



Issue 27, Spring/Summer 2016

Success Regime: Devon takes action to address clinical and financial challenges

By now, many of you will have heard of the Success Regime, a programme which brings together leaders of the health and social care system across Northern, Eastern and Western Devon, so we can work in partnership to transform services.

The aim of the Success Regime is to ensure our services are clinically and financially sustainable for years to come. If no action is taken, Devon would be heading for a £442million overspend by 2020.

We know that by working with other organisations, with our GP and primary care colleagues, and with voluntary and independent sector partners, we can provide the type of care people really need. Care should be delivered where and when people need it, keep people as healthy as they can be, and enable people to get back on their feet as soon as they can after they have been ill.

The first of three phases of the Success Regime concluded with the publication of the Case for Change document in February, which set out the key issues and challenges facing the NHS as well as 20 opportunities for transformation, including prevention, excellent care, productivity and optimising the way services are configured.

We have enjoyed meeting with stakeholders and staff over the past few months to discuss the Case for Change, and to hear your thoughts and concerns.

Many of you are understandably eager to hear what the proposals for transformation are and we are sorry we are unable to say more at this time. Health and social care leaders are still developing these options and once these are announced, local people will again be able to have their say.

We understand that many people are concerned about key services at North Devon District Hospital being discussed as part of the Success Regime, but it is important to note that everything across the health

Five areas of focus in 2016/17

Bed-based care

Make sure that the length of time patients stay in hospital is appropriate to their needs

Elective care

Reduce the over-hospitalisation of patients through making sure that referrals follow clinical best practice and follow-up appointments are based on patient need

Continuing care

Improve the way we handle continuing healthcare, with better assessment and support and a focus on enablement rather than dependency

Agency spend

Reduce the amount we spend on agency staff so we provide safer patient care and more sustainable services

Procurement

Make better buying decisions to get value for money from buildings, clinical resources, equipment and utilities, following recommendations outlined in the Carter Review

and social care system is being considered as part of the Success Regime and nothing is off the table.

One thing we do know is that the geography of the area means hospital-based services will continue to be an important feature of healthcare provision across Devon, including in the North of the county.

Dr Alison Diamond, Trust chief executive, said: "We are committed to working with our partners to solve the issues innovatively and deliver system-wide improvements.

"Public engagement is vital to this process and, once the short and longer-term plans are finalised over the coming weeks and months, we will be asking local people for their feedback and ensuring they are fully involved throughout."



In the meantime, NHS organisations involved in the Success Regime have identified five opportunities to work on urgently to improve quality of care and help us meet a combined savings target of £130million in the 2016/17 financial year.

Recruitment open days are a success

The Trust held two successful recruitment open days for nurses, physiotherapists and occupational therapists in the spring as part of a campaign to boost the teams at North Devon District Hospital, at our community hospitals and supporting people in their own homes. A total of 37 people attended the event at NDDH in March and 19 offers of employment were made. The event at Honiton Hospital in April was also a success.



Welcome Jenny

The Trust has appointed Jenny Nash as director of information management and technology (IM&T).

Jenny has many years of experience leading IM&T teams and projects across all healthcare sectors, including community, primary care and commissioning.

She joins us from Sussex Partnership NHS Trust and has also worked at Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust and Hampshire Primary Care Trust.

Trust to become first to enter home care market

The Trust will become the first NHS trust in the country to enter the home care market this summer.

This follows a successful bid to Devon County Council, NHS Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) and NHS South Devon and Torbay CCG for a new contract aimed at giving a vital boost to personal care services across the county.

The service, called Devon Cares, will share the Trust's vision to deliver high-quality care that supports people's health, wellbeing and independence.

The Trust will not directly deliver domiciliary care but will organise care providers to ensure a continually-improving quality and consistency of service.

Care workers and other staff will benefit from improved pay and support arrangements as well as more opportunities for training and a clearer career path, through improved links with the NHS.



Dr Alison Diamond, chief executive, said: "Devon Cares will act as a bridge between health and social care, which will help us to provide better, more joined-up care for our patients between home and hospital."

"Providing high-quality, consistent care at home will also help us to prevent avoidable hospital admissions.

We believe this will also allow us to address many of the care capacity problems and blockages facing the wider health system in Devon."

The Trust has recently begun a process to select care providers for Devon Cares, based on quality.

Dr Diamond added: "This is a completely new approach to domiciliary care that we hope will bring real benefits to people in Northern and Mid Devon."

