Partnership Nurse Julie takes part in Queen’s birthday patron parade
Last week, I had the pleasure of visiting a number of teams who have recently moved to be based at Newcastle-under-Lyme Fire Station. Some of the teams have moved from less favourable surroundings and it was good to hear they are finding the improved environment better for working. The co-location of teams has also benefited working relationships among the teams and enabled face to face conversations regarding patients to take place.

During the afternoon at the station, I was able to speak to most staff individually. Their passion and focus for delivering the best possible care for our patients and service users was evident and I was inspired speaking to such vibrant, positive teams who were also very complimentary about the way they had been managed and supported through recent changes.

I’d like to offer my personal congratulations to David Pearson who has been appointed as Chairman of the Trust. I have enjoyed working with David in recent months while he has held the post on an interim basis and I am pleased I will get the opportunity to continue to work with him.

His appointment will give increased stability to the Trust Board during a time of significant financial and transformational challenge.

Those of you in social care will be aware that there are ongoing discussions with the county council with regards to our future contract. I understand that this uncertainty can cause anxiety among staff but I would like to assure staff that it is our intention and desire to continue to be a provider of adult social care.

Some of you will also be aware that the council this week discussed ways to meet a £15 million gap in the Better Care Fund. This could have a significant impact upon on the funding available for adult social care services and as soon as we know more I will ensure you are updated.

As part of our conversation with the council we were asked to strengthen the voice of social care and provide additional leadership around the Trust Board table. I am therefore also pleased to announce the appointment of Simon Robson as Director of Adult Social Care on an interim basis.

Simon has previously worked at Stoke City Council and has an extensive background in social care and will join the Trust on 29 June. He will be focused on our negotiations with the county council and our transformation programme.

Following the recent departure of Sandra Daniels and Mandy Donald, I have also now met with Ian Turner who is leading operations in the North Division together with specialist services, and Jo Cowcher who is interim Chief Operating Officer for Social Care. I am pleased they have already hit the ground running to continue the excellent work of their predecessors.

I am one of four directors from the executive management team who are supporting the latest cohort of the Implementing Change Programme and was delighted to meet the teams this week. I could see the enthusiasm and drive for change being exhibited, with teams identifying improvements already. I look forward to working with them over the next five weeks.

Stuart Poynor
Chief Executive
We Put Quality First
We Focus on People
We Take Responsibility

Partnership Trust services are helping people avoid diagnosis of Type 2 diabetes and improve their management of Type 2 Diabetes by promoting the positive impact which nutrition can have on lifestyle and medical conditions associated with being overweight.

During national Diabetes Week (12 -18 June) staff are helping service users understand the facts about diabetes and are busting some common misconceptions about the condition which affects over 3.5 million people in the UK.

Carl McKenzie from Norton Canes, Staffordshire was referred to the Partnership Trust’s Specialist Adult Dietetic Service in 2014 after being diagnosed with Type 2 diabetes. Prior to receiving support from the team he weighed 150kg, had mobility problems and was injecting 200 units of insulin every day to manage his diabetes.

Following intensive support from the Specialist Adult Dietetic Team and the Trust’s Specialist Diabetes Team Carl successfully lost 15kg in weight and began to take part in regular exercise. Having shown commitment to pursing a healthier lifestyle, Carl was approved weight loss surgery to help him lose further excess weight.

Following the surgery Carl’s weight loss continued and he achieved his ultimate goal of no longer needing to take insulin as the significant reduction in weight and a healthier lifestyle reversed Carl’s Type 2 diabetes.

Speaking about support he received from the team, Carl said: “I must thank all at the Specialist Adult Dietetic Service for giving me the chance to live again. The greatest achievement of my journey so far is that I am no longer dependant on any medication for diabetes. I am sure that if I had not been helped by the team that my condition would have deteriorated very quickly, along with my life expectancy."

Wendy Hollands, Professional Lead for Dietetics added: “Diabetes is a complex long term condition which has many different elements depending on which type of diabetes you have. Specialist nutritional input is hugely important in managing diabetes generally. However, for Type 2 diabetes the impact of food and exercise can be life changing and in some cases lifestyle changes can help avoid the condition all together or reverse the diagnosis so that people don’t need to take medication.

