

# Inform

Shropshire Community Health NHS Trust's Staff Newsletter

## Protecting your patients, family and friends against the flu

### Help to protect your patients, family and friends by vaccinating yourself against the flu.

Getting the flu vaccination is an important part of helping to reduce the spread of this illness at work and at home. There are very good reasons for staff to be vaccinated against influenza:

- It protects the patients you care for, who are much more vulnerable to flu
- It also protects you, your family, your friends, and the people you work with

This year we have recruited a team of Flu Champions who will not only be promoting the importance of having the vaccination to staff, but who can also give the vaccine as well. This will help us to reach as many of our staff as possible, many of whom are spread across the county and are not able to attend the drop-in clinics being set up by the Occupational Health Team. Look out for their names on notice boards at the Community Hospitals and various locations around the Trust. Also, the more people who sign up to be Flu Champions and help us reach as many members of staff as possible the better.

When they can, the Occupational Health Team and Rachael Allen's Infection Control Team will also be offering the vaccine at various meetings/training sessions in an attempt to ensure as many staff as possible have the opportunity to get vaccinated. If you work within a busy team and you think it may be difficult for you and your colleagues to access the vaccine please let Occupational Health know. Occupational Health could visit you and your team at your place of work or arrange for you to be able to vaccinate each other.

As a thank you for helping to fight the flu and take an extra step towards excellent patient care, everyone who has the vaccination will be entered into a prize draw with a chance to win shopping vouchers for various stores - which could come in handy for Christmas!

It's important if you have had the vaccination at your GP to let Occupational Health know so you can be included in our uptake figures and entered into the draw too.

If you have any queries, questions or concerns regarding the flu please contact Occupational Health on 01743 283280.

**Clare Guerreiro, Business Manager - Occupational Health Service**



**Find out more details about where you can get you flu jab inside this edition of Inform**

## Have the flu jab as soon as possible and encourage those around you to do the same.

Occupational Health is running drop-in clinics around the county for staff – the dates, times and locations are given below:

### Ludlow Hospital

- Thursday, 20 November, from 2pm to 5pm

### Whitchurch Hospital

- Thursday, 13 November, from 2pm to 5pm

### Bridgnorth Hospital

- Thursday, 20 November, from 2pm to 5pm

### Halesfield 6, Telford

- Tuesday, 11 November, from 10am to 1pm
- Friday, 21 November, from 2pm to 5pm

### Oswestry Health Centre

- Monday, 17 November, 2pm to 5pm



**CATCH IT**   
Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**BIN IT**   
Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

**KILL IT**   
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

## FLU FACTS

For the majority of people who catch it, flu is unpleasant but not life threatening. However, for some it can lead to chest infections, severe complications and even death. Globally, seasonal flu accounts for about three to five million causes of severe illness per year and between 250,000 and 500,000 deaths.

**The vaccine is one of the safest in the world:** Seasonal flu vaccine is given to millions of people in the UK each year. The specific strains of flu that are included may change from one year to the next, but vaccines are still thoroughly tested and are safe.

**The flu jab can't give you the flu:** It is impossible to get flu from having the flu jab because the vaccine doesn't contain live viruses. A very small number of people experience side effects such as aching muscles, but this is simply their immune system responding to the vaccine.

**Health professionals need to protect patients:** Vaccination isn't just about keeping yourself safe, it's about protecting your colleagues, your family and your patients. You can carry and pass the virus on to others without having any symptoms yourself, so even if you consider yourself healthy, you might be risking the lives of others.

**You need the vaccine every year:** If you were vaccinated last year, you helped to fight the flu and took an extra step towards excellent patient care. Please do the same again this year as you won't be protected against the new strains of circulating flu.

**Hand washing is very important, but it won't stop flu:** It is vital to follow universal infection prevention procedures and wash your hands, but once flu has been passed on to your family, colleagues or your patients, clean hands won't keep flu at bay.

**Anyone can get the flu:** One of the most common reasons staff give for not getting vaccinated is 'I've never had flu before'. There's no such thing as natural immunity to influenza. With new strains circulating this year, it's best to get vaccinated against flu.



Helen Russell from Occupational Health promoting the campaign

**2** For more information contact Occupational Health on 01743 283280.

# Trust Board Profiles:

## Getting to know our Directors

*Each month we will be helping you to find out a little bit more about members of the Trust Board. This month we have been speaking to Mike Sommers, Non-Executive Director & Deputy Chairman.*



### **Describe your main duties.**

Through Board and Committee meetings a Non-Executive Director's main duty is to listen to the Executive Team's reports on the current state of the Trust and their plans to move things forward in order to help provide all of our stakeholders with confidence that public money is being well spent and that a real contribution is being made to the continuing health of the people of Shropshire.

Non-Executives also represent the Trust at as many relevant outside meetings of our stakeholders and other interested parties as possible.

### **What is the most important aspect of your work?**

My biggest contribution to the role is through my chairmanship of the Resource and Performance Committee, which monitors our financial well-being and tracks proposals for new business developments and capital expenditure.