New cohort of students start Care Academy experience

A new cohort of students has undertaken a 10-week rotational placement with the Care Academy at North Devon District Hospital.

The students will experience a wide range of healthcare environments and will be able to observe clinical practice as it happens alongside

fully-qualified practitioners at NDDH and in community nursing teams.

The first-year BTEC level 3 diploma health and social care students will experience life in theatres, audiology, physiotherapy, research and development, podiatry, outpatients, community nursing and the complex care team.

North Devon MP Peter Heaton-Jones highlighted the success of the Care Academy in the House of Commons in May, describing it as 'an extremely worthwhile programme for the future', while Nick Boles, Minister of State for the Department for Business, Innovation and Skills, responded by saying the scheme was 'exactly what we need to see more of'.



Trust to lead development of Devon Excellence Centre for healthcare support staff

The Trust has been selected to lead the development of the new Devon Excellence Centre, which aims to improve the quality and accessibility of training for support staff in health and social care.

It is one of two new centres the National Skills Academy for Health (NSA Health) is establishing as part of a first phase pilot programme co-funded by the Department for Business Innovation and Skills (BIS).

The Trust and Nottingham CityCare Partnership were the two successful bidders from the 70-plus organisations who applied from across the country.

Darryn Allcorn, director of workforce and development for the Trust, said: "We are very proud and excited to be selected to lead the development of the Devon Excellence Centre.

"The centre will bring together health and social care organisations and education providers to enhance opportunities and skills among support staff, who play a very important role.

"We're looking forward to working with NSA Health to launch the centre and to build on the partnerships we have developed to support career progression and opportunities locally, such as the Care Academy in Barnstaple."

Petroc, the college that co-runs the Care Academy and also works closely with the Trust through apprenticeships and other schemes, will be a key education provider in the Devon Excellence Centre.

Di completes Snowdon challenge

Di Walker, the Trust's senior nurse for community hospitals in Eastern Devon, climbed Mount Snowdon at night to raise money for the Alzheimer's Society.

Di, formerly the matron of Seaton, Sidmouth, Exmouth and Budleigh Salterton community hospitals, took part in the Snowdon Midnight Challenge in May and reached the summit of the highest mountain in Wales using a torch and moonlight.

Di raised more than £540 for the Alzheimer's Society. 250 people took part in the walk, raising more than £100,000 for the charity in total.



Exeter matron Cathy retires

Cathy Weeks, matron of Exeter Community Hospital in Whipton, has retired after 40 years in the NHS.

After training at the Exeter Nursing School, Cathy worked in various roles and departments at the Royal Devon and Exeter Hospital, including as a staff nurse, ward sister and clinical nurse manager.

She decided to embark on a new challenge at Whipton in 2008 and, now she has retired, will remain involved with the hospital as chair of the League of Friends.

Photo courtesy of the Express and Echo. For a full interview with Cathy about her NHS career, visit the Trust or Express and Echo website.



New iPads offer communication support for Seaton patients



Patients in Seaton with communication and swallowing difficulties are benefitting from the use of two iPads with a variety of specialised apps – bought by the local League of Friends.

One is intended for inpatients at Seaton Community Hospital requiring communication support, with extra apps to enhance staff training.

The other will be used in the community for assessment, ongoing communication therapy and education.

A marathon effort

Staff nurses Sue Pittson and Caz Reed and theatre support worker Clare Toase, who are based in the day surgery unit at North Devon District Hospital, took part in the Virgin Money London Marathon in April.



Louise receives QNI long service award

Louise Crackle, the Trust's community matron in Bideford, has received a long service award from The Queen's Nursing Institute (QNI).



The award is in recognition of over 21 years' service as a community nurse.

Louise moved into community nursing in 1992, initially as a staff nurse on the relief team covering most of Northern Devon before completing a bachelor's degree and qualifying as a district nursing sister.

She was the district nurse in Torrington before becoming the community matron in Bideford in 2008.

Louise leads a team of three nurses in the Bideford health and social care team who help patients to remain healthy and independent in their own homes, reducing admissions to hospital and speeding up discharges.

Louise was awarded the title of Queen's Nurse by the QNI in the autumn of 2015 and collected her badge and certificate at a ceremony in May.

Trust ranked best in country for staff satisfaction

The Trust has been rated the best NHS trust in the country for staff satisfaction.

In an analysis of the results of the NHS Staff Survey for 2015, Northern Devon came out on top among the 84 NHS trusts in England.

