the individuals who use the centres absolutely love it and we cannot thank the League of Friends and their supporters enough for making this a reality."

Exeter-based building contractor Hodges, Bridle and Co Ltd carried out the work.

Adrian Rutter, League of Friends chairman, said: "We're delighted to have helped with this wonderful new development and have every confidence that staff and patients will find their new Rowan and Linden centre facilities just what they need to develop an even better service than the one that is already doing so much good for so many people."

The centres, which provide person-centred support and advice to help people and their carers through their dementia journey, collected a national innovation award from the Community Hospitals Association last year.

Stop smoking clinic opens in CREDITON

The Trust has introduced a weekly stop smoking clinic at CREDITON Hospital.

The clinic, run by Health Promotion Devon in conjunction with Chiddenbrook Surgery, takes place every Tuesday from 9am to 1pm and is open to everyone from the local area.

Chris Barratt, 59, of Yeoford, has noticed significant benefits to his health and wellbeing since attending the clinic and has this message for others in a similar position: "Don't be scared of seeking help.



Chris Barratt is pictured with Lucy Drury, specialist stop smoking adviser in CREDITON.

"The first step is realising you have a problem. The second is knowing there is proper help out there."

Anyone interested in attending the clinic must book in advance by calling the Devon Stop Smoking Service on 01884 836024.

Sidmouth success

The £1.2million project to refurbish Sidmouth Hospital is due to be completed in June, with an opening ceremony set to take place in the autumn.

The latest development includes a new canopied entrance, reception and kitchen as well as minor injury, physiotherapy and occupational therapy areas.

The vast majority of the money has come from the Comforts Fund, the hospital's League of Friends, who raised the final £255,000 required in double quick time.

Pressure ulcer boost

A Trust community nursing team has achieved a dramatic reduction in the number of patients in Cullompton developing severe pressure ulcers.

The busy team introduced a new way of working with a dedicated daily 'handover' briefing session at a set time of the day to share information or concerns about a patient and discuss treatment options.

The team had 18 patients with Grade 3 pressure ulcers last year but as of March 2014, none had been reported in the previous four months.

Sexual health advice

Sexual health staff from the Trust played their part in Exeter Pride, an annual festival aimed at the city's lesbian, gay, bisexual and transgender (LGBT) communities.

Staff from The Centre – the sexual health service based at the NHS walk-in centre in Sidwell Street, Exeter – linked up with The Eddystone Trust to run a stand in the Health Zone.

The staff gave out information about The Centre's services, answered questions, distributed free condoms and other freebies and carried out on-site blood tests for HIV, hepatitis and syphilis screening.

In memory of Bill

Donations given in memory of a popular eye patient at North Devon District Hospital will go towards improving services for future users of the clinic he attended.

Bill Blakemore, 84, who died in January following a stroke, had been a patient of the wet age-related macular degeneration (WAMD) clinic since 2010 and was well known for his unfailingly cheerful disposition.

At his family's request, the collection at his funeral was for the WAMD clinic and raised £625.



Boardroom Bulletin

Executive team changes

In the last edition of Pulse we brought you the news that Jac Kelly was stepping down as chief executive in April 2014, as planned.

Since then we have appointed Dr Alison Diamond, formerly our medical director, as Jac's successor.

There was a very strong field of candidates and in Alison I'm sure we have the right person to lead us through the many challenges we face and into a bright future (see **front page**).

We are also delighted to welcome Kevin Marsh to the executive team as director of nursing.

Kevin had been our interim director of nursing since March 2014 and joined us substantively following a rigorous interview process.

Kevin brings a wealth of acute hospital experience from Derriford in Plymouth, where he held the roles of senior nurse manager (general surgery), head of nursing surgical services, acting chief nurse and deputy director of nursing.

He has fitted seamlessly into the ethos and culture of the organisation and has already demonstrated his compassion, professionalism and determination to maintain the momentum we have established for delivering safe and effective healthcare for our patients.

Meanwhile, director of operations Kate Lyons is to leave the Trust at the end of June 2014 as she is emigrating to Australia to take up a similar role in New South Wales.