### **What's the strangest job you've had and why?**

Way back I was the marketing manager for Lucozade in the days when they weren't allowed to talk about themselves as an energy drink. All we could say was that it "aids recovery" and had lots of soppy pictures of sick children in bed.



### **If you could change places with someone for the day who would that be?**

Stephen Fry (that is, assuming that I got to keep his talent while I was substituting).

### **Where is your favourite place?**

I semi-retired to Shropshire three years ago because this is my favourite place!

### **Strangest experience?**

Attending a James Bond premiere (when I ran a chain of cinemas) and being mistaken for Robbie Coltrane.

### **Favourite food?**

Indian, though my low carb diet means it's been a rare treat recently (dieting in an attempt to stop looking like Robbie Coltrane).

### **Favourite pastime?**

Watching Manchester United (though recently I'd hardly describe that as a pastime!) and genealogy research.

### **Favourite film?**

Raiders of the Lost Ark.

### **What would be the title of your autobiography?**

Time Wounds all Heels.



## Supporting European Antibiotics Awareness Day 2014 in Shropshire



Later this month staff will be supporting European Antibiotic Awareness Day 2014 to help tackle the rise in antibiotic resistance, which is described as being one of the most significant threats to patient safety.

The aim of the annual awareness raising campaign, which takes place on 18 November, is to encourage people to use antibiotics exactly as prescribed and only when needed. To help promote these important messages locally, information and display stands will be in place at the four community hospitals in Bishop's Castle, Bridgnorth, Ludlow and Whitchurch, and the Trust headquarters at William Farr House in Shrewsbury, over the coming weeks.

Rita O'Brien, Chief Pharmacist at Shropshire Community Health NHS Trust, said: "Increasing resistance to antibiotics is one of the most significant threats to patient safety, and one that local people can help do something about. The problem comes from both people overusing antibiotics and them being prescribed inappropriately. To slow down the development of antibiotic resistance it is important that people use antibiotics in the right way – this means using the right dose of the drug at the right time. People should always take antibiotics as they are prescribed and never save them for later or share them with others."

Everyone can play an important role in decreasing antibiotic resistance:

- *Follow your doctor's advice when taking antibiotics.*
- *When possible, prevent infection through appropriate vaccination.*
- *Wash your hands and your children's hands regularly, for instance after sneezing or coughing before touching other things or people.*
- *Always use antibiotics under medical prescription, not using "leftovers" or antibiotics obtained without a prescription.*
- *Ask your pharmacist about how to dispose of the remaining medicines.*

There is also some advice for healthcare staff prescribing antibiotics:

- *Prescribe antibiotics only when necessary, according to evidence-based guidelines. When possible, prescribe an antibiotic that is specific to the infection and not "broad spectrum".*
- *Explain to patients how to relieve symptoms of colds and flu without antibiotics.*
- *Advise patients why it is important that they comply with the treatment when they are prescribed antibiotics.*

More information about antibiotics and antibiotics awareness can be found on the NHS Choices website at: [www.nhs.uk](http://www.nhs.uk)

The European Antibiotics Awareness Day website can be found at: <http://ecdc.europa.eu/en/eaad/Pages/Home.aspx>

## World Diabetes Day 2014

Staff will be uniting for diabetes again on World Diabetes Day 2014, 12 months after the inaugural launch of our Think Glucose Champions initiative by the community Diabetes Specialist Nursing Service.

This year the theme is 'Healthy Living and Diabetes'. It aims to focus on the importance of starting the day with a healthy breakfast to help prevent the onset of Type 2 diabetes and effectively manage all types of diabetes to avoid complications.

Skipping breakfast is associated with weight gain one of the risk factors associated with type 2 diabetes. Being Overweight or obese accounts for 80% of all new diabetes cases. Eating a healthy breakfast can help decrease the risk of developing Type 2 diabetes.

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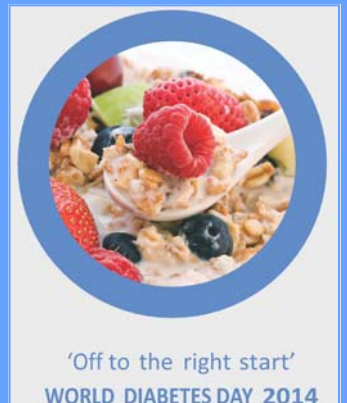
In England:

- **400 people are diagnosed with diabetes every day**
- **17 people every hour**
- **3 people every 10 minutes**

In Shropshire about 24,000 have Type 2 diabetes.

To support the day members of the Diabetes Specialist Nursing Service will be at the Shropshire Education and Conference Centre promoting the campaigning and sharing information with members of the public and other healthcare professionals. For more information visit:

[www.idf.org/worlddiabetesday/about](http://www.idf.org/worlddiabetesday/about)





## Helping to care for more people in their own homes

### After a successful first year in operation we have now extended our Integrated Community Services (ICS) to cover the whole of Shropshire (excluding Telford & Wrekin).

Initially, this service was set up with Shropshire Council to serve the Shrewsbury and Atcham (Central) area, but has now been rolled out to cover the whole of Shropshire.

