

Inform

February 2017

Shropshire Community Health NHS Trust's Staff Newsletter

Are you Rio Ready?

Have you done everything you need to do to be ready for the rollout of our new Electronic Patient Record (EPR)?

A lot of work is being carried out to make sure all of the services that will start using our new EPR this year are ready for the rollout, which will begin with the first phase of services going live in March.

Therefore it is important that everyone who will be using the new system has done everything they need to do so that they can start using the EPR straight away. This includes:

- Ensuring you have a working Smartcard
- Ensuring you have had the right training
- Ensuring your service is involved in process mapping
- Ensuring you complete/refresh your Information Governance Training before 20 March 2017

Users without a valid IG Training certificate after 20 March 2017 will have their Smartcard Access revoked.



By now you should know which phase of the rollout programme your service is included in, but if not, please make sure you speak to your line manager as soon as possible. Go Live dates for the different phases are:

- **Phase 1** (20 March) – Podiatry and MIUs
- **Phase 2** (15 May) – Children's Services
- **Phase 3** (10 July) – Adult Community Services
- **Phase 4** (4 September) – Community Hospitals

The rollout plan will ensure that the vast majority of our clinical services will be using our new EPR before the end of 2017, supporting us to deliver safer, modern and high quality health services for the communities we serve.

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The go-live date for TEMS is now being adjusted to allow additional testing to be carried out and a new date will be shared once confirmed.

Keep up-to-date with what's happening around the Trust by following @ShropCommHealth

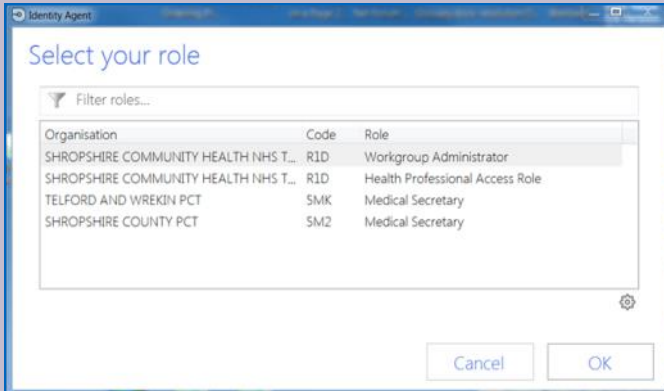


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Smartcard Log-in

During preparation for RiO go-live, users will see a change in the session roles which display when logging in. Some of these will be temporary and will be obsolete (and disappear) at the end of the RiO roll out.

For example:



- **ESR access:** select “Shropshire Community Health NHS Trust - Workgroup Administrator”
All users will see this temporary name until the completion of EPR role out and it gives access to ESR in the usual way

- **Lorenzo access:** select “Shropshire County PCT” or “Telford & Wrekin PCT”
- **RiO access:** select “Shropshire Community Heath NHS Trust - Health Professional Access Role”
Post EPR go-live this will also be the route to ESR access

If you have any questions or want to provide any feedback then you can do so through the dedicated EPR email account at new.epr@shropcom.nhs.uk

You will see more about our new EPR in the coming weeks as we get ready to Go Live, including Staff Updates, posters, displays and RiO Super Users getting out and about to meet staff and answer any questions you may have.

Supporting information and resources are also available on our website at www.shropscommunityhealth.nhs.uk/epr-for-staff



Well done to all of our Flu Fighters

Thank you to everyone who helped to protect their patients, colleagues, family and friends by getting their flu vaccination.



Once again the response from staff was excellent and we have done even better than we did last year when we were the best performing community trust in the country. This reflects the hard work and dedication of our Occupational Health Team.

2016/17	Shropshire Community Health NHS Trust	72.3%
2015/16	Shropshire Community Health NHS Trust	67.6%



So, well done everyone who supported this year’s campaign by getting their flu jab, and to all those people who invited members of the Occupational Health team along to their meetings and events so that we could ensure we got a good response.

- 2 Now we need to make sure we go one step further next time around and hit that 75% mark. We’ll start sharing more details about this with you later in the year.



Staff Awards 2016/17



Congratulations to all of this year's Staff Award winners!

