Recruitment campaign gets off to a FLYING START

We are on our way to boosting levels of care for patients in Derbyshire ahead of next winter following a great start to our recruitment campaign:

• Our dedicated recruitment website has now been live for three weeks and within the first two weeks we have received 5,500 visits to the site!
• We have seen over 550 people at our two open days in Chesterfield and Derby, with still another two open days coming up in Stockport and Sheffield
• So far we have received over 5,300 clicks on our Facebook page with 165 likes.

We have received a great amount of support from our staff who have been on-hand to chat to people about the job opportunities and how potential candidates can start the application process for any of the vacancies.

Check out our website at: www.derbyshiredchsjobs.nhs.uk to see all the current roles available. You can also view three videos which follow the working day of some of our staff.

Please continue to keep your friends and family informed if they are looking for new opportunities…
Tracy’s month

The last month has been an important one for the NHS nationally with a major focus on patient safety and how things need to develop to build and maintain the public’s trust that the care they receive will always be safe, and the terrible quality failures in some parts of the system that have happened over the past few years are never allowed to be repeated. The most recent, the Berwick Report into improving patient safety, ‘A promise to learn – a commitment to act’, is a really good read. It urges everyone involved in delivering and developing care to focus relentlessly on learning and to develop a culture that is truly about improvement.

Whilst many of the report’s recommendations focus on actions needed by NHS leaders, Boards, and national agencies, it also makes the key point that it is only the actions of frontline staff that will realise safe compassionate patient care for all of our patients. I doubt any of us would disagree with the actions suggested that all of us should reflect on, and I would like to ask you to think about how you ensure these characterise your practice - they very much fit with what we have been talking about in the Francis events:

- Place the needs of patients, families and carers at the centre of all your work, treating them with courtesy and respect, and intervene if you see others who do not.
- Be a quality inspector, never knowingly passing on a defect, error or risk to a colleague or patient, putting things right where you can, and reporting everything, especially where you need help to put it right.
- Be willing to acknowledge and be open when something has gone wrong and make timely apologies and repairation where appropriate.
- Appreciate that your responsibility is not only to your patients but also to help continuously improve the healthcare system in collaboration with others.
- Treat your colleagues with respect and courtesy and seek to create supportive teams with common goals.
- Commit to learning about patient safety as a core professional responsibility and develop your own ability to detect problems.
- Be willing to speak up to leaders when you believe that a lack of skills, knowledge or resources places patients at risk of harm, and be willing to listen to others when they identify these risks.
- Celebrate and take pride in improvements to patient care.

Board colleagues and I will be reflecting in the autumn with our senior managers on the things we need to do differently. Two phrases in particular really chimed with me, again echoing some of the things people have been raising in the Francis events:

- ‘Trust the good intentions and good will of your staff’ and ‘make sure pride and joy in work, not fear, infuse the NHS’. These are key responsibilities and behaviours of every manager.

The Extra Mile Awards, that we have just finished shortlisting for, brought home to me again just how much there is to be really proud of across DCHS and I hope you will enjoy celebrating the fantastic achievements of colleagues over the next couple of months as details of the shortlisted finalists are shared.

Another key priority in the report for leaders is ‘listening’ – to patients and to colleagues – getting out there to understand what is really going on and making sure this experience influences decisions and priorities. I made a pledge on NHS Change Day to increase the amount of time I spend doing this. I have reviewed my diary for the last month and I have spent just under 20% of my working hours with frontline colleagues and patients – up from less than 15%. I am committed to making sure the things I am learning from this time help me make better decisions around delivering the improvements that the Berwick Report urges and our patients, and colleagues, deserve.

As I write this I am preparing to go off on holiday – I hope you and your families all have, or have had, great, restful and relaxing holidays over the summer.

Tracy
The Voice • Issue 26 • August 2013

Shape the future of health and social care in England

In 1948, the NHS was founded to provide health care to all who needed it, free at the point of delivery. In the same year, social care was established as a separately funded, means-tested service. The two systems have remained largely separate ever since.

Huge social, demographic and technological changes have taken place since, and today people have very different health, care and support needs. People are living longer, often with multiple long-term conditions, while the boundaries between health and social care are becoming increasingly blurred.