The Central region ICS team was created as a pilot last winter to make it easier for people who were well enough to be cared for in their own home or elsewhere in the community to leave hospital. The team brings together specialists such as Nurses, Therapists, Social Workers and Voluntary Sector colleagues, who work with people to leave hospital; addressing their specific care, reablement or rehabilitation needs.

#### Key Features of the ICS Operational Model

ICS brings together health and social care, along with community and voluntary services, to provide a more focussed service for complex patients to help avoid an admission to, or support a discharge from hospital.

The service provides assessment, rehabilitation, reablement and treatment (or recovery) in the community. Maintaining people at home when they become ill or supporting their discharge home to assess will be the main aim of the service. Home refers to normal place of residence.

People will be provided with the necessary support to maximise their independence and recover from illness or injury before being assessed for their longer-term health and social care needs. The approach should always be based on building independence in a sustainable way to avoid any unnecessary dependence on the service. Self-management and responsibility will be a key part of this approach.

#### The exclusion criteria for the service are:

- *Patients under 18 years of age*
- *End of life patients*
- *Patients where only a nursing/nursing EMI placement will meet their needs and there is no potential for improvement*
- *Patients where existing arrangements can be restarted without further assessment*
- *Referrals into the service*

Expanding this service will also roll out and streamline the referral process for patients as they access the ICS team through the Single Point of Referral (SPR) service on 01952 607788. This means just one phone call to arrange for a patient's health and social care needs to be assessed. Healthcare staff making referrals will not notice a change as they will still use the SPR service to make the initial referral.

The service will operate 7 days-a-week all year round. The main features are:

- *The SPR will operate from 8am until 6pm Monday to Friday and 8am 5pm Weekends and Bank Holidays.*
- *Service response times vary according to patient need and include: 1-hour, same day, or 24-hour response, urgency will be indicated by the referrer. Last response time for same day response will be 3:30pm.*
- *Discharge from a hospital setting including Community Hospitals will be facilitated within 24 hours of the patient being declared Fit for Transfer.*



**Sam Townsend,  
Team Leader for  
South ICS Team**

*“When the team started it was quite tough at times as health and social services traditionally have different ways of working and thinking about things, but we quickly realised that if we listened carefully to each other we could come up the best of the best of both us.*”

*“I am pleased that we are able to expand this service as it really is focusing on keeping our patients in the best possible place to get better, or stay as well as they can. It means they are not spending time in hospital when they don't have to, and means that the hospitals have the capacity they need to cope with the increased number of emergency admissions they are likely to see during the winter months.”*

Shropshire Community Health NHS Trust

# Safeguarding

The following are key Safeguarding messages to be aware of from the Safeguarding Group...

## Do infant car seats pose a risk?

Locally, some parents are reporting that some health professionals are advising them to put their babies in infant car seats to help them settle/sleep when they are unwell (snuffly/cough etc...).



In January 2014, The Lullaby Trust Grantholder Dr Andrew Bamber and colleagues published in the Journal of Forensic Science, Medicine and Pathology: Exploring sudden unexpected deaths in Infants (SUDI) associated with car seats.

The study looked back at an autopsy database and identified 14 car seat-associated deaths from a total of 1,465 infant autopsies. Deaths associated with car seats were concluded therefore to be uncommon. Where deaths did occur, the majority (10 cases) occurred while car seats were being inappropriately used, for instance, as an alternative to a cot or high-chair. The remaining four cases involved infants who had a medical underlying cause of death, suggesting that increased care be taken in using car seats with babies who suffer from a medical condition. The authors also conclude that although infant deaths in car seats are rare, it is highly recommended that seats be used only for transport and not as alternatives to cots or high-chairs. There did not appear to be a risk of unexpected death for a healthy baby transported appropriately in an infant car seat.

The Lullaby Trust therefore reiterates its advice to sleep babies in their own sleep surface which is firm and flat. Babies should however always use a properly designed and well-fitted car seat when in a car, and parents should check the manufacture's guidelines on their use.

### THINGS YOU CAN DO:

- *Always place your baby on their back to sleep*
- *Keep your baby smoke free during pregnancy and after birth*
- *Place your baby to sleep in a separate cot or Moses basket in the same room as you for the first 6 months*
- *Breastfeed your baby, if you can*
- *Use a firm, flat, waterproof mattress in good condition*

### THINGS TO AVOID:

- *Never sleep on a sofa or in an armchair with your baby*
- *Don't sleep in the same bed as your baby if you smoke, drink or take drugs or are extremely tired, if your baby was born prematurely or was of low birth-weight*
- *Avoid letting your baby get too hot*
- *Don't cover your baby's face or head while sleeping or use loose bedding*

## Female Genital Mutilation (FGM) free online training endorsed by the Home office

### Who is this course for?

This course is useful for anyone who is interested in gaining an overview of FGM, particularly frontline staff in healthcare, police, Border Force and children's social care.

### What will you learn?

Throughout the course, we follow Hope as she encounters the key issues relating to FGM and we see how they affect her throughout her life. The training will help a wide range of professionals to identify and assist girls who are at risk of FGM.