Since joining us in 2010 Kate (pictured) has been an absolutely fantastic ambassador for the Trust and an extremely effective director of operations who has just overseen one of our most successful years ever.

Our acute and community teams across all the areas we serve will miss her greatly.

We have started the recruitment process for replacements for Kate and Alison.



Strategic planning day

Board members attended our latest strategic planning and development day, designed to help us improve our effectiveness and consider the Trust's strategic direction of travel.

Among other things, we looked at the management of complaints, national inspections by the Chief Inspector of Hospitals, the Trust's financial position and the review of staffing levels, skill mix and inpatient beds at our 17 community hospitals.

Trust chairman Roger French keeps you up to date with news to come out of our regular board meetings



Goodbye and good luck

Jane Reynolds is leaving her role as non-executive director at the end of May 2014, having joined us in 2007.



Currently in her second term of office, Jane (pictured) has been an active member of the board and has been the nominated deputy chairman.

She has provided robust challenge to both the board and the executive team, in particular in her role as chair of the audit and assurance committee.

The process to appoint a new non-executive director has started.

We also say goodbye to Sonia Davidson-Grant, who joined us as a designate non-executive director last year.

We wish Jane and Sonia all the best with their future plans.



Soft silent shoes, a
Heighted awareness of noise, and
Understanding that our patients need
Sleep and rest for
Healing

SHUSH campaign aims to keep wards quieter

The Trust constantly listens to patients and carers as their feedback is vital in helping us to further improve our services (see **page 11**).

A good example is how people have been telling us that our wards could be quieter at night, which would enable them to get more rest.

As a result, we launched the SHUSH campaign earlier this year to reaffirm to all staff working at night the importance of a quiet and restful environment.

The campaign reminded staff to 'SHUSH' as they go about our work – emergencies will always be an exception – in the hope this will lead to additional rest and a better experience for our patients.

New chemotherapy unit starts to take shape

Building work on the new £2.2million chemotherapy and day treatment unit at North Devon District Hospital is progressing well, with the foundations and steel structure now in place.

Work is due to be completed next February, as planned, with an opening ceremony to follow.

Fundraising manager Ian Roome said: "It is a very exciting time for the hospital and we are looking forward to providing our local cancer patients with a new purpose-built, state-of-the-art treatment facility."

The Chemotherapy Appeal has recently received a fantastic donation of £50,000 from the Roy Evans Trust, while the fundraising team is busy organising a variety of exciting events and activities for the summer and beyond.

New for this year is the Grand Car Raffle, which gives people an opportunity to win a Kia Picanto for just £1 courtesy of Parkside Garage. Look out for the chemotherapy car at NDDH and a variety of events.

Walk for Wards, on Sunday 22 June, is a national initiative that gives people the opportunity to choose the local hospital ward or department they want to fundraise for. The fundraising team has organised a 3.5-mile historical walking trail around Barnstaple.

The third annual Big Purple Day takes place on Friday 11 July, when local businesses, schools, community groups and individuals can get into the spirit of fundraising by organising a purple-related activity.

For those who want something a bit more exhilarating, the charity's first abseil event takes place on Sunday 27 July.

Participants will experience a fun and memorable day abseiling 90ft from Heanton Punchardon Church tower.

For a full list of events or to find out more, visit www.northdevonhealth.nhs.uk/fundraising, call the fundraising team on 01271 311772 or e-mail ndht.charity@nhs.net.



Emma is Macmillan manager

Macmillan Cancer Support has funded a new chemotherapy day unit manager at North Devon District Hospital.

Emma Thoms has moved from Dudley, where she worked on the haematology and oncology Georgina Unit for a number of years as a staff nurse, chemotherapy nurse, sister and practice development manager.

Emma's new role at NDDH will involve working closely with patients supporting them through chemotherapy as well as managing the daily running of the unit along with the 15 staff and helping to develop the Trust's acute oncology service.



'You said, we did' - Trust responds to patient feedback

The Trust's patient experience programme continues to be integral in the drive to further improve services throughout the organisation.



A number of initiatives have been implemented in the last year in response to themes emerging in the programme, which includes feedback from real time inpatient surveys.