Despite this, services are still largely based on an outdated model of care founded on single episodes of treatment in hospitals, with social care provided under a separate means-tested system.

**With health and social care services facing unprecedented challenges, are the current arrangement fit for purpose?**

The King’s Fund has launched an independent commission on the future of health and social care in England to answer this question.

It will explore whether, and if so how, the settlement should be re-shaped by bringing the NHS and social care system closer together.

**Get involved**

The Commission is keen to hear the views of patients, NHS staff, people with care and support needs, carers, policy experts and other stakeholders. You have a real opportunity to help develop fresh ideas about how we might achieve a truly integrated health and care system that is fit for the 21st century.

The Commission is inviting individuals and organisations to share their views by: Monday 30 September 2013.

**When will the findings be published?**

The Commission will produce an interim report in early 2014 and a final report by September 2014, before the next General Election. This will give time to influence the party manifestos and inform the incoming government’s agenda at the start of the next Parliament.

For more details and to join the debate go to: www.kingsfund.org.uk/barkercommission

You can also join in the discussion on our Discussion Forum on the Staff Zone.

The number of people aged 65 and over in England with care needs will grow from approximately 2.5 million in 2010 to 4.1 million in 2030, an increase of more than 60%.

In 2011/12, public spending on the NHS and social care in England was nearly £120 billion. Of this approximately £104 billion was spent on the NHS and less than £15 billion was spent on social care.

Today, the NHS remains largely free for patients. In contrast 43% of people in independent care homes fund all their residential care costs.

We currently spend 9.5% of GDP on health and social care. In 50 years’ time, we could be spending as much as 20%.

In 1948 life expectancy was 66 years for men and 71 for women. By 2035 this will increase to 83 for men and 87 for women.

The number of people aged 65 and over in England with care needs will grow from approximately 2.5 million in 2010 to 4.1 million in 2030, an increase of more than 60%.
Congratulations to everyone who was nominated for this year’s Extra Mile Awards!

We have received an overwhelming response to the awards this year with over 225 nominations throughout our 10 categories. Everyone who has been nominated should be really proud of your achievement! In recognition of you all here is a roll of honour of all our nominees...

• Adrian Barker
• Adrian Morris
• Alfreton Community Nursing Team
• Alfreton Health Visiting Team
• Alfreton Health Visiting Team/School Nursing Team
• Alison Harratt
• Alison Musk
• Angela Chadwick
• Anita Clough
• Ann Hunt
• Anna Long
• Anne Allen
• Anne Robinson
• Anthea Baker
• Ashgreen staff
• Barbara Mitchell
• Baron Ward and Derwent Suite Team
• Beverley Haslam
• Bob Eratt
• Bolsover District Nursing Team
• Bolsover Integrated Facilities Management Team (IFM)
• Brenda Hollett
• Brenda Page
• Carol Anthony
• Carol Jackson
• Cassandra Dye
• Catherine Johnson
• Catherine Ward
• Catherine Wright
• Celestine Stafford
• Chesterfield & North East Locality Podiatry Team
• Chesterfield Community Rehab Team
• Chesterfield East and Central Community Rehabilitation Team
• Chesterfield East Team ICBS North
• Chris Barracough
• Claire Sanders
• Claire Scrother
• Claire Woodward
• Clay Cross District Nursing Team
• Cliff Edwards
• Colette Buxton
• Colin Simmonds
• David Fearn
• Davina Bradley
• Debbie Taylor
• Delph Massey
• Denise Sanderson
• Derby, Dales & South Derbyshire Locality Podiatry Team
• Derbyshire Wheelchair Service
• Doreen Holmes
• Dorothy Poyser
• Dr Amanda Smith
• Dr Stephen Searle
• Dr Susan Stillwell
• Dr. Royle and the Sett Valley Medical Practice
• Eleanor Carey
• Elizabeth Towers
• Emma Lane
• Erewash Community Therapy Team
• Erewash Integrated Community Team
• Erica Hitchcock
• Erin Marshall
• Fiona Lytham
• Foster Lewins
• Gail Taylor
• Gary Clarke
• Gary Woodhouse
• Georgina Stevens
• Gill Burrows
• Hannah Wild
• Hayley Roberts
• Hazel Lea
• Helen Cooper
• Helen Short
• Helen Stanhope
• Helen Witts
• Cathy Emmens
• Liz Stanyard
• Hopewell Ward
• Ian English
• Ian Hart
• Ian Knight
• IFM/Catering
• Jane Lindsay
• Jane Saunby
• Jane Woolley
• Janet Griffiths
• Janet Swain
• Janet Thompson
• Janice Harrison
• Jean Moffat
• Jean Richardson
• Jennifer Jones
• Jenny Goodwin
• Jo Copestake
• Joan Pons Laplana
• Joanne Bailey
• Joanne Burnett
• Joanne Weston
• Jon Braithwaite
• Judith Hardwick
• Julie Chambers
• Julie Kelemen
• Julie Wheeldon
• Karen Hand
• Karen Hurst
• Karen Stephenson
• Kate O’Brien
• Kath Cowan
• Katie Powdrill
• Katrina Hudson
• Kaye Bowers
• Kaye Rice
• Kelly-Anne Wood
• Laura Critchlow
• Lauren Adkin
• Linda Saxe
• Liz Millington
• Lorraine Kiss
• Lorraine Turner
• Lucy Ann Middleton
• Lucy Lewis
• Mandy Hall
• Maria Sharpe
• Mary Heritage
• Mary O'Donnell
• Maureen O'Hagan
• Melanie Parkin
• Mervyn Gabidon
• Michaela Mackenzie
• Michelle Hoole
• Michelle O'Connor
• Michelle Townsend
• Miranda Hayer
• Natasha Mines
• Neil Turner
• Newholme Catering Team
• Nicola Shaw

