

# Choose

South Tyneside **NHS**  
NHS Foundation Trust

## Members' Newsletter

South Tyneside NHS Foundation Trust's 2011/12 Annual Report and Accounts have recently been published.

There is no doubt that 2011/12 was a period of very major change for the Trust, which previously provided hospital services in South Tyneside but now also provides community health services in Gateshead, South Tyneside and Sunderland. This doubled the size of the Trust and its staff overnight.

Early benefits from these changes can already be seen with an extensive programme of work to streamline services, smoothing the patient's journey, making sure they get the best treatment from the right staff at the right time.

By bringing together teams from community and hospital services, patients are getting more efficient and effective care across a whole range of conditions. South Tyneside NHS Foundation Trust Chief Executive Lorraine Lambert said:

*"We had an extremely busy, challenging but, ultimately, rewarding year in 2011/12. There is so much good work going on in the NHS, which the public often don't hear about. I know of countless examples of our staff going the extra mile for their patients and I am very proud of what they do day in, day out. With their dedication and support, we are continuing with a very extensive programme to improve our services on a continuous basis, always aiming to make sure our patients have the very best experience in our care."*

For a copy of our Annual Report and Accounts please visit our website [www.stft.nhs.uk](http://www.stft.nhs.uk) or contact Christine Morgan on 0191 202 4007



South Tyneside NHS Foundation Trust modern matron Jane Middleton with the health visitors who won the title of Community Practitioner Team of the Year at a national awards ceremony.



Above - Staff from the Stroke Unit at South Tyneside District Hospital

Left - Staff Nurse Terry-Fiona McDermott with patient Mary Mc Coy



Autumn 2012

Providing a range of NHS services across Gateshead, South Tyneside and Sunderland

## Tuned in to patients' needs

Kind-hearted slimmers took time out from losing pounds to raise them for a good cause.

Members of the Slimming World groups in Boldon and Jarrow donated about £200 from their coffee morning to South Tyneside NHS Foundation Trust's Primrose Hill Hospital in Jarrow. The money has been used to buy sets of wireless headphones for the elderly patients.

Ward manager Lynn Jones said: "This was a very kind gesture by the Slimming World members, which is much appreciated. Many of our patients have serious illnesses, such as cancer, Parkinson's Disease, heart failure, respiratory failure and dementia, and they derive a lot of pleasure from the TV and radio. By using the headphones, they can watch and listen without disturbing one another."

Lynn added: "Some patients stay here with us for a long time and we do everything we can to make it feel homely for them and we try to be



Primrose Hill Hospital patient Joyce Copeland, 82, of South Shields, tries out the new headphones watched by Slimming World fundraisers Joan Hunt, Trish Finlay and Pauline Fox and ward manager Lynn Jones.

as accommodating as possible when it comes to visitors. Patients and their families tell us that there is a very calm, relaxed and friendly atmosphere."

Slimming World consultant Pauline Fox, said: "We decided to give to Primrose Hill because we felt that it perhaps gets forgotten when it comes to local fundraising."

## Sight-saving service celebrates 10 years



Mr Phillips is pictured with Helen Bone.

A screening programme which helps to prevent serious eye damage in diabetic patients in Sunderland and South Tyneside has celebrated its 10th anniversary.

Gary Phillips was one of the first patients to attend the screening programme and he has had a check up every year since then.

Mr Phillips, 79, of Washington, said: "Ten years ago when I was invited to attend, I thought it was a good idea and now I'm really grateful for the service they offer. They let me know my results on the spot and it's very reassuring to know that if they do find anything wrong then something will be quickly done."

Helen Bone, Programme Lead for the Diabetic Retinopathy Screening Programme, said: "Diabetic Retinopathy is the leading cause of blindness in patients of a working age and it is essential that people with diabetes have their eyes checked every year."

Diabetic patients are also at risk of developing foot complications so in 2005 the programme was extended to offer a dual foot and eye check within a single appointment.

## Bev and Helen aim for best patient care

Bev Atkinson and Helen Ray have taken up new roles within the Trust. These changes are part of the organisation's aim to provide a seamless service for patients in Gateshead, Sunderland and South Tyneside.