Sign up for the free online training by visiting: [www.fgmelearning.co.uk](http://www.fgmelearning.co.uk)

For further information: [www.shropscommunityhealth.nhs.uk/rte.asp?id=11094](http://www.shropscommunityhealth.nhs.uk/rte.asp?id=11094)

## Use of Social Media

Staff are reminded to make sure they are familiar with their professional standards when it comes to using social media, and also be aware of their privacy settings and information they share in public. More information can be found at: [www.hcpc-uk.org/Assets/documents/100035B7Social\\_media\\_guidance.pdf](http://www.hcpc-uk.org/Assets/documents/100035B7Social_media_guidance.pdf)

## Safeguarding Boards

Staff can find further information about Safeguarding from the websites of both the Shropshire and the Telford & Wrekin Safeguarding Boards.

Shropshire Safeguarding Children Board: [www.safeguardingshropshireschildren.org.uk/scb/](http://www.safeguardingshropshireschildren.org.uk/scb/)

Telford & Wrekin Safeguarding Children Board: [www.telfordsafeguardingboard.org.uk/](http://www.telfordsafeguardingboard.org.uk/)

# Capturing your thoughts and ideas in pictures

Thank you to everyone who joined us for our Reviewing the Year and AGM event, which was a real success.

The event, at the Holiday Inn in Telford, was really well attended and featured a range of displays and presentations from patients, partners and staff.

One of things we did at the event at the end of September was to capture the thoughts and conversations of the people who attended on canvas, and try to visually present what people think about the Trust and the services we provide.

You can see a couple of the images here, which were captured by the artist Pen Mendonca on the night.

The rest can be found in the news section of the Trust website.



Shropshire Community Health NHS Trust AGM 2014, graphics by Pen Mendonca



Shropshire Community Health NHS Trust AGM 2014, graphics by Pen Mendonca





## Reporting Risks

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*Improving care*

## Risk of the Month - Risk Assessment and Review

Each month in *Inform*, Risk Manager Peter Foord focuses on a particular topic and explains why it's so important to report and manage the risks.

### Risk Assessment and Review

We have previously looked at risk reporting, and how staff can contribute in reporting concerns and risks. This month we look at what is required from a legal perspective.

#### The law!

Health and Safety legislation requires employers to make a "suitable and sufficient" assessment of risks to staff, and any other person affected by the work undertaking. Employers must then put into place "measures" to manage the risk, and must record the significant findings.

Many staff look at this and think immediately of traditional health and safety risk, such as lone working for community staff. Whilst this is very important we are also required to look at clinical aspects of risk, such as risks associated with treatment, medical equipment and medicines.

There are many examples of inappropriate risks assessment, so much so that the Health and Safety Executive has formed a Myth Busters Challenge Panel, chaired by its Chief Executive, which looks at cases reported in the media where assessment has been inappropriately used.

We must ensure that assessments are carried out for significant risks, i.e. where the controls we put in place are essential for the management of the risk and not trivial or inappropriate.

#### How are these recorded

Over the last year all areas have been required to enter their significant risks, along with associated risk controls onto the Datix risk register. All staff can get involved in this by participating in decisions made as part of the assessment. Team leaders and managers must share the assessments with staff, team meetings are an ideal forum for sharing and discussing risks.

#### Risk Review

As well as identifying and assessing the risks we are legally required to review risks when they are suspected to be no longer valid, or if significant changes to the work have been made. Whilst no time period is set it is good practice to review risk annually.

Risk assessment and review is an essential component of good risk management. It can also provide valuable evidence that risks have been appropriately identified and management when legal action is taken against the Trust.

For further information, please contact Peter Foord/Anita Bishop on 01743 277660 or at [peter.foord@shropcom.nhs.uk](mailto:peter.foord@shropcom.nhs.uk) or [anita.bishop@shropcom.nhs.uk](mailto:anita.bishop@shropcom.nhs.uk)



## News in Brief

- Thank You:** Thanks have been given to staff who responded to a request for suggestions about how we can make some simple CIP savings. Five people suggested stopping payslips being sent to home addresses, which we did, and this helped us to save £6,000 a year. Those members of staff were Karen Truslove (Charlton Street Health Visitor), Angela Cook (Diabetes Nursing Manager), Jaqueline Anwar (Dawley Health Visitor), Kit Pool (School Health), and Julie Cameron (Health Visitor).
- Fire Walk With Me:** Andrew Thomas (Clinical Services Manager) is planning to take part in a charity fire walk at the Labour in Vain at Yarnfield on Friday, 7 November, to raise funds for Little Heroes Cancer Charity . If you would like to sponsor Andrew before or after the event you can contact him at: **Andrew.Thomas@shropcom.nhs.uk**
- Sing Along:** Staff are being invited to join an early evening singing group for local NHS staff. There are no auditions, and a taster session will be taking place at The Redwoods Centre Reception Area in Shrewsbury on 27 November at 6pm.
- Congratulations:** Well done to Julie Harris (Safeguarding Nurse) who not only passed her MA in Childcare Law , but was also presented with the Brown Jacobson Solicitors Prize by Keele University for having the best dissertation.