The survey scores, which were published in the spring, also placed Northern Devon Healthcare NHS Trust:

- First out of 39 trusts that run acute and community services
- First out of 24 trusts in the South West
- Sixth out of 138 trusts that run acute services but aren't classified as a specialist trust

When compared to other trusts that run acute and community services, Northern Devon was rated better than average in 23 of the 32 key findings.

The Trust was ranked average in nine areas and was not below average in any.

Its high scoring for overall staff engagement covered whether employees would recommend the Trust as a place to work or receive treatment, motivation and the ability to contribute towards improvements.

Dr Alison Diamond, chief executive, said: "This is another excellent set of results, after our staff rated us the best trust in the South West and fourth in the country in 2014.

"The survey showed that our overall staff engagement had further improved since 2014, which is very encouraging especially given the challenges we've faced such as the uncertainty over the proposed transfer of community services in our Eastern patch.

"We are delighted that staff continue to feel so positively about working for the Trust.

"We know that when staff enjoy their job, patients receive better and more compassionate care."

North Devon anaesthetists scoop national award

A team of anaesthetists from the Trust have scooped a prestigious national award as part of a South West research project.

The South West Anaesthesia Research Matrix (SWARM) was named 'Anaesthesia Team of the Year' at this year's British Medical Journal (BMJ) Awards in May.

Set up four years ago, SWARM is a trainee-led audit and research collaboration between six NHS organisations in the region: Northern Devon Healthcare NHS Trust, Plymouth Hospitals NHS Trust, Royal Devon and Exeter NHS Foundation Trust, Royal Cornwall Hospitals NHS Trust, Torbay and South Devon NHS Foundation Trust and Taunton and Somerset NHS Foundation Trust.

The power of the network is that projects can be run at the same time at all the participating NHS trusts. This results in better quality research that has a higher impact for patients across the South West.

So far the network has run 10 of these collaborative projects, presenting and publishing the results on its website: www.ukswarm.com

Dr George Thomson, medical director for the Trust, said: "This is a fantastic example of how partnership working between hospitals directly benefits patients and we are extremely proud of the whole SWARM team."

Dr Guy Rousseau, a consultant anaesthetist at Northern Devon Healthcare NHS Trust, said: "We are delighted that this important piece of work has received national recognition.

"It is great news for all of the patients, anaesthetic trainees, anaesthetists, and research nurses who have been involved."



Care homes team lands two more awards

The Trust has added to the growing list of awards it has won for its innovative work to train, educate and support staff at local care homes.

The Trust's Northern Devon care homes team picked up two trophies at the first ever Star Awards, organised by Health Education England in the South West, at a ceremony in Taunton in March.

The awards celebrate the very best in training and education in the health and social care sector across the South West.

The Trust beat 51 other entrants to win the Education and Training Team of the Year award.

The news got better for the Trust when it was named the winner of the overall Chair's Award for NHS Values, beating more than 230 entrants including 23 other finalists.

This was awarded by Jane Barrie OBE DL, the independent chair of the South West Local Education Training Board, to highlight an individual or team that has exemplified the values and behaviours in the NHS Constitution and brought them to life in a way that also inspires other staff.

Dr Alison Diamond, the Trust's chief executive, said: "This is a fantastic achievement for the team and is testament to the enthusiasm, dedication and innovation the staff continue to display in supporting care homes in Northern Devon.



"We put a lot of focus on education and training across the Trust, as it is key to improving the safety and quality of care for patients.

"We will now be highlighted as an area of excellent practice in education and training in the South West and across Health Education England, which is great news and well-deserved recognition for the team."

The care homes team provides free education, training and support to around 70 independent providers to improve the safety and quality of care for residents and enhance collaborative working between organisations.

The team has helped to improve patient experience and health outcomes for residents at nursing and residential care homes since it was set up in 2012.

The team has also been shortlisted for a Patient Safety Award 2016 in the Education and Training in Patient Safety category. They will find out if they have won on 5 July.

Audiology service receives UKAS accreditation

The audiology team at North Devon District Hospital has successfully been accredited by the United Kingdom Accreditation Service (UKAS).

This rigorous process involved all areas of the audiology service, including routine, complex adult, and paediatric hearing assessment and rehabilitation, as well as tinnitus and vestibular diagnostics and treatment.

The accreditation process focused on whether patients were treated with dignity and respect, quality of clinical work, workforce planning including staff training and wellbeing, health and safety and facilities.

