



## Have you earned your extra day?

For the sixth time in 2016, we ran our Discretionary Trust Reward Scheme, offering staff an extra day's annual leave (pro rata) in return for meeting certain eligibility criteria.

The deadline to qualify for this scheme was the end of November 2016. Now everyone who has met the criteria, which include no sickness absence, a positive appraisal and a flu jab, should have received an email from the Chief Executive to confirm this. If you believe you qualified for the 2016 Reward Scheme but have not received your email, please contact the Workforce Planning Department at CHH on 01482 468256.

It is possible to appeal, but all appeals must be submitted by 12 noon on Friday 3rd March 2017.

For those who have qualified, your extra annual leave will be subject to you providing a copy of the letter and proof of your flu jab to your manager, as it is not possible to confirm centrally who has received the job due to patient confidentiality. Please note also that your extra annual leave must be taken between 1st April and 30th September 2017.

For more information, visit <http://intranet/hr/rewardscheme.aspx>

## Trusted Assessor pilot

A new project has been piloted to help reduce duplication and speed up discharge for hospital patients.

The Trusted Assessor project has been running since the summer, and has been piloted across 10 wards at Hull Royal Infirmary including EAU and AMU, for patients living across Hull and the East Riding.

The principle is simple; rather than community providers coming in to carry out their own assessment of a patient's needs prior to discharge, they trust the assessment of hospital nursing and therapies staff instead.

Not only is this better for patients as it means they no longer have to answer the same questions repeatedly during multiple assessments, but they also get to leave hospital more quickly, often by as much as 24 hours. From a healthcare perspective, beds are freed up more quickly along with staff time, and as a result, community, acute and commissioning staff are now working together much more effectively.

Patience Young, Head of Occupational Therapy says:

"As this is a relatively new way of working, all agencies involved meet regularly to review how things are going, but on the whole it seems to be really successful.

"To conduct the patient assessments, we use an integrated therapy assessment tool, so patients don't have to answer the same questions from different members of staff. Previously, we would have seen community assessors coming into hospital to verify the findings of our assessment, which meant patients spent longer than necessary in hospital and duplicated work. To build up their trust, we have spent a number of weeks being shadowed by community assessors and we would complete the assessments together, to ensure we're consistent in our approach and our thinking.

"This is very much a joint piece of work, as nursing staff still need to complete the medical part of the assessment. The outcome is then shared with community therapists so that the appropriate

transfer of care or support package can be sourced and put in place to enable a patient to leave hospital."

Acknowledging that home is the best place for patients to be, assessors will always seek to return patients home with an appropriate level of community support first. However patients with a higher level of need may be referred to rehabilitation facilities across Hull and the East Riding.

Initial findings from the project have shown that discharge from acute care has been achieved within a timely manner once patients are deemed to be medically fit and appropriate for ongoing rehabilitation. Over the past month, Trusted Assessor has been rolled out across the organisation for use within all clinical specialities. Further work is being undertaken in order to ensure the process is fully embraced within the organisation, and that the process and pathway are further streamlined to ensure the continued efficient and effective discharge of medically fit patients.

## A new way to recruit staff

Think you know what to do to recruit staff? Think again.

Over recent years, recruitment has become a real talking point within the NHS. As a Trust, we are keen to ensure that when our managers are recruiting, they have the best possible tools to hand.

We recently launched a new recruitment IT system, namely 'TRAC', to streamline authorisation and recruitment processes within the Trust. Now, to complement these system changes, the way we interview candidates has also changed with the launch of 'Values Based Recruitment' (VBR).

VBR is used to recruit staff by assessing the behaviours and values of candidates, alongside their qualifications, skills, and competencies. At HEY specifically, we're looking for people whose values align not only with ours; Care, Honesty and Accountability; but also with those contained in the NHS Constitution.

