Staffordshire and Stoke on Trent Partnership
NHS Trust

Edition 388
9 September 2016

Stuart Poynor with Karen Shaw & Kara Walley | Our Health 5-19
It has been a very difficult week for our colleagues in community hospitals and I wanted to take this opportunity to apologise on behalf of the leaders of the health system for the way they have been treated. I spent yesterday afternoon with our staff at Cheadle Hospital and this morning with staff at Longton Hospital, who have been put at risk of change and redundancy because of the closure of the beds. They are understandably angry and upset.

We had identified suitable alternative employment for almost half of all affected staff but this is now uncertain. We learnt on Wednesday that the Clinical Commissioning Groups are reviewing the future of all community hospitals at a meeting next Tuesday. I have personally spoken to their accountable officer and have secured his commitment that he will let us know the outcome of that discussion as soon as possible. I will then be able to share this with all those affected. I appreciate that this leaves people in an extremely unsettled and uncertain situation over the weekend. I would urge anyone who feels they need support during this time to speak with their line manager, HR or contact our staff support and counselling service on 0300 123 0995 x 4428

I would also like to take this opportunity to thank our staff in the north of the county for their continued hard work during a very challenging time. The summer has been exceptionally busy and we have suffered from a variety of staffing issues. We used part of our Executive Leadership Team meeting on Tuesday to identify additional actions that we could take to support this part of our service. All the ideas that have already been generated are now part of a project plan and are being managed in a more systematic way. We will soon be writing to all staff asking those who have previously practiced as a nurse to identify their existing competencies and any that could be enhanced with training. This will help us identify people who we could call on to work clinically. Please watch out for the email from communications.

Turning to more positive news, I was pleased to represent the Trust at last night’s Annual General Meeting. The room was full of people and I experienced a real sense of pride walking around the stalls. The stars of the evening were Karen Shaw and Kara Walley, team leaders of Our Health 5-19 in Stoke-on-Trent. They described the change that the service had been through and explained that although it was unsettling at the time, it has led to a better service and one that they are clearly very proud of. Their enthusiasm and good humour is contagious.

In addition we are continuing to have discussions with our partners at Staffordshire County Council with a view to renegotiate our contract for the provision of adult social care. There are important meetings taking place next week and I hope to bring you more definitive news after that.

All in all, there is a great deal going on at the moment across the organisation. I would like to thank you all for your professionalism in continuing to provide care and support to the people we serve.

Kieron Murphy
Director of Operations
This week the Trust welcomed staff, patients, service users and partners to its Annual General Meeting 2016.

On arrival, attendees were given an opportunity to browse the ‘SSOTP Marketplace’ which consisted of a variety of stalls showcasing our services. Staff from across the Trust came along to share their work with our communities.

Chairman David Pearson opened proceedings by welcoming audience members to the AGM and provided a round-up of the Trust’s key activities for 2015-16.

A review of the year was delivered by Chief Executive Stuart Poynor. Stuart spoke of his weekly visits to services across the Trust and recognised the ‘professionalism and caring nature of all staff’. He acknowledged that it had been a challenging year for the Trust but noted ‘good progress has been and is being made’.

Stuart then welcomed Our Health 5-19 School Nursing team leaders Kara Walley and Karen Shaw to the stage to share their experience of service change and development. Kara and Karen told the audience how the re-commissioning of the Stoke-on-Trent School Nursing service led to the need for integration between a Public Health Advisory service and Targeted Service. Kara and Karen talked of how the service and staff had made positive changes to ensure effective delivery of care and support.

Medical Director Dr James Shipman talked the audience through how the Trust delivered on its Quality Priorities for 2015-16 and commended staff for ‘regularly delivering high quality care which exceeds expectations’.

Director of Finance and Resources, Jonathan Tringham treated the audience to a demonstration of what he had learnt during his recent manual handling training before discussing performance and finance.

Stuart then gave an overview of the Staffordshire and Stoke-on-Trent Together We’re Better programme and shared the Trust’s ambitions and future direction.

Click here to view the #ssotpagm Storify
We Put Quality First
We Focus on People
We Take Responsibility
Next week the Trust is taking part in the annual Workout@Work Day. The campaign, hosted by Chartered Society of Physiotherapy and held on Thursday 15 September, promotes physical and mental wellbeing in the work environment and inspires employees to develop healthier work habits.

There are various activities taking place across the Trust, which include Pilates, walking and mini-circuits plus more. All levels of fitness are welcome to participate.