Assessors examined all aspects of service delivery, focusing on the patient experience from referral through to discharge.

Claire Banks, deputy head of audiology for the Trust, said: "We are immensely proud of this achievement, which is down to the sheer hard work of the team over the last couple of years.

"The feedback we received highlighted the commitment and high standards of care delivered to our patients every day by the entire clinical and administration team in audiology."

Trust recognised for commitment to armed forces

The Trust has been recognised nationally for its commitment to the armed forces.

We have received a bronze award from the Ministry of Defence under the Armed Forces Covenant Employer Recognition Scheme (ERS).

The scheme recognises UK employers that support defence personnel and inspire others to do the same.

Darryn Allcorn, director of workforce and development for the Trust, said: "We're delighted to be recognised for our commitment

to supporting serving, former and prospective defence personnel and their families.

"Our values are closely aligned with the Armed Forces Covenant and we're proud to do our bit to ensure those people who make huge sacrifices on our behalf receive the recognition and support they deserve in the workplace and the wider community."

The Trust celebrated Armed Forces Day on 25 June by 'flying the flag' on our TV screens as a mark of respect and getting involved with the national #SaluteOurForces campaign.



Trust receives award for work with apprentices

The Trust has won a regional award for its work with apprentices.

The Trust was named Large Employer of the Year in the Apprentice of the Year awards run by Education and Training Skills (ETS), a specialist provider of work-based learning across the South West.

Gail Richards, engaging the young workforce lead, Tracey Gillard, vocational trainer, and Anna Wright, senior recruitment team leader, attended the awards ceremony in Exeter in March.

The win recognises the success of the Trust's apprenticeship scheme, which continues to bring benefits to both local learners and the organisation.

Aimee Leaman, from ETS, wrote in her nomination for the Trust: "One of the first learners I took on as my own and from the beginning of their apprenticeship was Tobias Hannam – his line manager is Anna Wright.



"I feel we are really starting to build a great assessor and employer relationship.

"Anna encourages Toby's development and stretches him to bring out his best.

"In reviews she will give constructive criticism where needed but always offers support going forward of where Toby may need to develop and what they can do to support him."

The Trust has successfully secured funding for 139 apprentices and the latest award is one of several that recognise the training and support provided to this staff group.

Darryn Allcorn, director of workforce development said: "This is yet another fantastic accolade which proves that what we are doing with apprentices is great.

"The award really reaffirms the benefits and opportunities these schemes can bring, both to the individuals and to the organisation, and we continue to promote apprenticeships as part of our overall recruitment strategy."

The awards tied in with National Apprenticeship Week, which the Trust recognised by holding an information stand at North Devon District Hospital and showing case studies and videos on TV screens, Facebook and Twitter.



Lundy Ward praised for reduction in harm events

The staff on Lundy Ward at North Devon District Hospital have been praised for overseeing a significant reduction in harm events in recent months.

Gemma Lilley, ward sister, started a campaign in January 2015 to raise awareness among staff of falls and pressure ulcers.

This included education on pressure ulcers and grading, products to use, equipment and documentation.

Gemma then set the team a challenge of reducing avoidable harm by 50% in the final six months of 2015, compared to the previous six months.

The staff achieved a 62.8% reduction in falls and a 61.5% decrease in pressure ulcers.

Antibiotics campaign wins national award

A Devon public health campaign that helps parents care for their children when they have minor illnesses like common coughs and colds, without the unnecessary use of antibiotics, has won a national award.

The Listen to Your Gut campaign, led by Devon County Council (DCC), the Trust and the Northern, Eastern and Western Devon Clinical Commissioning Group (CCG), won the Community category in the inaugural Antibiotic Guardian Awards.

The awards celebrate those who have done the most to tackle the growing issue of antibiotic resistance at a local, regional or national level.

Listen To Your Gut aims to assist parents of young children to care for them without using antibiotics unless it is necessary, by offering support and guidance on social media and by distributing self-help treatment guides via pharmacies and GP practices.

Dr Tom Lewis, consultant microbiologist for the Trust, said: "This campaign is all about raising awareness, so it is fantastic that it has been recognised on a national level.

"There is lots of new research that suggests that losing our healthy bugs can make us more likely to develop a wide range of illnesses, including diabetes. A loss of healthy bugs may even lead to weight gain.

"Many people do not realise that taking antibiotics can kill healthy bugs too. This campaign is helping us to get this important message across so that people only use antibiotics when they really need them."