Earlier this year, Bev was appointed to the post of Executive Director of Nursing and Patient Safety. She has vowed to make ensuring the best possible care for patients her top priority.

Bev says "As a nurse, you are privileged to be in a position to help people when they are at their most vulnerable, whether in their recovery or at the end of their life. It's every patient's right to expect the correct level of care from a respectful member of staff and we have to make sure that the care we deliver is as safe as it can possibly be.

"Our aim is simple: we want to be able to demonstrate to the populations we serve that we're the best there is –

the no.1 place where people want to come for their care and where people want to work."

Following the transfer to the Trust in July 2011 of community services covering Gateshead, Sunderland and South Tyneside, we have spent some time working on the integration of pathways of care covering community and acute services. The Trust Board has agreed that all clinical services should be brought together under the leadership of Helen Ray in a new role as Chief Operating Officer, Clinical Services.

Helen has been working with the teams to put in place revised management arrangements to support the new structure for clinical services.



Bev Atkinson, (centre left) Executive Director, Nursing and Patient Safety, with Helen Ray, (centre right) Chief Operating Officer, Clinical Services, with nursing staff at South Tyneside District Hospital.

## South Tyneside Hospital in top 40

South Tyneside NHS Foundation Trust has been recognised as being among the best performing hospitals in the UK.

This is the eighth time in nine years that the Trust has featured in the CHKS 40 Top Hospitals which are based on the evaluation of 23 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

Lorraine Lambert, Chief Executive of South Tyneside NHS Foundation Trust, said: "We are delighted that our staff have, once again, received this national recognition. It is a tribute to their dedication to ensuring that our patients receive the care they need through top quality services."



Anne Hill, community midwifery service manager with South Tyneside NHS Foundation Trust, and stroke unit manager Patricia Yorston receive the 40 Top Hospitals award from Jason Harries, managing director CHKS.

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# Results of Elections May 2012

## Three public members have been elected to the Council of Governors of South Tyneside NHS Foundation Trust.

Janice Todd and Dr Rob Buckley represent Gateshead and Maria Robson is a Sunderland governor. The governors are the direct representatives of local interests within the Foundation Trust, ensuring that the local community is directly involved in its governance.



Mrs Todd, of Whickham, Gateshead, is a carer for one of her daughters who has learning disabilities.

She said: *"I feel everybody should try to give back to the community if they can. I have always done charity work of some kind and now I'm looking forward to being a South Tyneside NHS Foundation Trust governor."*

*"It's very important to me that I'm informed about the things that matter and, as a governor, I hope I'll be able to help inform other people – lay people who just need to know what the decisions that are taken mean for them."*



Mrs Robson, of Ashbrooke, Sunderland, had a nursing career spanning 40 years, qualifying as a Registered General Nurse in 1969.

Explaining her decision to stand for governor, Mrs Robson said:

*"I wholeheartedly endorse the principles of the NHS."*

*Having experienced it first-hand, not only as a nurse but, more importantly, as a patient, I relish the opportunity to represent the 'voice' of the community."*



Dr Buckley, who lives in Teams, Gateshead, is a registered massage therapist.

He said: *"Through my therapy work, I've attended a lot of meetings about the changes to the NHS so when the opportunity came up to become a governor of South Tyneside NHS Foundation Trust I felt it was something I could do as I already had some knowledge."*

He has a particular interest in the provision of health services for people living at home with long-term conditions.

We will be holding more elections in November, 2012 for several governor vacancies:

- three public for South Tyneside
- one public for Gateshead
- one to represent clinical staff
- one to represent non-clinical staff

If you are in one of these member groups, you will receive your information about the elections in early October. PLEASE USE YOUR VOTE. Or why not think about standing for election yourself? All members are eligible.

# choose nursing

Every year, on the anniversary of the birthday of Florence Nightingale, the NHS celebrates the vital contribution that nurses and nursing make to our communities.

This year our Trust highlighted the fantastic work of several of our nurses. Here we are featuring just a few of them to showcase their experience and expertise.

## One of a new breed of health visitors.



Trudy Mc Vittie is a Safe Care Lead. This new role was introduced in the health visiting teams in 2010 as part of changes to improve services for children and families by delivering 'the right service, at the right

time, in the right way', so laying the foundations of good health and wellbeing.