All managers looking to recruit new staff will require access to TRAC and this will be granted via the Recruitment Team on completion of a new e-Learning package covering TRAC, VBR and Equality Inclusion. The e-learning package can be completed today via [www.hey247.net](http://www.hey247.net) or for more information, including a set of FAQs, visit <http://intranet/vbr>

## FFT – how are we doing?

Thanks and congratulations to everyone who assisted in the collection of Friends and Family Test surveys during December. The results are in and they show that 95.2% of the 4,169 people who completed surveys that month would recommend our care to loved ones. In receipt of full marks this time were Ward 20 and Ward 32 at CHH, and NICU in the Women and Children's Hospital. The average score across all of our wards and departments was 4.78 out of 5.



L-R: Sarah, Alex and Raz

## Introducing our Specialist Nurses in Organ Donation

For many people working in health, not knowing what you'll be faced with, day after day, is par for the course. But for our new team of Organ Donation Specialist Nurses, every day could lead to a life or death situation which requires specialist skills, organisation, and a whole heap of understanding.

### Tell us about yourselves!

Our team comprises three Specialist Nurses in Organ Donation; Raz Ilgasan, Alex Wray and Sarah Plant. We all have backgrounds in ICU; Raz worked at St James' Hospital in Leeds within the Intensive Care Unit (Liver and Kidney Transplant Centres) and liver surgery for 13 years, Sarah worked as a Paediatric Intensive Care Nurse at Great Ormond Street for 8 years, whilst Alex has worked in various posts across Hull and East Yorkshire, including time spent in Neuro ICU, Oncology, Palliative care and Transfusion. We started here at the Trust in November 2016.

### What does your role involve?

We are normally found working within the two ICUs at Hull Royal and Castle Hill and this year, we will also start working with ED staff. We facilitate organ donation for both adults and children; support potential donor families in their and their loved ones' decisions to help others as organ donors; and coordinate the donation to transplant process between patients across the country. We work within the Trust, Monday to Friday, 9-5, but obviously as a need could arise at any time, we also form part of a 24/7 specialist nurse on call rota covering all hospitals across Yorkshire.

Our role is multi-faceted so it's not just about the actual facilitation of transplants or dealing with relatives, although that takes up a significant amount of time, and we spend as much time with patients' loved ones as they want or need us to. We also

conduct audits, support end of life care, and carry out a lot of education and training with emergency and critical care staff too.

### What training is required?

Our selection process for the role was tough! We had to attend a full selection day which involved role play, scenarios, report writing for medical notes and a formal interview, but all of these were important in finding those with the right skills to deal with bereaved relatives. Once we took up our posts, we then went through six months of intense training and simulation to further develop those skills and prepare us for a role which will also see us lone working for a lot of the time.

### Why is your role important?

One donor can save or transform the lives of up to nine people, and yet three people die in the UK every day waiting for a transplant. Our role is to carefully and sensitively explore the wishes of the individual and their family to help others, and then if they decide to go ahead, to ensure that this happens in a timely yet caring, respectful and dignified manner.

We often find that people have not even discussed organ donation with their families, or they may have signed the Organ Donor Register but never mentioned this to loved ones. If the family doesn't want to proceed with donation, even if that was the wish of their loved one whilst they were alive, we can't go ahead, so it's really important for anyone who wants to be an organ donor to have

a conversation with your nearest and dearest to let them know.

### What do you enjoy about your role?

All of the team agrees, it's the direct contribution to saving lives. "It's a unique privilege to be part of a bereavement when the family sees something positive come from something tragic," says Alex. "As hard as it may be, it's also a lovely memory for the family to be able to save the life of someone else."

"We often stay in touch with families afterwards, just to make sure they're ok, and it's really rewarding to see them getting stronger again as time goes by," says Alex.

Raz adds: "The families of organ donors are so brave, it really is an honour to work with people who are so brave and selfless at such a difficult time."

### How do people get in touch?

During normal office hours, the team can be contacted via the Outreach Office, 3rd Floor, ICU at Hull Royal or in the ICU at Castle Hill. The pager for the Organ Transplant Service is 07659 171979.

### Sign up now!

The majority of people are not on the Organ Donor Register, yet most of us would accept an organ if we or members of our family or friends needed one. Let's help to change that; sign up today at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)



## All about delirium

With dementia so high up the care and news agenda these days, we'd probably all consider ourselves 'dementia aware' to some extent now.

But what of delirium? Do you know what it is, how to spot it, and who it's likely to affect?