**BIKES** for

**STAFF**

### TAX EFFICIENT CYCLE TO WORK SCHEME

Brand New Bicycles and Easy Reductions through Payroll!



# Available Now!

**Q. Why is my employer running the scheme?**  
*A. The scheme is part of the government's Green Travel Plan, to encourage employees to ride a bicycle to work and help reduce congestion and environmental pollution.*

**Q. How does the scheme work?**  
*A. You will be given the use of a brand new bicycle in return for a reduction in your salary over a twelve month period (or time remaining on your contract if fixed term).*

**Q. Why should I join the the scheme?**  
*A. Not only will you be taking advantage of a Tax Efficient bicycle, making savings on Income Tax and National Insurance contributions, you will also benefit from spreading the cost over twelve months (or time remaining on your contract if fixed term) direct from your salary with **no interest charges!** The bicycle must be used mainly for work journeys, but there is no need to keep records of these journeys. The bicycle can also be used recreationally by you and any member of your family.*

**Q. Which bicycles are on offer through the scheme?**  
*A. Any make and model is available through participating local bike shops (contact Bikes for Staff for a list of participants). In addition a wide range of road, mountain, hybrid and folding bikes can be sourced by mail order.*

**Q. When will I receive my bicycle?**  
*A. You will usually receive your bicycle within 4 weeks of placing an order, after your order has been authorised by your employer*



For further information go to:

**www.benefitsbrochure.com**

Or call Connected Benefits on: **01252 784540**

# Information Governance

## An update on how we manage information at the Trust

*Information Governance (IG) is the way in which the NHS handles all information and in particular the personal and sensitive information of patients and staff. Following strict IG guidelines enables us to ensure that personal information is dealt with legally, securely, efficiently and effectively, in order to deliver the best possible care to our patients.*

## **Caldicott Guardian: The 'conscience' of the Trust**

A Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing.

Each NHS organisation is mandated to have a Caldicott Guardian. The Guardian plays a key role in ensuring that NHS, Councils with Social Services Responsibilities and partner organisations satisfy the highest practical standards for handling patient identifiable information.

Steve Gregory, Director of Nursing and Operations, (pictured) has just taken over as the Trust's Caldicott Guardian. Acting as the 'conscience' of the Trust, the Guardian will actively support work to enable information sharing where it is appropriate to share, and advise on options for lawful and ethical processing of information.



The Caldicott Guardian has a strategic role, which involves representing and championing Information Governance requirements and issues at Board or management team level and, where appropriate, at a range of levels within the Trust's overall governance framework.

This role is particularly important in relation to the implementation of national systems and the development of Electronic Social Care Records and Common Assessment Frameworks.

The 7 Caldicott Principles (revised in September 2013 following the Caldicott 2 Review\*) are:

### **Principle 1. Justify the purpose(s) for using confidential information**

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

### **Principle 2. Don't use personal confidential data unless it is absolutely necessary**

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).

### **Principle 3. Use the minimum necessary personal confidential data**

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

## Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

## Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

## Principle 6. Comply with the law

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

## Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

### For additional information:

Caldicott Guardian HSCIC Webpage: <http://systems.hscic.gov.uk/data/ods/searchtools/caldicott/index.html>

\*Caldicott 2 Review "Information: To share or not to share? The Information Governance Review" <http://systems.hscic.gov.uk/infogov/links/cald2rev.pdf>

## Raising Awareness on Information Governance

Staff can find more information and useful resources around information Governance on the Information Commissioner's Office (ICO) website. Some of the topics covered include:

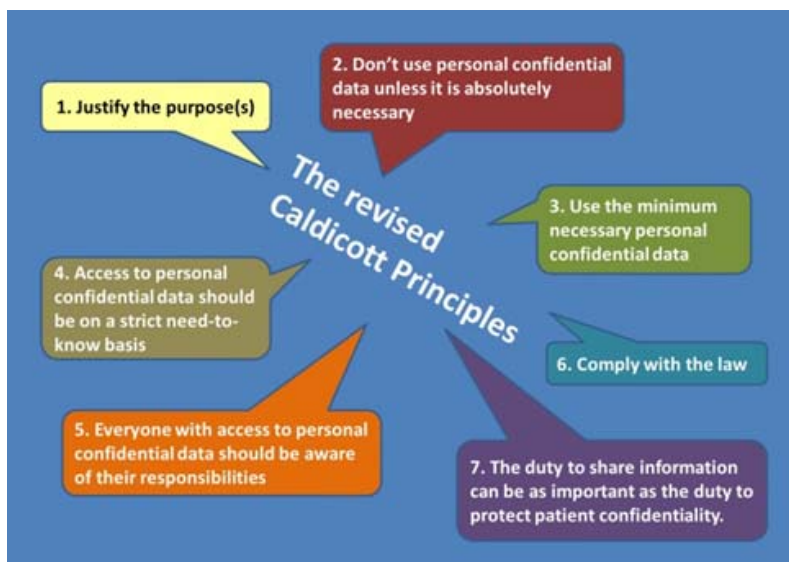
### **What security measures should I take to protect the personal data I hold?**

[http://ico.org.uk/for\\_organisations/data\\_protection/security\\_measures](http://ico.org.uk/for_organisations/data_protection/security_measures)

### **Data Protection: Subject Access Requests – are you Access Aware?**

[http://ico.org.uk/for\\_organisations/training/access-aware-toolkit](http://ico.org.uk/for_organisations/training/access-aware-toolkit)

For further guidance please contact the IG Team by email at [data.protection@shropcom.nhs.uk](mailto:data.protection@shropcom.nhs.uk), or call 01743 871968 (Sarah Hirst, Project Support for IG) or 01743 871998 (Gill Richards, IG Lead).