Patient comments about staffing levels have contributed to the decision to increase the ratio of registered nurses to patients on wards (*see page 5*), while feedback about noise at night led to the launch of our internal 'SHUSH' campaign (*see page 10*).

Practical measures have included changing waste bins to silent-closing models, setting times for dimming lights and new protocols for ensuring patients are aware and prepared in advance of any need to wake and take medication overnight.

In response to comments about food, a series of volunteer food-tastings have taken place, the temperature of food when it leaves the kitchen has been increased by five degrees and breakfast toast rounds have increased from one to two.

Patients on the maternity ward told us they would like enhanced refreshments for birth partners, and these have now been introduced.

Patient feedback has resulted in the imminent launch of a bedside leaflet

which explains how to reduce the cost of using the bedside TV to £1.50 per day, how to cut car parking costs for regular visitors and details about how to access free wi-fi in the on-site restaurant.

An internal 'Uniform' campaign to remind staff to wear uniform well was introduced in June 2013. This was in response to patient comments that staff did not always wear uniform in a way that gave them confidence.

Emerging from the community nursing teams survey was a patient request for an appointment window for when the nurse will visit. In response to this feedback, 'am' or 'pm' appointment windows have been implemented.

The full version of the Patient Experience Annual Report 2013-14 is now available on the Trust website.

Involving you

Help us make services better



Torrington Community Cares

The six-month evaluation period regarding the new model of community NHS care in Torrington came to an end on 31 March 2014.

From drop-in sessions to focused workshops, patient stories and online forums, we have carried out extensive engagement and involvement with the local community.

Most recently, and following a very beneficial meeting with the local MP, we have introduced Tour and Talk sessions to give people an opportunity to meet the clinical teams providing health and social care in Torrington and the surrounding parishes and talk in detail about the future of the community hospital.

To arrange a meeting, in a small group and by appointment only, contact Nellie using the details below.

A big thank you to everyone involved in all of our activities to date – we hope to keep working with the community and voluntary sector on this project in the future.

The executive team is very proud of the commitment and professionalism of our frontline staff, who continue to work so hard for the community in Torrington.

Local people to help develop future services for Moretonhampstead

People from the Moretonhampstead area continue to work closely with the Trust and the Northern, Eastern and Western Devon Clinical Commissioning Group to come up with ideas for services they would like to see run from the town's community hospital.

Local residents, patient and voluntary representatives, GPs, councillors and other organisations have formed a group and signed a 'statement of intent' for the future of health in the town. They agreed that the community hospital should be adapted and developed as a community health and wellbeing hub offering a wide range of health and social care services from one site.

It means that some services previously not available in the area may be accessible from a single local centre better able to support the wider needs of the local community and, in particular, to cope with the increasingly elderly population.

The move follows a series of public meetings and engagement events, which will help to determine the future of the hospital.

Review of physiotherapy services

The Trust's physiotherapy team is carrying out a review of its musculoskeletal services at NDDH and Tyrrell and Bideford community hospitals.

The team wants to ensure these reviews are informed by patients and the public, and has worked hard to develop the role of the lay member. Three volunteer lay members are being recruited to join the project team working with the physiotherapy department on these reviews.

For more information, call Lee Buckland on 01392 356945 or 01271 322378, or e-mail him at lee.buckland@nhs.net.

- If you would like to get involved in any of these projects or have any feedback or comments about our engagement programme, please call Nellie Guttman, engagement and involvement lead, on 01271 313971 or e-mail her at nellieguttman@nhs.net.

Cancer group seeks members

A group set up to influence and help develop high-quality cancer care in Northern Devon is on the lookout for more members to join and make a difference.



The North Devon Cancer Link Group, which meets in Barnstaple every two months, is keen to hear from people who have been affected by the disease and want to have a say on future services.

The group is open to anyone in Northern Devon or North Cornwall who is or has been a patient, carer or relative of someone who has experienced NHS cancer care and treatment, either at North Devon District Hospital or North Devon Hospice.

For more information, call Charlotte Overney, the Trust's lead cancer nurse, on 01271 314010.

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 a suggestion or submission for future editions of Pulse, please call Jim Bray on 01271 311575 or e-mail him at jim.bray@nhs.net.

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