Following on from the news we shared in last month's edition of Inform, we wanted to share some more pictures of our winners from the Staff Awards. The award winners were:

- 1) **Achievement of the Year:** Nikki Sambrook (Telford & Wrekin CAMHS)
- 2) **Improving Lives Award:** Aaron Carnahan (Specialist Substance Misuse Nurse)
- 3) **Working Together Award:** Fiona Fontaine (Health Visitor)
- 4) **Commitment to Quality Award:** Dr Joblu Khan (GP at HMP Stoke Heath)
- 5) **Compassionate Care Award:** Sandra Cade (HCA)
- 6) **Respect and Dignity Award:** Gemma Selby (Staff Nurse at HMP Stoke Heath)
- 7) **Everyone Counts Award:** Community Hospital Forum Steering Group
- 8) **Volunteer of the Year:** Julie Southcombe (Patient and Carer Panel Member)



Such was the standard of nominations this year, there were a number of Highly Commended finalists. They were Danni Watkins (Working Together), Suzanne Lorenz (Improving Lives), Fred Tickle and John Moogan (both Volunteer of the Year). A number of staff members also received various education and long service awards during the ceremony, which was an invitation only event due to the high number of people who wanted to attend.

Our Future



The group that has responsibility for reviewing the options for what organisational form we take in the future has met for a second time.

The Board is chaired by NHS Improvement, the national body which oversees all NHS Trusts, and comprises representatives from



our local commissioners, along with NHS England and the Health and Wellbeing boards of Shropshire and Telford & Wrekin Councils.

The focus of the meeting was to refine the process and the options ahead of us with the ambition of identifying a preferred option as soon as possible. This will help to bring certainty for staff, patients and services.

More details about the process will be shared as it develops, but if you have any questions, please send them to communications@shropcom.nhs.uk

Question of the month

Each month we will answer one of your questions about this process. Questions can be sent to communications@shropcom.nhs.uk

Why are we doing this given that we appear to be in a much stronger position than other Trusts, locally and nationally?

While we are currently delivering our services successfully and living within our means, as a small NHS Trust we do not think we have the level of resources going forward we will need to invest in our services, staff, estate and equipment to a level that would enable us to deliver more services at and closer to home. This is why we have taken the decision to do this now while we are in a position of strength and can play a full part in the process. A lot of work has already been done to develop community services and making sure we can continue to invest in these is vital for the success of the part our services will play in Shropshire's Sustainability and Transformation Plan.

Share your good news with us!

If you have news, updates or events you would like to share with staff then please send the details through to the Communications Team at communications@shropcom.nhs.uk for consideration.

This could be something your service has achieved, a campaign you are supporting or something you have done individually in or outside of work.

We cannot guarantee that everything we receive will be used due to the high volume of requests we get, but we will always respond to let you know

4 what support we can provide.



Taking a closer look at our Non-Executive Directors

Our Trust Board is responsible for the leadership, management and governance of the organisation and setting the strategic direction.

Non-Executive Directors (NEDs) are appointed by NHS Improvement to work alongside our Executive Team as equal members of the Board. They bring a wealth of skills and personal experience and share responsibility with the other Directors for making decisions and leading the organisation.



Mike Ridley (Chairman) has 25 years' experience as an NHS Finance Director and is a former Chief Executive of South Worcestershire and North & South Stoke Primary Care Trusts (PCTs). He retired from full time employment in the NHS in 2006 and has since been Chairman of the Central and Eastern Cheshire PCT Audit Committee until his appointment as Chair of Shropshire Community Health NHS Trust when it was formed in 2011.

Rolf Levesley (NED) is a qualified solicitor and served as Head of Legal Services and Chief Executive in a local authority. Rolf is Chair of South Staffordshire Housing Association, a Board member on the Housing Plus Group, a Board member of South Staffordshire CVA and Chair of the registered charity Friends of Conakry Refugee School. Rolf has been as a Non-Executive Director of the Trust since 2011 and serves as Deputy Chair, as well as being the Non-Executive contact for Whistleblowing.



Peter Phillips (NED) has extensive private sector financial and commercial experience. He is a Fellow of both the Institute of Chartered Accountants in England and Wales and of the Association of Corporate Treasurers. Peter is the Chairman of Arts Council England for the Midlands. He joined the Trust as a Non-Executive Director in 2013 and is the Chair of the Trust's Audit Committee.