# NHS Staff Survey 2014

**You should soon be receiving your copies of the national NHS Staff Survey 2014, and we would urge you all to make sure you complete and return your form.**

The NHS Staff Survey is recognised as an important way of ensuring that the views of staff working in the NHS inform local improvements and input in to local and national assessments of quality, safety, and delivery of the NHS Constitution. It provides a valuable snapshot of what staff think about working at the Trust, and their experiences across a broad range of subjects. Effective and established processes are in place to ensure that all data is completely confidential and doesn't identify any individual or their responses.

If you have not received a copy of the Staff Survey, or would like further information, contact the HR Department on 01743 277651.

You can also visit the NHS Staff Survey website at:  
[www.nhsstaffsurveys.com/Page/1010/Home/Staff-Survey-2014/](http://www.nhsstaffsurveys.com/Page/1010/Home/Staff-Survey-2014/)

## Breast Cancer Awareness

Thank you to all of the staff who helped to raise £313.90 for Breast Cancer Awareness Day at the end of October.

A special thank you also goes to Karen Lee and Lorraine Day for all their hard work in arranging a selection of cakes and raffle prizes for 'Wear it Pink Day'.

## Trust Retains '2 Ticks' Disability Symbol

The Trust has successfully retained the Disability Symbol (2 Ticks) for a further 12 months.

### What does this mean?

It means we are committed to employing disabled people; we welcome applications from disabled job applicants; and are positive about their abilities. In addition, it shows you (our colleagues), that we value your contribution and will treat you fairly should you become disabled.

### What do we need to do?

During the review we have to demonstrate that we meet the five commitments that form part of the symbol status:

1. To interview all disabled applicants who meet the minimum criteria for a job vacancy and consider them on their abilities
2. To ensure there is a mechanism in place to discuss, at any time, but at least once a year, with disabled employees what can be done to make sure they can develop and use their abilities
3. To make every effort when employees become disabled to make sure they stay in employment
4. To take action to ensure that all employees develop the appropriate level of disability awareness needed to make the commitments work
5. Each year to review the five commitments and what has been achieved, to plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans

### When do I use the symbol?

Colleagues are reminded the symbol must be displayed on all job advertisements, recruitment literature and HR communications. It can also be used on business stationery, in-house reports, notices and other relevant items.

### What next?

Should you require a copy of the logo or would like more information, please call the HR team on (01743) 277651.



# Getting Creative at Ludlow Community Hospital

*...with a little help from 1st Leominster Brownies*

1st Leominster Brownie pack visited Ludlow Community Hospital in October to create some canvas artwork following the recent refurbishment works within the wards and dining room.

As well as creating some stunning images for the hospital, the Brownies enjoyed a tea party in the dining room as a way of saying thank you for their hard work.



## Making it easier to claim your travel expenses

**Work is currently being carried out to make it easier for staff to make their claims for travel expenses.**

A joint team, involving Finance/HR/IT and end users from the Operations directorate will be working on the configuration and testing of a new online travel expenses system over the next few weeks.



The system, currently in use in over 140 different NHS organisations, is hosted “in the cloud”, so you will be able to access and enter claim information at any time from any Trust site or from home on your PC, laptop or tablet. There is even an “app” for people who use a smartphone.

The team is currently working to customise the system so that it is easy to enter journey information and are making sure that your claims are quick and easy to create by adding frequently used destinations with recognisable names.

Your completed claim will be notified by e-mail to your line manager for on line approval, cutting down on misplaced claims and speeding up the approval and payment process.

It is important that all staff who do claim travel expenses have a Trust or nhs.net email account so that they can log in to the new system. In the next few weeks emails will be sent out to anyone who has submitted a claim over the last 12 months that will explain how to access the system and submit claims.

## New Monthly Timesheets

This is a reminder for staff about using the correct forms to submit to Pay Services when claiming:

- ***additional hours/overtime, and***
- ***bank hours.***

They can be found on the Staff Zone of our website, under HR and Workforce - HR Forms - Timesheets.

In future, Pay Services will not be processing any incorrect or out-of-date versions of the timesheets. Any such forms will be returned to the claimant. So to ensure prompt payment, please use the correct version.

***Staff can find a whole host of information and forms relating to Appraisal, using ESR, Health and Wellbeing, Bank working, Occupational Health, Recruitment and the Swapshop in the HR & Workforce section of the Staff Zone on the Trust website.***





MAKING PEOPLE COUNT

## Future Focused Finance – ‘making people count’

The six heads of the finance profession in the NHS have come together this year to create ‘Future Focused Finance’. This project offers a holistic vision of using and promoting best practice nationally and aspires to prepare us all for the challenges faced by the NHS over the next five years.