Please send any pics of you and your colleagues taking part to communications@ssotp.nhs.uk

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<tr>
<th>Venue</th>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>Springfields Health and Wellbeing Centre</td>
<td>12-2pm</td>
<td>Pilates</td>
<td>Sarah Black Physiotherapist 01889 571411</td>
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<tr>
<td>Cheadle Hospital Ward 3, Bay 4</td>
<td>12.30pm</td>
<td>1 Mile happy walk (indoors)</td>
<td>Affy Turner, Clerical Officer Team Leader 0300 123 0975</td>
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<tr>
<td>Trentside Clinic, Stone</td>
<td>1pm</td>
<td>1 mile walk/run/jog</td>
<td>Julia Dando, Health Visitor Team Leader 07872414422</td>
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<tr>
<td>TBC</td>
<td>1pm</td>
<td>Mini-circuit</td>
<td>Anthony Harley, Lifestyle Advisor 07976681754</td>
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<tr>
<td>Cannock Leisure Centre</td>
<td>4.30pm</td>
<td>Olympic mini-games</td>
<td>Helen Millington, Lifestyle Co-ordinator 07837716663</td>
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<tr>
<td>Various Trust venues</td>
<td>8.30am-4.30pm</td>
<td>Office stretch sessions – pop up sessions across trust venues</td>
<td>Sarah Degg, Manual Handling Trainer 07595091232 Rachael Machin, Staff Physiotherapy 07891084405</td>
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<tr>
<td>Greyfriars, Units 1 and 2b</td>
<td>1pm</td>
<td>Walk the Isabel trail with HR (15-30 minute walk)</td>
<td>Aprile Wylie, Senior Employment Relations Officer 07814832009</td>
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<td>Bentilee Neighbourhood Centre</td>
<td>9.30-12.00, 1.00-3.30pm</td>
<td>Health Checks – get your blood pressure and cholesterol levels checked free of charge</td>
<td>Team Prevent. Call Rachael Machin – 07891084405 for more details</td>
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<tr>
<td>Civic Centre, Cannock</td>
<td>1pm &amp; 1.30pm</td>
<td>Walk the block</td>
<td>Denise Ballinger, Community Nursing Sister</td>
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<tr>
<td>Penkridge Medical Centre</td>
<td>12 pm</td>
<td>Pokémon Go – walk and catch!</td>
<td>Karen Ferriday &amp; Lynne Vaughan – Social Workers</td>
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<td>Cannock – Beecroft Clinic</td>
<td>Throughout the day</td>
<td>Pilates promotion and Back Pain myth busting</td>
<td>Kirstie MacLoughlin Physiotherapist 01785 229184</td>
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For more Information contact Rachael.Machin@ssotp.nhs.uk
## LISTENING TO YOUR:

### NHS STAFF SURVEY RESULTS 2015

## WE’RE TAKING ACTION

### Ensuring Effective Communications

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<td>More effective two way communication is needed at all levels across the organisation.</td>
<td>Encouraged staff to update and utilise the Corporate Directory/ESR to make contact telephone details accessible to all staff. Introduced the ‘Rate your day’ initiative – An initiative which involves using emoticons on a mood board to encourage and guide team discussions. Currently being rolled out across the Nursing and Quality Directorate. Team development plans have been introduced across a number of teams to improve communications and incident reporting.</td>
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### Health and Wellbeing

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<td>There are high levels of work related stress. People with disabilities want to feel more supported.</td>
<td>Increased the number of online resources and workshops available to support employees and managers in coping with pressure/stress. A managing stress sub group has been set up to look specifically at helping staff to manage or reduce stress levels. The Trust is working with the Staff Support and Counselling service on targeted interventions for teams identified with high levels of stress related absences. A Gateway Masterclass is in development to ensure everyone promotes disability equality in the workplace. The disability staff support network has been developed further to provide greater support.</td>
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### Trust Culture

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<td>Staff do not feel they are able to make suggestions and feel their concerns aren’t always listened to and acted upon. Staff don’t always feel appreciated.</td>
<td>Introduced the ‘Implementing Change Programme’ to develop change agents amongst staff to influence positive change. Increased team development opportunities in response to higher demand. Additional support is now available for team leaders e.g. coaching, buddying. ‘Leading with Compassion’ launched to recognise acts of compassion shown by staff. Relaunched the ‘Freedom to Speak Up’ campaign with a focus on “seeing something and saying something”. Celebrating Excellence Awards Categories have been adapted to enhance recognition of staff living the Trust Values</td>
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### Bullying and Harassment

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<td>Staff are not always reporting bullying and harassment in the workplace.</td>
<td>The process of how to report an incident has been simplified. The ‘Dignity at Work’ policy has been reviewed to place emphasis on sorting issues at source and via mediation wherever possible. A staff handbook is in the process of being developed which includes guidance on how to deal with poor behavior.</td>
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### Learning and Development

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<td>More learning and development opportunities need to be identified.</td>
<td>A development session on how to have Talent Management conversations at appraisal is in the process of being rolled out. Continuous promotion of the importance and value of appraisals has seen compliance rates increase across the Trust.</td>
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Would you like more information?