Steve Jones (NED) has also served as Chairman & Board member of P3 a national social inclusion charity delivering services across the country to support clients who have become excluded from mainstream society. He has recently been appointed Chairman of Wrekin Housing Trust, one of the largest social landlords in the Midlands with some 12,000 households providing accommodation across Telford and Wrekin, Shropshire and Staffordshire to tenants including those requiring extra care.

Nuala O'Kane (NED) was CEO of the Donna Louise Trust Children's Hospice in Stoke on Trent from 2007 until 2014. Prior to that she was the Director of Fundraising at Hope House Children's Hospice from 1994 until 2007. Nuala has worked in the voluntary sector for over 30 years for a number of different organisations including Help the Aged, OXFAM and Marie Curie Cancer Care. Nuala was a Councillor on Telford and Wrekin Council for 12 years until 2003.



NHS Improvement appoints Chairs and Non-Executive Directors of NHS trusts and NHS charities, supporting them to find talented people with the skills and experience to help run vital NHS services for their local community.

You can find out more about the role of a Non-Executive Director and how they are appointed at:
<https://improvement.nhs.uk/resources/non-executive-appointments/>

Find out more at www.shropscommunityhealth.nhs.uk/the-board

How do we make the most of the limited resources available to us without impacting on the quality of services we deliver?

Sarah Edwards, Service Improvement manager, talks about the importance of Quality and Equality Impact Assessments (QEIA)

The Purpose of a Quality and Equality Impact Assessment (QEIA)

Like the rest of the NHS, we strive to improve our services and reduce costs to operate within financial constraints, but at all times quality must remain at the heart of everything we do.

The NHS England definition of “quality” encompasses three equally important parts:

- Care that is clinically effective, for clinicians and patients themselves; and,
- Care that is safe; and,
- Care that provides a positive experience for patients.

Quality can be protected and even enhanced whilst we work to contain cost, but this is not always the case and we must not assume that because nobody wishes to compromise on quality, this will not happen. It is important to have a process in place to ensure that any service changes that have an impact on quality or equality of care, delivered to our patients or service users and their carers or representatives, are considered and mitigated appropriately.

The Quality and Equality Impact Assessment (QEIA) process has been developed to ensure that we have the appropriate steps in place to improve quality whilst delivering significant changes to service delivery. This process should be used to assess the impact that any individual efficiency saving, service development or improvement project may have on the quality of care provided to our patients and service users and evaluate the impact of that change on other parts of the health and social care system. This will support us to meet the statutory regulations laid out by Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Care Quality Commission (CQC) regulations (2009) and NHS Operating Framework Domains 1-5 (DH 2016).

QEIA Process

A Project Initiation Document (PID) including a QEIA section must be completed for Cost Improvement Projects, Improvement Projects or Service Development/Improvements. The PID will use an initial QEIA to rate project as being High, Medium or Low Risk using our Risk Rating Chart for the particular service(s) in relation to the CQC domains (Safe, Effective, Caring & Responsive, Well Led).