“This week we’re supporting Diabetes UK ‘Setting the Record Straight’ campaign to ensure that all of our service users are aware of the real facts and figures about diabetes so that they can live healthy and fulfilled lives."

The Partnership Trust support service users who have diabetes through the community based Specialist Diabetes Team, Specialist Adult Dietetic Service and Together 4 Health, which supports people to manage this complex condition.
In recognition of Carers Week 2016 (6-12 June) the Partnership Trust teamed up with local support services to provide information on the help available to carers and the cared for in Staffordshire and Stoke-on-Trent.

Throughout the week Community Development Coordinator, Lee Owen joined various agencies at Sainsbury’s in Newcastle-under-Lyme to offer support and advice to shoppers.

To celebrate Carers Week a ‘networking’ coffee morning was held at Sainsbury’s with representatives from: DEAFVibe; Carers Support Service from the Douglas MacMillan; Home Instead; Welfare Benefits; North Staffs Link Line; Newcastle Weekly Social Club for the Blind and partially Sighted; North Staffs Carers Association and the local council coming together to raise awareness.

**Falls service create new online information resource**

As the use of technology is increasing amongst people aged 65 years and over; the falls service wanted to ensure that information on the reduction and management of falls is available online.

The team developed their current web page on the Trust website which they will keep updated to reflect any developments in falls management and prevention.

Patients and staff can access the information which includes self-help tips and advice.

By making this information available online we hope that people will become more informed about their own health issues which may help in reducing the risk of suffering a fall or having multiple falls.

If you have concerns about a patient, relative or neighbour please refer to the Falls Check list on the website and contact the appropriate falls management service for advice or assessment.

**Click here to contact us.**
Thank you to all those who completed the Annual Staff Survey 2015 for the Trust.

Our response rate was 42.5% which was an increase of 7.5% from the 2014 survey. Results were embargoed until the end of February 2016 and much work is in progress to act on your feedback.

The organisational development team has attended senior management meetings to roll out results – both trust and divisional. Bespoke reports have been sent to neighbourhood, area and senior managers and drop in clinics have taken place to support with interpreting results.

Each division is now collating local action plans which will then feed in to the overall Trust action plan. Click here to view the results of the Staff Survey 2015.

Moments of Brilliance

The Moments of Brilliance (MoB) club is committed to providing staff with a forum to celebrate their teams’ brilliance.

We are currently in the process of looking at ways staff can celebrate brilliance and excellence across the Trust so that during the next MoB Club we can get feedback from you on what works well. We encourage staff to get involved in building a positive culture and to share their successes.

Please continue to promote your MoB stories and boards on Yammer or Twitter to inspire others. Share your MoB’s on Twitter, follow @ Staffspartnersh & use the hashtag SSOTPMoB.

Contact the OD Team for more information: sara.bond@ssotp.nhs.uk

Haywood hospital highest recruiter to Rheumatology study in May

Haywood hospital has received a certificate for recruiting the highest number of patients to the British Society for Rheumatology Biologics Registers – Rheumatoid Arthritis (BSRBR-RA) study in May 2016.

The BSRBR-RA research study is funded by the British Society for Rheumatology and coordinated by the University of Manchester. It is a prospective observational cohort study and was established in 2001 to monitor the long-term safety of biologic drugs in patients with rheumatoid arthritis.

Well done to the Haywood Hospital team!
Clinical Nurse Specialist Julie Matthews was one of 12 Queen’s Nurses to take part in a parade as part of the Queen’s 90th birthday celebrations.

Julie attended the celebrations with a selection of Queen’s Nurses from across the country who were chosen to participate in the London parade.

The Queen’s Nursing Institute (QNI) award the Queen’s Nurse title to nurses who are committed to high standards of practice and patient-centred care. The title is available to individual nurses who have demonstrated a high level of commitment to patient care and nursing practice.

Julie has worked within Rehabilitation at the Haywood Hospital for 23 years and became a Queen’s Nurse in 2013. Julie said: “I was very fortunate to be chosen to be part of a group of 12 Queen’s Nurses to parade for our patron. I had a wonderful, memorable day which will stay with me forever. I feel it was the pinnacle of my career and I participated for all of the patients and colleagues I work with.”
Over 30 people came together at the beginning of June to review progress towards enhancing primary and community care in Staffordshire and Stoke-on-Trent.