Suzy Bunton, Lead Dementia Nurse for the Trust (pictured above) explains:

"The first thing to understand about delirium is that it doesn't just happen to older people, it can happen to anyone of any age. People often confuse dementia and delirium but dementia is a fixed condition which gets progressively worse, whereas delirium is a transient condition with potentially reversible causes.

"Delirium can occur for a number of reasons; following a head injury or fall, for example, as a result of dehydration or sleep deprivation, or a particular medication which is being taken. It can result in people becoming either hyperactive (e.g. agitated, wandering) or hypoactive (e.g. drowsy, immobile), or a combination of the two, with patients often being described as 'not quite themselves' by carers or relatives.

"Delirium can often be missed or misunderstood, so it's important for patients to have a good clear medical history. This not only helps colleagues to spot potential causes for delirium whilst in hospital, but also enables the appropriate help to be sought once they have returned home by the GP or family if they become unwell again.

"It's also really important for hospital staff to listen to family if they are concerned that their loved one is acting differently, as this can be really scary for them, but there could be an easily reversible cause for it."

The Butterfly Scheme used in Dementia can also be used to support people with delirium, the only difference being the use of a discreet outline butterfly symbol instead of a blue butterfly symbol.

The Trust's 'Policy For The Diagnosis And Management Of Patients With Delirium In Acute Hospital Care' is available on the Trust intranet and staff can also book on training sessions on dementia and delirium via [www.hey247.net](http://www.hey247.net)

In the very near future, a leaflet aimed at patients and families will be available Trust wide and to print off from the dementia intranet site.



## Trust plays host to leading pain expert

The Trust's Physiotherapy Department was proud to play host to internationally renowned pain expert, Dr Mick Thacker, recently.

Dr Thacker was here to deliver his informative and humorous presentation, Pain Management, to a HRI lecture theatre packed out with physiotherapists, occupational therapists and specialist nurses from across the region.

A senior lecturer at King's College, London, and clinical specialist at Guy's and St Thomas, Dr Thacker is an international speaker on the subject of pain, with over 45 publications to his name.

Dr Thacker delivered the lecture in honour of his friend and colleague, Louis Gifford, one of the most influential figures in the arena of pain, who passed away in 2014. Dr Angela Clough, a senior physiotherapist in HEYHT, invited all attendees to record their memories of how Louis had influenced their practice in order that contributions could

be collated and used as a promotional tool to celebrate positive physiotherapy practice across the region.

Delegates were delighted to spend time in the company of such a highly sought after speaker, and he didn't disappoint. Feedback from those in attendance was 100% positive, with many considering his presentation to have been truly inspiring and thought provoking. Many delegates also expressed a wish to return to Hull for future events.

Sandy Wright, Clinical Manager of Physiotherapy Outpatients said:

"It was an absolute honour to host such a high calibre event, and to have the opportunity to showcase our Trust and share the great work we do with colleagues across the region. A great way to start 2017 – our City of Culture year!"

## A Sight to Behold!

Work on an exciting new sensory artwork which will be installed within the Eye Hospital later this year has now begun! The 'Sight to Behold' project is being led by HERIB and has been made possible by a City of Culture Creative Communities grant.

A partnership of organisations, groups, communities and visually impaired individuals from across Yorkshire and Lincolnshire will work together to design and create the new tactile sculpture over the coming months.

The first meeting has already taken place between HERIB representatives and Consultant Ophthalmologist, Colin Vize, (pictured) and, once in place, patients, visitors and staff will be very much encouraged to get up close and hands on with the artwork.

For more information, visit <http://herib.co.uk/news/a-sight-to-behold1> or if you are able to spare time to support this project, whether you have a visual impairment or not, please contact HERIB on 01482 342297/ [mail@herib.co.uk](mailto:mail@herib.co.uk)





## Run for a great cause!

**WISHH**

Whether you're just starting out or have been running for a while, we'd like to invite you to join us in a corporate team running this year's Hull 10K on Sunday 18th June 2017. We're looking to get a team together to run in aid of WISHH (Working Independently to Support HEY Hospitals), the independent charity helping us to improve care across both HRI and Castle Hill through the provision of enhanced facilities, services and equipment.