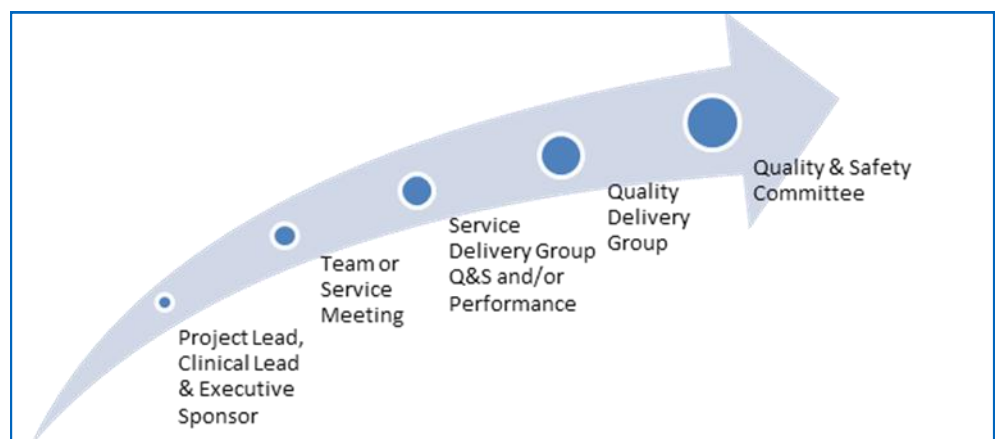
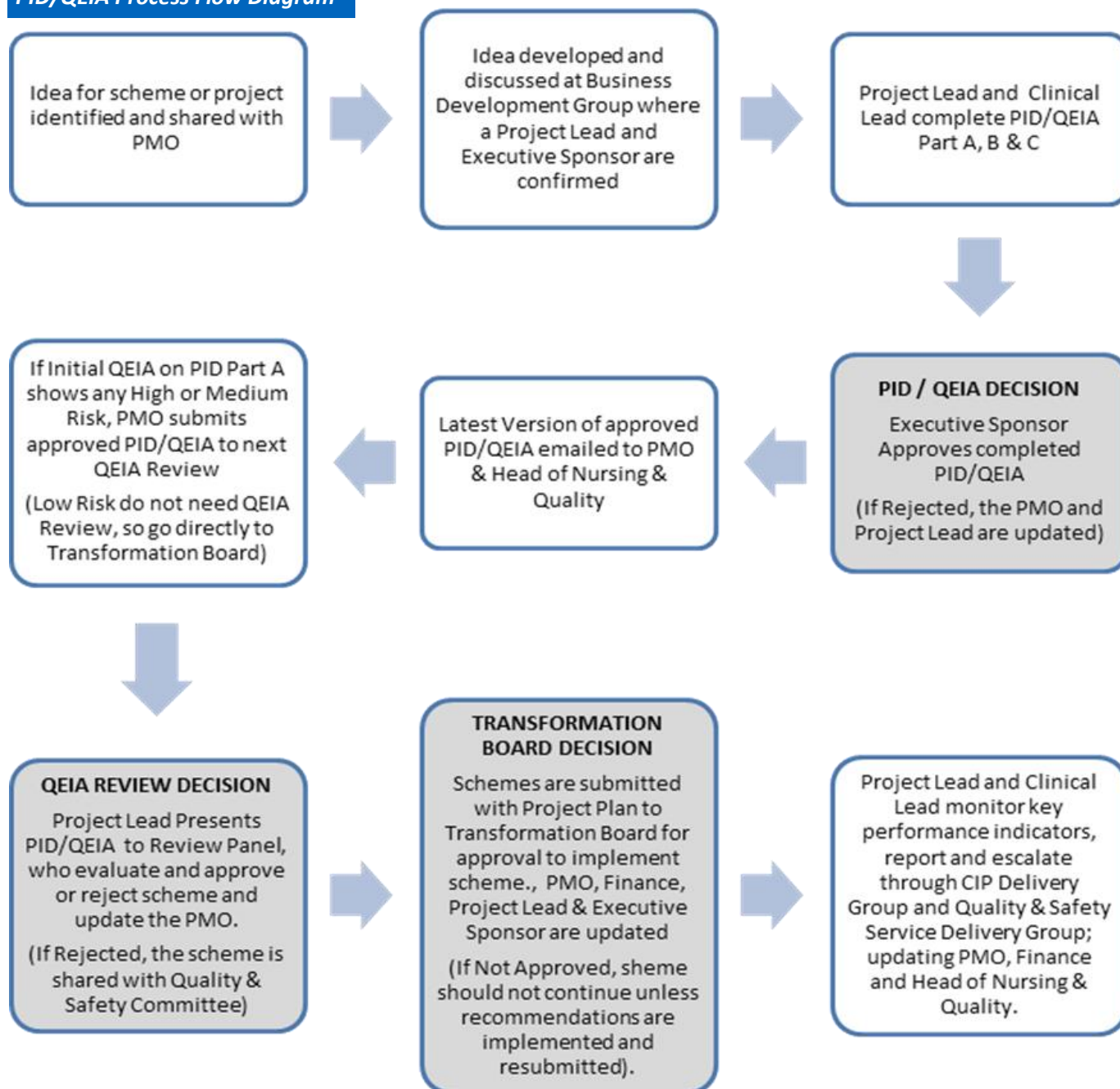


Diagram to show the individuals, groups and committees responsible for monitoring, reporting and, if necessary, escalating projects or schemes.

PID/QEIA Process Flow Diagram



still identify, challenge or trigger whether a scheme needs to have a full QEIA Review. Schemes or projects which have **any** Medium Risk or High Risk categories in the initial QEIA must complete a full QEIA and present the PID/QEIA approved by the Executive Sponsor at the next QEIA Review Meeting, which take place every two months.