You can find out more about the campaign by visiting www.listentoyourgut.org.uk

DCC, NDHT and the CCG continue to encourage people to make an online pledge to become an Antibiotic Guardian and reduce the unnecessary use of antibiotics.

People can make a simple pledge at www.antibioticguardian.com and are asked to share their commitment on Facebook and Twitter to help raise awareness.

Care for Kids passes £150,000 fundraising mark



A charity that supports families of young patients under the care of North Devon District Hospital has passed the £150,000 fundraising mark.

Founded in 2009, Care for Kids North Devon helps families of local children up to the age of 18 who have an unexpected life-threatening illness and require specialist care in Bristol or beyond.

The charity provides an initial grant of £800 on diagnosis to help relieve the initial burden of financial worry.

Jacky Massos, founder and treasurer of the charity, said: "Families can find themselves in total turmoil, often facing loss of earnings, travel expenses and living away from home.

"Parents say our grant comes at just the right time, allowing them to concentrate on the important things.

"A further £500 is given to those in real need after six weeks."

The charity relies on volunteers to raise funds and has been supported by the North Devon community in many ways, including through running and cycling events, coffee mornings, quiz nights and school non-uniform days.

Jacky said: "Their support has enabled us to help 93 families, including 18 in the last financial year.

"This wouldn't be possible without them. We have been overwhelmed by their support."

The charity also funds enhancements to the children's ward at NDDH – Caroline Thorpe Ward.

Among other things it has funded bespoke 'beach hut' storage units, a bright corner sofa and sky design blinds for the playroom as well as a pain and distraction unit for the treatment area, portable DVD players and five toy towers.



Grease film boosts SCBU Appeal

Trust charity Over and Above's current appeal aims to raise £250,000 to buy

new equipment for the special care baby unit (SCBU) at North Devon District Hospital to support our most vulnerable and sick young patients.

Thanks to the overwhelming support of the people of North Devon and beyond, the appeal has raised over £140,000 so far.



The priority is to buy three Drager neonatal ventilators, which cost £45,000 each.

The SCBU staff recently trialed the ventilator and the fundraising team couldn't resist encouraging them to join them in making a spoof film of 'You're the One That I Want' from the musical Grease, which you will be able to see soon on the charity website at www.overandabove.org.uk.

The charity organises lots of fun and adrenaline-fuelled fundraising activities for SCBU, the Seamoor Unit and many other hospital departments throughout the year.

Over and Above is celebrating its annual Purple Day on 8th July.

To find out more about Over and Above and its fundraising events, visit the website, call the team on 01271 311772 or e-mail ndht.charity@nhs.net.



Seamoor Unit celebrates first birthday

The new chemotherapy and day treatment centre at North Devon District Hospital has celebrated a busy first year and its first birthday. Since it opened at the end of March 2015, the Seamoor Unit has seen more than 10,000 patients, divided equally between its oncology and haematology services. The £2.5million unit was made possible thanks to the success of the Chemotherapy Appeal, a four-year fundraising campaign. Photo courtesy of North Devon Gazette.



A DAY IN THE LIFE OF THE PATHFINDER TEAM

By Andrea Beacham, engagement lead

The Pathfinder Team provides an important service in getting patients to the right place at the right time. I spent some time shadowing the team.



Members of the pathfinder team

Initially, I was introduced to the team co-ordinator, who makes sure each patient gets the right support by allocating the appropriate team member. This depends on whether the patient is assessed as needing:

- complex discharge (for someone with complex health and/or social needs that may need a package of care to support them at home or in a residential/nursing home)
- bed transfer (to community and other hospitals)
- fast track (when a person is entering the terminal stage of illness or they are felt to be within the last three months of life)
- rapid discharge (when the patient is approaching the last three days of life and wishes to go home)
- social care
- urgent care – hospital discharge (when patients are medically fit for discharge but need non-medical support at home)
- urgent care – community (when patients are unable to manage at home without support but do not require admission to hospital). The team responds within two hours.

I then had the chance to accompany Alex, an occupational therapist, on two patient visits. The first was to a patient in his early nineties who had fallen over the night before and attended A&E. There was no need for him to be admitted to hospital but the A&E team requested a member of the team check in on him the next day.