Trudy, works with the West South Tyneside team. Like all the Safe Care Leads, she is still a 'hands-on' health visitor and she says that is crucial to the role.

*"We see at first hand what is working and what is not and what families need so we are in the best position to motivate our teams through changes to improve the service."*

**"Communicate with patients and families well and they will never forget you but do it badly and they will never forgive you."**



Those words years ago from a palliative care consultant have stayed with Karen Humphreys and represent the principle she's worked to ever since.

Karen is the Trust's Cancer Lead Nurse and Head of Service for Chemotherapy.

*"When talking to cancer patients and their families, you are faced with many difficult situations and emotions. If you don't communicate with them effectively whilst being honest and displaying empathy, you won't be able to elicit their problems and provide them with the care and support they need."*

## My "uplifting job"



To those people who think that working in a hospice must be a depressing experience, Christina Blench has this message: *"Far from it."*

Christina, who is a healthcare assistant at St Benedict's in Sunderland, says it's so uplifting that she loves coming to work each day.

As she sees it, her job is to meet patients' needs, whether that's helping them with bathing, monitoring blood pressure or simply enjoying a conversation with them. *"I just want to make them comfortable and, by doing that, I get great satisfaction."*

## 30 years in nursing - and still learning!



Pauline Milner, whose whole career has been at South Tyneside, is now Modern Matron - Patient Safety. She relishes the new challenges which her latest job brings.

*"My focus is on patient safety, care and standards," says Pauline. "It's 10 years since I worked on the wards and there have been massive changes in that time so I am learning new things every day."*

*This new role provides the opportunity for me to work closely with patients and relatives in gaining their perspective about the services they receive and, in doing so, support staff in improving care delivery."*

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## 'Saving lives with clean, safe care'

Work to ensure patients get clean and safe care was celebrated at a special 'Saving Lives' event at South Tyneside District Hospital.

Their efforts have already paid off: the Trust is one of the best performing in England and Wales in relation to infection rates. For example, there were no cases of MRSA bacteraemia between April last year and this year. Despite this success, keeping rates down and preventing infection where possible remain a priority.

Awards were given to employees in a wide range of departments - from nurses, physiotherapists and occupational therapists to medical physics staff - to recognise their contribution to infection prevention.

The 'Idea of the Year' award for the best infection prevention and control initiative went to Ward 19 for the removal of commodes from routine use. This ensures



Staff from Ward 19 with their certificate

that the elderly patients on the ward are taken to the toilet, wherever possible, which not only reduces the potential for transmission of micro-organisms but also improves patient privacy and dignity. This idea has now been rolled out across the majority of the Trust's elderly care provision.

The 'Saving Lives' awards will now become an annual event.

## New Non Executive Directors

We are delighted to have attracted some very high calibre applicants for our vacant Non Executive Director posts. At interviews in May 2012 we appointed Mr Alan Clarke, Mr Gordon Booth, Cllr Iain Malcolm and Mrs Allison Thompson to join our Board of Directors.

Alan, previously Chief Executive of One North East, and Gordon, previously Chairman of NHS South of Tyne and Wear Community Health Services, join us immediately, with Iain and Allison joining us later in the year. Iain is a local businessman in addition to his role as Leader of South Tyneside Council and Allison was previously HR Director with Northern Rock in the transition phase.

We are also saying goodbye to some Non Executive Directors who are reaching or have reached the end of their term of office. Annette Rowe left us in July, Margaret Hamilton and Patrick Melia will be leaving at the end of October and Val Elsy our Deputy Chairman and Senior Independent Director comes to the end of her term of office on 31st October 2012.

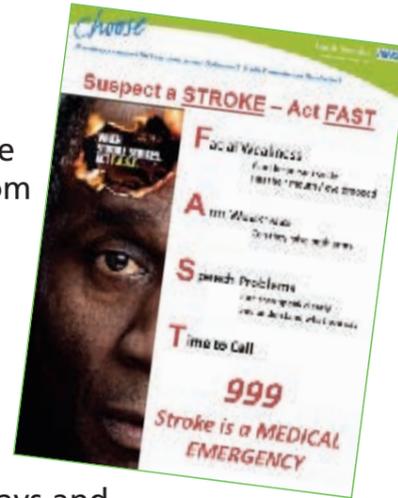
All of the team have given selfless and dedicated service and whilst we welcome new members, we give heartfelt thanks to those leaving us for the unstinting effort and commitment they have given to the Trust over the years they have served as Board members.