Each division has developed its own action plan and many improvements have been made or are ongoing, if you would like more information contact your divisional staff survey rep:

**North:** Ellie Delicata - Ellinor.Delicata@ssotp.nhs.uk

**South:** Karen Hopley – Karen.Hopley@ssotp.nhs.uk

**Corporate:** Katie Beeston - Katie.Beeston@ssotp.nhs.uk

**Nursing and Quality Directorate:** Annette Martin – Annette.Martin@ssotp.nhs.uk

**Medical Directorate:** Denis Kanu/ Ann Barcroft – Denis.Kanu@ssotp.nhs.uk

**Finance Directorate:** Steven Hopley – Steven.Hopley@ssotp.nhs.uk

**Workforce Directorate:** Sara Bond – sara.bond@ssotp.nhs.uk

**STAFF SURVEY 2016 coming soon!**
On Monday 5 September the Specialist Practice District Nursing cohort celebrated their successful completion of their district nursing degree programme and their appointment as District Nurses within the Trust.

Carole Martin from the cohort has been awarded the Philip Freeman university award by Wolverhampton University.

The event also an opportunity to celebrate the start on the next cohort of Specialist Practice Students who are about to embark on their 12 month programme in order to be awarded the District Nurse title.

SSOTP continues to value the Specialist Practitioner award and those completing the 12 month programme have feedback that it was an amazing opportunity for their professional development and personal growth, which has equipped them with the skills to successfully lead their teams and play a key role in delivering person-centred, preventive and co-ordinated care, reducing hospital admissions and helping people to stay in their own homes.

Congratulations and well done to everyone involved.

COMING SOON - New Communication Support Portal

There will soon be a new, easy way to book your interpreters for your patients/clients with sensory/British Sign Language needs or who are non-English speakers.

The new interpreter portal will be available on the intranet in the autumn. We are producing a step by step guide for users and will send out information for team meetings.

Further details coming soon!

Interpreter Service, Equality and Inclusion Team interpreterservices@ssotp.nhs.uk
Thank You

A children’s speech and language therapist based in SALT Cannock and Seisdon has received a compliment from the parent of a recent service user.

“To Lucy. Thanks a bunch for all the hard work you have put in over the last 12 months with Ruby. She is going to miss you loads.”

The Intermediate Care Team based in Newcastle has received two compliments this week regarding the care and support provided to local service users.

“I am writing to you as your team of carers have looked after me so well. Each one of them has been so professional and friendly; it has been a pleasure to see them in our house.”

“Thank you to the Intermediate Care Team for their patience and good quality service. It is much appreciated.”

The Living Independently Staffordshire team based in Stafford have been praised by the wife of a recent service user, who has sadly passed away. In a letter to the team she wrote;

“I would be pleased if you could thank all your team who were involved in caring for my husband after his return from hospital until his death on 18th August, and for their kind sympathy card.

All the girls who looked after him were extremely good-humoured, kind, competent and always cheerful and made him feel that they really cared for his welfare and did their best to help him in every way.

Although it was only for a short time I was extremely grateful for their help. With many thanks and best wishes.”

The Sexual Health Team based in Leicester has been complimented in a note which reads:

“I wish to thank Jo and all the staff here today for their extreme professionalism and kindness - there is absolutely nothing about this service which would warrant any criticism even the constructive sort. Jo who was beyond brilliant and sincere.”

Staff on Scotia Ward at Haywood Hospital have received a thank you letter from the daughter of a recent service users, which reads:

“To all the staff of the Scotia Ward.

Thank you so much for everything you did for my Mum. She could not have been in better hands during her stay with you. I am so grateful that you took the time to get to know my Mum and saw the incredible person that she was. In my Mum’s final days she could not have been treated with more dignity and respect. So eat, drink, enjoy! And if you ever want to do something a little bit scary..... just think of my Mum and go for it!!!! Love and happiness to you all.”

In memory of Colette McKeaveney (White)

A message from Claire Underwood, Area Manager – Lichfield, Tamworth and East Staffs…

‘It is with a very sad and heavy heart that I write to The Word to share how the Tamworth/Lichfield/East Staffs area team lost a truly amazing lady and inspirational colleague and friend last Friday 2 September 2016.

Colette, a Social Care Assessor in West A ILCT, passed away following a very brave fight at St Giles Hospice with her family around her. She was an excellent employee and held integration at her core, she was integral to the success of integration within Tamworth. Her presence is and will be massively missed by all the team and service users. Colette never left a stone unturned and would always go above and beyond what was required in her role.

Everyone whose life she touched was treated as if they were a member of her own family.

Colette was the life and soul of everything she was involved in and held an extremely positive outlook on life with a fantastic, cheeky sense of humour. I, as will all the team will truly miss Colette.

All of our thoughts are with Colette’s loving family at this very sad time.’

Mindful Moment

This week’s Mindful Moment was submitted by Marie Carpenter, OT Admin Support based in Lichfield.

“You can have anything you want, just not everything you want.”

Please submit your Mindful Moment to Tracy Fothergill, tracy.fothergill@ssotp.nhs.uk