The patient and his family were expecting Alex and welcomed him in. He'd spoken to them in the morning and knew the patient was sharing his wife's walking aid, so had brought another one for him. Alex checked the patient's blood pressure sitting and standing, his oxygen saturation, and then measured him for the walking aid and observed him walking through the house with it. He asked the patient and his family if they had any concerns. The patient's wife said he sometimes looks wobbly when he gets up to start walking. Alex suggested that when he stands he counts to ten before starting to walk so he can sit back down if he feels wobbly. The patient said that was good advice and that he would do that. Alex let them know that the community team would call in the next day to see how he was getting on.

The second visit was to a patient who had come into A&E the previous day with a pain in her hip without any

obvious cause. It had been x-rayed, but nothing was found so she was discharged. The A&E team requested that the pathfinder team follow this up.

During the visit, Alex agreed with the patient and her husband that, whilst that was being followed up by her GP, carers would visit in the mornings to help her get out of bed and downstairs.

Back at North Devon District Hospital, I accompanied Ruth Howard, a complex discharge nurse who was supporting a patient in his last days of life, and his family. Ruth explained that the patient and his family wanted him to be able to end his life at home. She was aiming to provide a 'rapid fast-track discharge' which meant that within six hours the patient could be taken home with everything arranged such as transport, equipment and care.

She explained to the family what they should expect, how they could manage pain and control symptoms, and the community nursing and out of hours support available to them.

I came away from the visits with an appreciation of the complex nature of the work the pathfinder team do and the varied skills required to do it. Alex undertook tasks outside of his usual role of an occupational therapist, so the patient got a holistic assessment without the need for multiple visits from different healthcare professionals. I was struck by Ruth's determination to fulfill the wishes of her patient. The personal passion to do what is right for patients and families was what really stood out and I would like to thank Andy, Ruth, Alex and the team for being so welcoming.

For the full version of this story, please visit www.northdevonhealth.nhs.uk/category/press-releases



From left: Alex, Andrea and Ruth

Campaigns and events

Trust joins campaign to enable carers to stay with dementia patients in hospital

The Trust has joined a national campaign which supports the rights of carers to stay with patients with dementia in hospital.

John's Campaign was officially launched on the wards at North Devon District Hospital and in our community hospitals in March.

The campaign promotes the rights of carers of patients with dementia and similar conditions to stay with their loved ones, and be involved with their care if they would like to be.

The Trust already had flexible visiting in place, but being part of John's Campaign means carers are now invited to stay with their loved ones whenever they want to.

It also means carers are now given the opportunity to be involved with the care of their loved ones in a practical way.

Nurses will ask families and carers, at the point of admission to hospital, whether they have been caring for the person being admitted and if they would like to continue to be involved in their care.

They will also make sure any advice the family and carer can give is written down in the patient's care plan, and that everybody within the multidisciplinary team caring for the patient knows that the family and carer are partners in care.



Chemotherapy training event

The Seamoor Unit at North Devon District Hospital held a Chemotherapy Revalidation Day at the Barnstaple Hotel, aimed at improving knowledge, developing skills and promoting joined-up working between teams.

The King's Fund conference

Andrea Beacham, the Trust's engagement lead, and Dr Andrew Moore, consultant psychiatrist for the Devon Partnership NHS Trust, were invited to speak at a conference led by The King's Fund in London called 'Moving towards place-based systems of care', about the success of the One Ilfracombe partnership that brings together the public, private and voluntary sectors.



Nutrition and Hydration Week

Patients at North Devon District Hospital and community hospitals were able to try different foods as part of Nutrition and Hydration Week, including a cream tea as part of a Global Tea Party.



The Global Tea Party at NDDH

Parkinson's Awareness Week

The Trust held two successful events for patients, families and carers – in Torrington and Axminster – as well as a conference in Braunton for healthcare professionals, to tie in with Parkinson's Awareness Week.



Parkinson's Day at Torrington

Dementia Awareness Forum

During Dementia Awareness Week, the Northern Devon care homes team held a forum inviting key speakers to raise awareness and improve dementia care within North Devon.

The team has just been shortlisted for the national Patient Safety Awards 2016.



Care homes team



Boardroom Bulletin



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

Supporting the Success Regime Case for Change

The Case for Change is a document published as the first stage in the Success Regime in Northern, Eastern and Western Devon.

We unanimously agreed to endorse the Case for Change on behalf of the Trust at our board meeting in April.

The document highlights the key issues and challenges facing the local NHS and a number of opportunities to transform services.