Tragically a nominee on this list, Gail Taylor, has since passed away. A tribute to Gail is featured on page 7.
Well done everyone! And good luck to our finalists...

Outstanding Leadership Award
- Angela Chadwick
- Gill Burrows
- Rebecca Harrison
- Rebecca Oakley
- Rebecca Spray
- Recoroy Road Community Nursing Team

Outstanding Lifetime Achievement Award
- Ian Hart
- Peter Leakey
- Sally-ann Coope
- Sarina Dosanjh
- Shirley Iliffe
- Speech and Language Therapy Admin Support Team

Excellence in Patient Experience Award
- Lorraine Turner
- Donna Wilson
- Sue Dakin
- Angie Slater
- Continence Specialist Nurses and Continence Admin

The Light Bulb Award
- Yvonne Mantell
- Donna Wilson
- Sue Dakin
- Angie Slater
- Continence Specialist Nurses and Continence Admin

Outstanding Team of the Year Award
- Erewash Integrated Community Team
- Reception Team at Swadlincote Health Centre
- Alfreton Community Nursing Team
- Housekeepers at the Diagnostic Treatment Centre
- Planned Care Divisional Leadership Team

Making DCHS a great place to work Award
- All staff at Ashgreen Learning Disabilities Unit
- Community Nursing Team at Rectory Road
- Joan Pons Laplana.

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Winners will be announced at our EMAs evening on 24 October – look out for all the details in a special celebratory issue of the Voice...
DCHS’ Frontline Care Council (FCC) is a forum for frontline staff where issues related to the quality of patient care are debated. It is designed to help maximise the positive experiences of patients, their families and carers and to influence the learning and development needs of those working with patients and the public. The Chair of the council, Charlotte Miller, Senior Physiotherapist, gives us an insight into what the council does...

Members are all frontline DCHS staff, not necessarily clinicians, who are involved in delivering care to our patients. Vice Chairs are Lorraine Kiss, Clinical Navigator and Amy Guilor, Team Lead Podiatrist.

We meet nine times a year for a full day, involving group discussions and work in smaller groups to debate issues and provide feedback to relevant parties. We are also represented on various committees across the organisation which enables us to provide staff input about how DCHS delivers services.

What work have you already done?