## Forthcoming events

### Annual General Meeting

All members are invited to attend the Trust's Annual General Meeting on Tuesday 25th September 2012. This year, the theme will be 'Stroke Services' and will coincide with the launch of the Stroke Patient Education Video.

Staff from stroke services (pictured below left) will be in attendance from 3.00 – 4.00pm in the Education Centre, South Tyneside District Hospital with a range of information leaflets and displays and will be available to chat and answer your queries.



The formal AGM will start at 4.00pm and we would be delighted if members could attend this meeting where Mr Peter Davidson, Chairman of South Tyneside NHS Foundation Trust, will officially present the Annual Report and Accounts for the year ending 31st March 2012.

#### Council of Governors meeting:

- Thursday 20th September 2012 at 4.00pm  
Cleaton Park Primary Care Centre

#### Annual Members' Meeting

- Monday 3rd December 2012 at 4.00pm in the Education Centre, South Tyneside District Hospital

#### Medicine for Members Meetings

- Thursday 11th October  
1.30 pm refreshments for 2.00pm start  
**Community Musculoskeletal service – Angus McLennan**
- Thursday 15th November  
2.00pm for 2.30pm start  
**Care of the Elderly – Dr. Becky Wiseman, Consultant Physician**

Both events take place in the Lecture Theatre in the Education Centre at South Tyneside District Hospital.

Refreshments will be available 30 minutes before the meetings begin.

Numbers for these events are, unfortunately, limited. If you would like a ticket, please contact the membership line on (0191) 202 4121 during office hours or leave a message.

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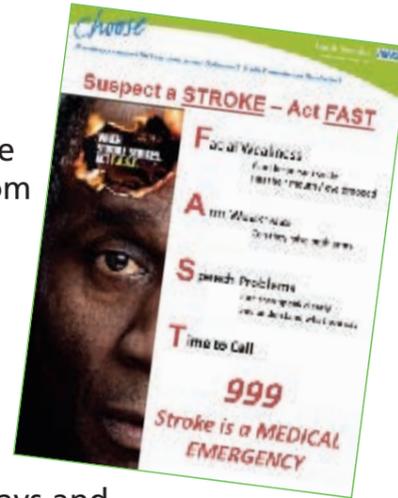
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## Jubilee Celebrations

**Along with the rest of the country, the Trust joined in the Diamond Jubilee celebrations to mark the Queen's 60 years on the throne.**

*Top: Brenda Roberts, 75, of South Shields and Ella Frater, 73 of Jarrow, are pictured getting in the party spirit on Ward 3 at Palmer Community Hospital with deputy ward manager Angie Cooper and staff nurse Darrel Bramwell.*

*Middle: Britannia (aka - Margo Normandale our restaurant supervisor) with colleagues. Margo dressed as Britannia and sold raffle tickets, cakes and biscuits in aid of the Spinal Injuries Association in the coffee shop at the hospital.*

*Left: Chief Executive Lorraine Lambert and Chair Peter Davidson were joined by our two youngest employees, nursing cadets, Samantha Nye and Paige Williamson to plant a commemorative rose in the Catherine Cookson Garden at the hospital.*



Choose

Come and  
join us...



**SIGN UP  
TODAY**

**We are always looking to recruit members like yourselves from Gateshead South Tyneside and Sunderland. If you have friends or family living in those three areas please ask them to contact the membership line on (0191) 202 4121 or visit the members section on our website [www.stft.nhs.uk](http://www.stft.nhs.uk)**

This newsletter has been produced "in-house" to keep costs down.

You can help us keep costs lower still by requesting an email copy of this newsletter. Please email [chris.morgan@stft.nhs.uk](mailto:chris.morgan@stft.nhs.uk) and you will be sent the next Members' Newsletter electronically.

If you have any queries about information in this newsletter please ring (0191) 202 4121