The Case for Change sets out a compelling case for what needs to change and why to ensure the NHS delivers clinically and financially sustainable health and care services for people in Northern, Eastern and Western Devon.

It is vital that everyone understands the challenges facing the NHS in Devon and that we all work together to plan how to maintain and improve services for patients across the county.

The Trust is committed to playing its part in this process.

Our clinicians are working with partner organisations in the Success Regime to identify the solutions, and we will be involving staff, stakeholders, patients and the public every step of the way.

Update on Eastern community services

We reported in the last edition of Pulse that the Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) had agreed to proceed towards awarding the contract for community services in its Eastern locality to the Royal Devon and Exeter NHS Foundation Trust (RD&E).

Our Trust has run these services, which include 12 community hospitals and a network of community nursing and therapy teams, since April 2011.

Subject to further due diligence and contract negotiation, the process is due to be completed in time for the services to be taken on by the RD&E in the autumn.

I would like to echo previous comments by our chief executive, Dr Alison Diamond, by saying it has been a great honour to work with all the health and social care teams in the Eastern locality for the past five years.

We have achieved a great deal together, learning from each other all the time, and we wish all the staff leaving us the very best in the future.

This is a significant undertaking and I would like to thank everyone involved for their hard work – on top of day-to-day duties at an already busy time – to ensure the transition goes ahead smoothly and safely.

For more details and minutes of all our board meetings, visit the Trust website at www.northdevonhealth.nhs.uk/category/trust-board-meetings.

Other discussion points

As well as the topics mentioned earlier in the Boardroom Bulletin, we discussed a number of other matters at our meeting in April.

- The Trust has won a number of awards in recent weeks, including for the Northern Devon care homes team and for our work with apprentices, while our results in the NHS Staff Survey were excellent. Well done to everyone involved. See the earlier pages of this magazine for more details.
- Despite pressures in the system, we continue to cope well and meet the majority of our performance targets. The indicators for stroke and cancer care and diagnostics made for positive reading and I know staff are working hard to address areas where we could improve.
- The Trust has carried out a review into our mortality rates to ensure they are in line with the national picture. In a separate report by leading healthcare analyst Dr Foster, we performed significantly better than the national average in terms of mortality data and how long patients stay in hospital.
- A national report into end-of-life care highlighted poor access across the country. We are working closely with North Devon Hospice to provide a more seamless service locally and have produced a detailed end-of-life action plan, which is being implemented.
- Our use of agency staff continues to reduce and the rate of 1.4% of the total workforce was the lowest we have seen since April 2014. There were now 34 vacancies, compared with 100 at this stage last year.

The Trust has carried out a review of nurse staffing levels to provide the board with assurance that the care delivered to patients is appropriate, reflects our values and supports a reduction in reliance on using agency employees.

Financial position

I would like to let you know about the Trust's final financial position at the close of last year. The Trust started the year with a plan that projected a surplus of £2.3m, however it became evident through the year that the Trust was spending too much on agency staffing and this was impacting our ability to end the year in financial balance. We took immediate action to reduce our agency spend, while ensuring we had sufficient staff to maintain safe services. These plans were monitored closely and the Trust finished the year reporting an over-spend for the year of £4.6m. This is the first time for many years that NDHT has recorded a financial deficit at year end and this demonstrates the scale of the financial challenge we are facing across Devon.

No Smoking Day

For No Smoking Day the Trust urged local people to take their first step towards giving up the habit for good by contacting the Devon Stop Smoking Service, which we manage, for support.

You can contact the Service by calling 01884 836024 or emailing ndht.stopsmoking@nhs.net.



Ladywell Unit artwork competition

The Trust teamed up with local charity Care for Kids to run a photographic competition for amateurs and professionals, with the best images of coastal scenes put on canvas to brighten up the stairwell in the Ladywell Unit at North Devon District Hospital (photo courtesy of the North Devon Gazette).



International Nurses Day

The Trust marked International Nurses Day with an event in the lecture theatre at North Devon District Hospital to celebrate advances and innovations in our nursing and midwifery practice.



New mobile app for parents

The Trust has linked up with the Northern, Eastern and Western Devon Clinical Commissioning Group, Royal Devon and Exeter NHS Foundation Trust and Plymouth Hospitals NHS Trust to launch a new mobile app that gives parents up-to-date advice about common childhood illnesses and how to treat them.



The HANDi paediatric app – developed by Taunton and Somerset NHS Foundation Trust – is now available to download for free onto any Apple or Android smartphone or tablet.