Some of our recent activity includes:

- Consulting on the recent Carers’ Strategy to help make improvements in how the strategy was written and what information it should include.
- The development of the 15 Steps Challenge where we focused on the safety part of the challenge and how it might impact on our different places of work.
- We discussed the Dignity Bronze Award criteria and provided feedback about how to use it to improve patient experience.
- Helped with the development of the new single point of access service being set up in the Amber Valley area, and were able to raise issues which might potentially impact on our service users.

This is just a brief snapshot of some of the work we have done. In the coming months we will work hard on issues arising from the Francis Report. As a unique body of staff we are in a position to help make a difference to how DCHS delivers excellence in clinical quality and patient experience.

If you would like to get involved or require further information please contact us at: frontlinecarecouncil@dchs.nhs.uk.

Contribute...

To contribute to this newsletter, contact Kate Brooks on: 01773 824171 ext: 5576 or email: kate.brooks@dchs.nhs.uk

We would appreciate all news on events, staff achievements and anything you feel your fellow colleagues should know about. The editorial team would like to thank all staff who have contributed to the making of this newsletter.
Come along to our Discovery Day and Annual General Meeting (AGM)!

The Discovery Day will be an exciting opportunity to hear about, participate in and have a look at many of the great services that we provide. You can browse displays, take part in demonstrations and interactive learning events and chat to a wide variety of service experts from across DCHS in order to learn and to share best practice.

You are welcome to arrive from 1pm for the Discovery Day registration and there will be a chance for you to look round the display stands between 1:30pm – 6pm.

All members of public and staff will be enrolled in a free prize draw to win a Kindle Fire HD upon registration.

We will also be hosting our Annual General Meeting which will be held at lunchtime between 12:30pm – 1:30pm.

The day will take place on Thursday 26 September 2013 at: Chesterfield Football Club, The Proact Stadium, 1866 Sheffield Road, Whittington Moor, Chesterfield, Derbyshire, S41 8NZ.

We hope to see you there!

A tribute to Gail Taylor

A popular member of staff at Heanor Memorial Hospital, Gail Taylor, sadly died in July after a long illness.

Gail continued to come into work as central appointments clerk throughout her illness and is greatly missed by all her colleagues.

Gail, who was 49, started work in the NHS in 2004 as a housekeeper at Ripley Hospital, moving to Ilkeston's phlebotomy appointments office in 2009, before moving to Heanor Hospital in 2011.

Gail’s manager Carol Aulton said: “Gail was very well liked and always gave 100%. She will be sadly missed. Our thoughts are with her family.”

Making their day SPECIAL!

Babington staff helped a couple from Fritchley celebrate 68 years of marriage this month. Mrs Dorothy Pickering was staying on Baron Ward at Babington Hospital as an inpatient while her husband, Donald, was invited to stay to have lunch and celebrate with the other patients.

Dorothy first met Donald whilst attending an interview at Newman & Bond solicitors in Barnsley where Donald was an office boy. Dorothy was appointed to the post of short-hand typist and she and Donald dated for five years before Donald enrolled in the army. The couple married on 6 August 1945.

Congratulations Dorothy and Donald!
The staff at the Jubilee Day Service Centre have been using the warm weather to their advantage by indulging in some green-fingered activities.

Their services users helped to plant a wide variety of bedding and vegetable plants and assisted with the watering and maintenance of the gardens.

The gardens have become well established and staff have already sampled some of their home grown strawberries and peas... delicious!

The pupils at Sunshine Nursery who took part in a special ceremony to mark the end of their time at nursery and to celebrate their achievements.

The nursery is based at Walton Hospital and manager Joanne Rodd said: “This is a truly momentous occasion, one that we look forward to on one hand, but dread on the other. The children soon forget us, that is inevitable and part of life, but we shall always remember them, with great fondness and love.”

Congratulations to...

The pupils donned caps and gowns to graduate in style! Cute!

The real sporting competition was the annual golf tournament between DCBH and Chesterfield Royal Hospital, held at Grassmoor Golf Club one evening this month. Unfortunately we lost the trophy this year in a closely fought battle.

Tracy Allen supported the team and confirmed she has every confidence that our team: Peter West, Debbie Broomhead, Adam Short, Alvaro Pancisi, Sue Bennett and Jon Braithwaite, will take back the trophy in 2014...

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