The nationally-delivered initiative aims to look at what finance needs to be in the NHS in the long term and then facilitate making that happen. It breaks this challenge into three areas:

- 1) **Securing excellence** – investing in services which give the **best possible value** and running **efficient processes and systems**
- 2) **Knowing the business** – working in **close partnership** across every part of the NHS and ensuring we have the necessary **skills and strengths**
- 3) **Fulfilling our potential** – making NHS finance a **great place to work** and creating **foundations for sustained improvement**

Practical methods, tools and techniques will be produced and rolled out to help the NHS further evolve into a fully sustainable financial base for the future.

Trish Donovan, Director of Finance, has signed a declaration committing to these three key development areas and the Trust is keenly participating in the project. Phil Bailey ([phillip.bailey@shropcom.nhs.uk](mailto:phillip.bailey@shropcom.nhs.uk)) and Jo Parris ([joanna.parris@shropcom.nhs.uk](mailto:joanna.parris@shropcom.nhs.uk)) are our first two finance department ‘Value Makers’ who are excited to enable the local delivery of solutions to national challenges.

‘**Making people count**’ means that you don’t have to be an accountant, a budget holder or even work for the NHS to take part; Future Focused Finance empowers everyone to take on responsibility using our valuable resources in maximising patient care and keeping the NHS an institution that everyone will continue to be proud of.

Visit the Future Focused Finance website [www.futurefocusedfinance.nhs.uk](http://www.futurefocusedfinance.nhs.uk)

## Pension Information - Choice 2

The Choice 2 exercise for NHS Pension Scheme members is due to start this month. It is a further opportunity for members of the 1995 NHS Pension scheme to move their 1995 section membership to the 2008 section under the same terms set out under the original Pension Choice Exercise in 2010.



To be eligible for Choice 2 you must:

- **Be an active member of the 1995 Section of the NHS Pension Scheme on 31 March 2015**
- **Have Tapered Protection or No Protection**

If you are eligible you will receive a letter from NHS Pensions via your employer with instructions on what to do next. NHS Pensions will only send a letter to those who are eligible to make a choice. If you do not receive a letter please do not be concerned, there is no further action for you to take. For more information, factsheets, examples and a calculator please go to the Choice 2 pages on the NHS Pensions website at: [www.nhsbsa.nhs.uk/4606.aspx](http://www.nhsbsa.nhs.uk/4606.aspx)

# Launching Health & Wellbeing Week

Staff are invited to the launch of our Health & Wellbeing Strategy where we will be encouraging you to look after yourselves as well as spoiling you to say 'thank you' for all of your hard work.

There will be four events taking place at:

- The Gateway, Craven Arms on 24 November
- Whitchurch Hospital on 25 November
- William Farr House (K2) on 26 November
- Halesfield 6 (canteen) on 27 November

Drop in anytime between 9am and 5pm for health checks, support and to find out what has been going on.



## Do YOU need to declare an interest?

The Trust's policy on business conduct has now been updated and all staff are reminded that they must ensure that their private or personal interests do not influence their decisions, and that they do not use their positions to obtain personal gain of any sort, either for themselves directly, or their families, friends or associates. 'Interests' means for example, having a significant interest in a business which may compete for a contract to supply either goods or services to the Trust.

Section 9 of the Trust policy 'Code of Business Conduct' (on the policies section of the Trust website) explains more. If you have an actual or potential interest you need to:

- declare it in writing to the Director of Corporate Affairs/Board Secretary (Julie Thornby, Julie.thornby@shropcom.nhs.uk) who will enter the notification in the Trust's Register of Interests.
- having made the declaration, avoid being in situations where you could have influence over the decision being made e.g. a directorate decision over a supplier or contractor.

If you are present at any Trust meeting, including the Trust Board, Committee or any other Trust meeting which is discussing an item which poses a conflict of interest for you, you should declare your interest and leave the meeting room. Any interests declared will be recorded in the minutes of the meeting.

# Diabetes: E-Learning training for staff

**In 2010 the National Patient Safety Agency (NPSA) issued guidance for all NHS organisations across England and Wales aimed at reducing the number of wrong dose incidents involving insulin.**

This initiative was in response to 3,881 patient safety incidents reported between 2004 and 2009. These included one death and one case of severe harm that occurred after clinicians misinterpreted the abbreviation of the term 'unit'.

Common causes of errors with insulin are inaccurate dosing and administration, leading to too little circulating glucose (hypoglycaemia) or too much circulating glucose (hyperglycaemia). Higher than required doses of insulin can suddenly lead to hypoglycaemia which if left untreated can lead to confusion, clumsiness or fainting. Severe cases can go on to cause seizures, coma or death.

Insulin safety training is now a requirement for all those who prescribe, prepare, handle or administer insulin. The Insulin Safety Suite is a collection of courses specially designed for all Healthcare Professional and trust staff can access all available modules.