The QEIA Review meetings take place every other month and each scheme or project is presented, usually by the Project Lead, and challenged, discussed and an outcome is agreed. The meeting considers and assesses the impact on patients, staff, carers, public and local health and social care economy. For previously presented schemes or projects, the meetings obtain updates upon request and discuss Quality Issues and where they should be escalated, as appropriate (see diagram on previous page).

If projects or schemes are “Not Recommended” to continue, as an outcome of the QEIA Review, the Project Management Office or Head of Nursing & Quality sends a list of unsupported schemes to Quality & Safety Committee.

If you would like any further information about Quality and Equality Impact Assessments please contact Sarah.Edwards@shropcom.nhs.uk

Getting to Good and Beyond

Andrew Thomas, Head of Nursing and Quality (Adults), looks at the story so far...

As you will already know, our Trust was given an overall rating as 'Requires Improvement' by the CQC following an inspection early last year.

In all, our services were given 26 'Good' ratings, 27 'Requires Improvement' ratings and 1 'Inadequate' rating. These were the headlines that sat on top of a lot of information, observation and feedback about all of us and the services we deliver, which was looked at in more detail at the Quality Summit that followed the inspection and the report that was published in September.

Developing and delivering our Action Plans

Since that time the Getting to Good Project Group has been coordinating and monitoring a range of action plans from across our services designed to make sure we are doing the right things to get to good. The group coordinates:

- Action planning to include local, core service, corporate and high level action plan timelines
- Quality compliance visits
- Governance reporting timelines
- Monitoring of self assessments and actions
- Sharing and celebrating success – CTLG/Trust Board/Q&S Committee
- Key Risks to Getting to Good and Beyond

The delivery of the plan and any risks to delivery is monitored internally through the SDG Quality and Safety Meetings, Quality and Safety Delivery Group, the Quality and Safety Committee, our patient representatives and externally via Clinical Quality Review Meeting and NHS Improvement.

Getting to Good

Some examples of the work being carried out in local improvement groups include:

Physiotherapy

- Panic alarms have been ordered for lone working and a system to ring reception has been implemented.
- A CQC representative attended Meridian training and is now able to access our system to feedback at team meetings.



Getting to Good and Beyond

Inpatient wards

- Datix feedback shared at team meetings
- Regular/monthly team meeting
- Risk register displayed for staff

Community Services

- Improved Handovers
- Staffing review undertaken
- AHP professional lead appointment
- Patient feedback uptake improved and used in meetings
- End of Life Strategies for adults and children developed

More to do...

While we have seen plenty of good work already being carried out, we still have some key challenges to overcome, including

- Staff owning and using quality and performance measures locally in continuous service improvement
- End of Life training and using plans
- Understanding what clinical supervision is and how to access it
- Service improvement alongside increasing demand

If you have any questions about the work being carried out to make sure we Get to Good the next time the CQC comes to inspect us please send them to CQC.Information@shropcom.nhs.uk

Community Staff Forum Meetings

Regular Community Forum meetings are about to be launched across the county to give staff a chance to network and stay up-to-date with what's happening.

The Community Staff Forum Meetings are being organised by Michelle Athersmith, our Freedom to Speak Up Guardian. They will take place every eight weeks in Bridgnorth, Ludlow, Oswestry, Shrewsbury, Telford and Whitchurch.

The idea is to have a regular meeting open for all staff to attend for an hour to have a coffee, do some networking with colleagues across their patch and have a speaker with question and answer sessions. The speakers will be there to talk about their services or changes that maybe happening in their area.

The first round of meetings will take place on:

Monday, 27 March (from 2pm until 3pm) at Bridgnorth Community Hall

Tuesday, 28 March (from 2pm until 3pm) at William Farr House (K2)

Wednesday, 29 March (from 2pm until 3pm) at Whitchurch Community Hospital

Thursday, 30 March (from 2pm until 3pm) at Wombridge Parish Hall, Telford

Friday, 31 March (from 2pm until 3pm) at Ludlow Community Hospital

Tuesday, 4 April (from 2pm until 3pm) at Oswestry Health Centre

More information about the role of the Freedom to Speak Up Guardian and the new Community Staff Forum Meetings will be coming your way in the next few weeks. You can also find out more on our website at www.shropscommunityhealth.nhs.uk/freedom-to-speak-up

Freedom to speak up

Region-wide sexual assault service launched

A new West Midlands Paediatric Sexual Assault Service (PSAS) has now been launched.