This was the third workshop organised by Together We’re Better to support the workstream whose ambition is to dissolve the traditional boundaries between different health and care organisations; primary, community, mental health and hospital care. And integrate with social care and the voluntary and community sector. Each of these sectors fielded representatives.

Dr Bill Gowans, Medical Director for Together We’re Better, opened the session by reminding participants of both the opportunities and the challenges. He then summarised the existing initiatives taking place within primary and community care. The aim of the workshop was to marry together the local initiatives into a strategic framework for the whole of Staffordshire and Stoke-on-Trent.

Dr Andrew Bartlam, Senior Responsible Officer for the workstream and Accountable Officer for Stoke-on-Trent Clinical Commissioning Group shared the ambition for both general practice and community care which was considered, in small groups, by the people attending the workshop.

The feedback included the need to frame the ambition in a way that explains what will be different for users of the services involved. The primary outcome for patients of the health service will be fewer trips to hospital with care delivered closer to home by extended and integrated primary care teams. For the citizens of Staffordshire and Stoke-on-Trent there will be a greater focus on prevention and maintaining independence.

Mindful Moment

“The best way to find yourself is to lose yourself in the service of others.”

Mahatma Gandhi

Submit your mindful moment to Kieron Murphy Director of Operations on email kieron.murphy@ssotp.nhs.uk or his EA Jayne Garrett@ssotp.nhs.uk
Record Keeping Jigsaw

The record keeping jigsaw has been developed by the care records group to support and guide staff on good record keeping practice.

Each piece of the jigsaw is integral to ensuring good record keeping standards. This week we focus on Timeliness and why timely record keeping is essential.

Timeliness

• Who
• Time
• Date
• Reason for delay
• Priority

The people receiving care expect it to be at the right time, in the right place, with the right person, who has the right skills.

Staff should ensure any care provided is accurately portrayed within recordings. Recordings should be dated, signed and timed within a 24hr clock. Records should only contain entries that are dated with the start and end time of the intervention, ensuring that they are signed with a full signature, with a full name and professional job title printed alongside.

Any reasons for delays in recording should be documented by the person making the entry.

Ask yourself? Are records completed within the consultation or event, or as soon as possible after, ie by the end of the working day. Not having time is not a defence for not maintaining a record.
Thank You

Social Care Assessor Sue Simpson, Community Intervention Service in Tamworth has received high praise from a service user.

“Sue has been absolutely marvellous! I wouldn’t have been able to get through the process of getting help if it wasn’t for Sue. She was so professional, caring, friendly and patient and had a great bedside manner. I don’t know what I would have done without her!”

The Community Nursing team based in Cannock have been sent a thank you card from the family of a patient who recently passed away.

“Thank you to all the Community Nurses especially Graham for the care that was shown to Joan and the family throughout her illness.”

The Stoke Health Visiting team have received a number of compliments from local parents who have received support from the service.

“The support provided at the breastfeeding cafe in Norton by the Health Visitor and nurse has been fantastic.”

“Helped me pick up on my daughter’s milk allergy and helped me to join in with mum and baby groups and build my confidence.”

“Thank you for supporting me all the way through pregnancy. Thank you for helping me with breastfeeding.”

“I am extremely thankful for the fantastic relationship I have been able to develop with my local health visiting team. Throughout the course of my induction into motherhood, I have been helped, advised and supported with an array of issues including breastfeeding, attachment and sleeping.”

Staff on Chatterley Ward, Haywood Hospital have been sent a heartfelt note of thanks from the family of a patient who recently passed away.

“To all the staff. Just a quick thank you to you all for your care and support to my partner and to the family. We can’t thank you enough for the care and comfort you gave on my partner’s final days. Your smiles, hand holding all the little things meant a lot. With love and best wishes to you all.”

The Chatterley Ward team have received another note of thanks from the family of a recent patient for the ‘understanding and support’ shown to the family during the patients stay on the ward.

Staff can now log their own compliments on the Safeguard database. Please click here for a guide on entering compliments from patients/service users.

When forwarding compliments please ensure specific details of the message are included so that all messages can be passed on, and credit can be given, to the correct teams.