The app has been designed as a way to reduce the number of children and young people who visit A&E but need no treatment.

Nurse trained by top lymphoedema specialists

Georgina Martin, a lymphoedema specialist practitioner for the Trust, has successfully undertaken three months of training with two award-winning specialists.

Georgina travelled to Wales for theory and practical sessions with Melanie Thomas and Cheryl Pike.

She undertook training in manual lymphatic drainage (MLD) and specific multi-layered lymphoedema bandaging (MLLB).

Georgina achieved top marks in her group and is now able to perform the Casley Smith form of treatment.



Theatre storage areas refurbished

Medstor has completed a major project to refurbish the anaesthetic rooms, prep rooms and surrounding storage areas of seven operating theatres at North Devon District Hospital.

Medstor installed a variety of products, including base and wall cabinets, worktops and full-height cabinets.

Maureen Rothery, acting deputy theatre manager for the Trust, said: "The new Medstor units have improved the patient environment and allowed the department to organise its stock-holding levels and improve stock rotation."



Research success in North Devon

The first patient in the country has been recruited by North Devon nurses to a health research study using text messaging with the aim of reducing sexually transmitted infections in young people.

Involving you

Help us make services better



There are a number of ways people have been involved in the work of the Trust so far in 2016 and we always welcome this involvement. It can be on a personal level, where service users tell us about their experience using our services, on an on-going basis, through attendance at such groups as our Involving People Steering Group, or it could be on a specific subject where we attend meetings in our communities.

The main item on last month's Involving People Steering Group was an update about the Success Regime and the Trust's plans as a result of this for the upcoming year. This is detailed on the front page of this edition of Pulse.

Also at the meeting, one of the members suggested that discharges from hospital were sometimes delayed due to having to wait for medication and so the Trust's chief pharmacist has agreed to attend an upcoming meeting to update the group on the work that is actively taking place around this. The group were very supportive of the launch of John's campaign (see page 9) and wanted to be kept updated on this.

The Trust, in partnership with the CCG, has been supporting the development of health and wellbeing 'hubs' in communities. The CCG held a stakeholder event with community representatives across North and East Devon on 26 January to help inform the CCG's strategy and implementation plan for hubs. At this meeting and in those that have taken place in communities themselves, 'place-based systems of care' have been introduced. In essence, this is where communities identify their assets (people, organisations, buildings and community places), and consider how best to use these collectively to address their own neighbourhood's individual health and wellbeing needs. The next steps are to identify a small number of communities to pilot this approach initially.

If you would like to get involved in any of the ways described above, please contact Andrea Beacham on 01271 313971 or email andrea.beacham@nhs.net.

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.

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Learning from patient stories

All of our board meetings begin with a patient story to highlight and learn from the experiences of patients and carers.

In April we heard an account from Jayne Poole about her experience of NHS care over 19 years.

This included making 10 separate visits to A&E at North Devon District Hospital, followed each time by a week-long stay as an inpatient, which had a detrimental impact on her life.

Although admitted due to cellulitis, over time Mrs Poole believed she may have a condition called lymphoedema and felt her concerns weren't considered as closely as they could have been.

She was later referred to the North Devon lymphoedema team, which confirmed a diagnosis on her first appointment.

While she has been very happy with the service received from the lymphoedema team, which has helped her to manage the condition and significantly improve her quality of life, there are lessons to be learnt from the experiences that preceded the diagnosis.

Mrs Poole has helped to create a video of her story and has agreed to allow us to use it for staff training.

The Trust is planning a campaign to raise awareness of lymphoedema among staff and the wider healthcare community.

We will no longer be sending Pulse by post to everybody on our contact list. We know some of you no longer want to receive our newsletter, and in some cases we are sending it to the wrong place because the subscriber has changed their address.

Making sure we are only sending it to those of you who need to receive it by post is better for the environment and saves money for the NHS.

Printed copies will still be available in the reception of North Devon District Hospital, in community hospitals and in local GP practices, and Pulse will continue to be published on our website.

If you would like to receive an electronic copy by email, please send your name and email address to ndht.communications@nhs.net. Make sure you put 'Pulse' in the subject of the email.

If you, or a friend or relative, would still like to receive a copy by post, we are more than happy to arrange this. Please let us know by calling the communications team on 01271 311575.

Get in touch

If you have a suggestion or submission for future editions of Pulse, please call the communications team on 01271 311575 or e-mail ndht.communications@nhs.net.