The Trust has therefore re-commissioned the NHS England and the Virtual colleges Diabetes e-Learning modules for the next 12 months, which can be accessed via <http://nhsdiabetes.healthcareea.co.uk>

There are currently 5 modules with a further modules in development to be released over the coming months.

## Modules currently available:

- The Safe Use of Insulin
- The Safe Use of Intravenous Insulin Infusions
- The Safe Management of Hypoglycaemia
- The Safe Use of Non-Insulin Therapies
- The Safe Use of Insulin Syringes, Pen Devices, Pumps and Sharps

## Courses due to be released throughout 2014:

- National Curriculum for the Training of Healthcare Professionals who care for children and young people with Diabetes Level 1 ( Basic Awareness)
- Safe Management of Diabetes during End of Life Care
- Safe Management of People with Diabetes, Dementia, Depression and Severe Mental Illness
- Omitted & Delayed Medicines
- Safe Management of the Diabetic Foot
- Minimise the risk of harm from Medicines Overdose
- Walking away from Diabetes

**All community trust staff who prescribe, prepare, handle or administer insulin should complete these courses.**

The Insulin training suite can be accessed via the trust training page <http://www.shropscommunityhealth.nhs.uk/rte.asp?id=11185> or via <http://nhsdiabetes.healthcareea.co.uk> A guide to accessing these modules is also included with this newsletter to help staff.

## The following staff should complete this training:

- Community Hospital staff (all qualified ward staff)
- MIU's and DAART (all qualified staff)
- Community Nurses (qualified and non-registered practitioners/HCAs)
- Diabetes Specialist Nurses
- Prisons (all qualified staff)

## Launching our Health & Wellbeing Strategy

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Drop in anytime between 9am and 5pm for health checks, support and to find out what has been going on.

Get more information from the Staff Zone.



## Supporting young mothers and their children in Shropshire

People were able to find out more about Shropshire's new service designed to support the health and wellbeing of first-time teenage mums and their babies at a recent launch event. The Family Nurse Partnership (FNP) Service has been launched by the Trust to provide intensive targeted home visiting support to teenage girls aged 19 years and under who are pregnant and then looking after their young child to ensure they are getting the right health and emotional support for themselves and their baby.



Stakeholders were invited to Crowmoor Children's Centre last month where they got to speak to staff and look at a range of displays explaining more about the benefits of the service. The FNP programme aims to enable young mums to:

- Have a healthy pregnancy
- Improve their child's health and development
- Plan their own futures and achieve their aspirations

The Trust launched its Family Nurse Partnership Service in Telford & Wrekin in 2009, and this has been a success so far and helped to provide valuable information to help put plans in place for the service to now be rolled out in parts of Shropshire.

## Staff Lottery Winners

Here's a list of the latest set of Staff Lottery winners. All employees of this Trust, as well as The Shrewsbury and Telford Hospitals NHS Trust and Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust are eligible to join.

To join the scheme you can download the lottery application form from the Staff Zone on the Trust website. This needs to be returned to Lucy Wilkinson, Staff Lottery Administrator, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL. If you have any queries please email Lucy at [lucy.wilkinson@shropcom.nhs.uk](mailto:lucy.wilkinson@shropcom.nhs.uk) or call 01743 277500 (ext 4017).

4062	Mrs. Yvonne	Farry	SCHT	Wellington Community Services	£500
3516	Mrs Wendy	Baker	S&TH	Oral Surgery & Orthodontics PRH	£250
414	Mrs Cherie	Rudd	S&TH	Pharmacy Department (PRH)	£100
1818	Mr Eric	Martin	S&TH	Ward 21 Oncology (RSH)	£50
758	Mrs. Elizabeth	Reece	RJ&AH	Pre-Operative Assessment Unit, RJAH	£25
521	Mrs Elizabeth	Watkins	SCHT	Infection Prevention & Control, WFH	£25
1676	Mrs. Julia	Lloyd	S&TH	Specialist Nurses - Endoscopy	£25
4762	Mrs Sharon	Bracken	S&TH	Temporary Staffing - Bank	£25
4275	Mr. Mark	Parsons	S&TH	Shropshire Healthcare	£25
1412	Mrs. Vera	Dean	S&TH	X-Ray Department (RSH)	£25
1395	Mrs Gwen	Smith	SSSF	CDEM Liaison MH Raid S&TH	£25
780	Mrs Nicola	Price	SCHT	Much Wenlock & Broseley Community Services	£25
2495	Mrs Louise	Tompson	SCHT	Governance & Strategy D Corridor WFH	£25
2144	Mrs. Christine	Howes	SSSF	IDNLD Oak House	£25
1833	Ms Carron	Boulton	RJ&AH	ORLAU, RJAH	£25
1243	Mr Andrew	Graham	S&TH	Sterile Services, Queensway Business Park TF1 7UL	£25

**Inform is produced by the Communications Team. If you have any ideas for features or you would like to promote you and your team's success then simply email [communications@shropcom.nhs.uk](mailto:communications@shropcom.nhs.uk) with any ideas that you may have. Thank you!**