PSAS provides a 24/7 'one-stop' open service to anyone up to the age of 17 who has been the victim of rape, sexual violence and/or sexual abuse. PSAS covers the West Midlands, West Mercia and Warwickshire police force areas

For more details and dedicated sections providing information for both members of the public and professionals, visit www.bhamcommunity.nhs.uk/psas/

We need you!!!

Do you know any patients or carers who want to get involved with our Patient & Carer Panel or volunteer to support our services? You may also know colleagues who are retiring or friends or family who may wish to volunteer.



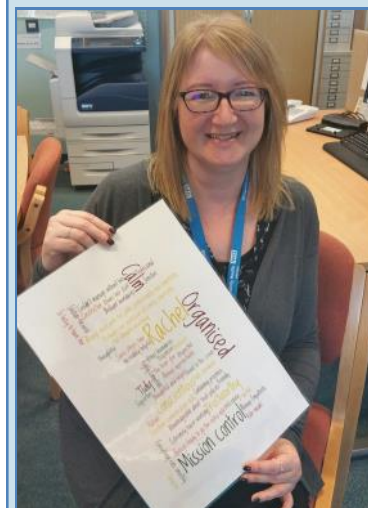
Our volunteers work on projects, gathering patient feedback, carrying out observations, gathering patient stories and group work, among other things. Some sit on groups and committees, interviews or even help redesign services and delivering training. They can volunteer as little or as much as they can!

For more information contact Mark Donovan or Louise Owen on 01743 277620

- **FFT Reminder FFT:** Please encourage patients to fill in the FFT forms or use the new tablets. Let us know if you need forms or wish to order a tablet for £65.

Painting pictures with words

Hilary Griggs, Lead Consultant Clinical Psychologist, created posters for her staff with the feedback taken from their 360 degree appraisals. Here is Rachel Small receiving hers.



Engaging the younger generation in the importance of immunisation

As part of his community paediatric training, Dr Shashwat Saran recently arranged a debate about immunisations and got our Young Health Champions and 10 schools involved in the discussion. Dr Saran got the idea after seeing a parent in clinic who was refusing all immunisations.

Also on hand on the day were Carole Hales (Immunisation Team Manager), Narinder Kular (Nurse Consultant Children Complex Care), Dr Angela Hulme (Consultant Community Paediatrician) and Dr Shachi Buch (Consultant Community Paediatrician) who carried out the judging.

Both the individual and team winners came from the Charlton School in Telford.

The event was hailed a huge success and may lead to similar activities taking place in future.



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 Wendy Hall, Staff Lottery Administrator, William Farr House, Mytton Oak Road, Shrewsbury SY3 8XL. If you have any queries please email Wendy at wendy.hall@shropcom.nhs.uk or call 01743 277500 (ext 2293).

January 2017

964	Sarah	Browne	S&TH	Ward 16 & Childrens OPD (RSH)	£500
2381	Miss Victoria	Melvin	S&TH	Neonatal PRH	£250
3029	Ms Judith	Ockenden	S&TH	Front Office, Maternity Unit RSH	£100
280	Mrs Jane	Lloyd	S&TH	Clinic 10/4 RSH	£50
1832	Mrs Marie	Thomas	S&TH	Microbiology Department	£25
318	Jacqueline	Drummond	S&TH	25G Royal Shrewsbury Hospital	£25
4725	Mrs Gillian	Morris	SCHT	CAMHS Coral House	£25
2584	Mrs Anne	Phillips	S&TH	Cardiology PRH	£25
2039	Mrs Clare	Banford	S&TH	Ward 6 - Coronary Care Unit	£25
3938	Miss Louise	Stevens	S&TH	Library Team (PRH)	£25
2508	Mrs Louise	Tompson	SCHT	Governance & Strategy D Corridor WFH	£25
2863	Mrs. Alison	Mannion	RJ&AH	Occupational Therapy	£25
539	Mr PHILIP	LOWE	S&TH	AMU PRH	£25
1426	Ms Carron	Boulton	RJ&AH	Bank Admin RJAH	£25
3178	Mrs. Helen	France	SCHT	IDT North Partnership Hse WFH	£25
1532	Miss Jenny	Palmer	S&TH	Ward 6 - Coronary Care Unit	£25

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