The WISHH charity's first focus is dementia, and making the time spent in hospital by people with dementia much more comfortable through improved facilities and a better environment. Work has already been carried out on wards 8 and 80 at HRI, but WISHH is seeking to further enhance ward environments by providing cinema-style reminiscence areas, mood-lighting, and local artwork to stimulate memory and provide familiarity.

You don't have to be a regular runner to take

part, in fact you don't even have to run it, speed is not important! All that's needed is a commitment to going the distance and raising what you can to help the charity. In return, your entry into the race will be paid for (usual cost = £26) and you will also receive a free team T-shirt.

If this sounds like something you want to be involved in, please express an interest in the first instance by emailing [trust.events@hey.nhs.uk](mailto:trust.events@hey.nhs.uk) Don't forget to include your name and contact details, and write 'Hull 10k' in the subject line. Further information will then be shared with you in due course.

And if you'd like to take part but need a bit of motivation, visit the Trust intranet for details of local running groups and programmes which can get you started and keep you going all the way to June and beyond: <http://intranet/communications/run.asp>



## Farewell to Lynn

Intensive care staff at Hull Royal Infirmary said goodbye to a valued colleague recently. Sister Lynn Rose started her first nursing post with the Trust in 1983, and has now retired from HICU1 after an impressive 37 years' service.

Fellow Sister, Helen Wilson, says:

"Lynn has an East Hull heritage she is very proud of, and is the kindest individual anyone could meet. Lynn has a really wicked sense of humour and it's been a real honour for me to have her as a work partner.

"The HICU staff respect Lynn and will miss her very much as she's been the backbone of support in HICU for many years, working hard to support patients families and staff."

Lynn is now taking some much deserved time off with her husband Geoff, who also works for HEY as a porter, and her two daughters. She will then return part time to ICU as a senior clinical nurse.



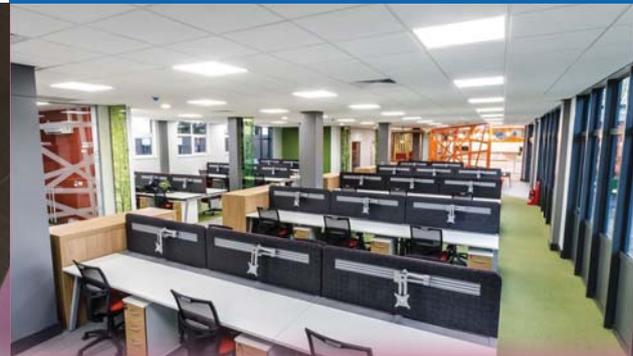
## Dignity Action Day

Staff across Castle Hill and HRI gathered to celebrate Dignity Action Day earlier this month.

For the seventh year running, staff at the Queen's Centre for Oncology and Haematology (above) used information stands and displays to show how they are providing care and developing services which are suitably respectful and considerate of patients' needs. Amongst those exhibiting were teams from Chemotherapy, Radiotherapy, Haematology, and various wards, and as usual, many staff came in in their own time to share their knowledge, experience, and cakes with visitors!

Three lucky members of staff at the Queen's Centre were also chosen to receive a special Dignity in Care Award for going above and beyond in the care of their patients. Based on patient nominations, the winners for 2017 were Kay Beadle, Claire Swatman, Martin Sykes and Jenny Powell.

Meanwhile, over at Hull Royal Infirmary, secret shoppers walked the floor, whilst patients and visitors were invited to share their views on dignity in care with staff within the Patient Experience Hub. Staff spent time taking feedback, offering advice, and discussing expected standards of care.



## A new look for ramp wards at CHH

Following recent investment in facilities at our Castle Hill site, former ramp wards have been transformed into state-of-the-art office suites.

This work has enabled a number of departments and services, such as Finance and HR services, to be co-located together, and for plans to be put in place to demolish the old finance building. These moves are expected to save the Trust a significant amount of money over the next few years.

Accompanying the office suites will be a new education centre which is set to be unveiled in the coming months. This centre will be accessible to all staff and is expected to play a key part in the future training of our workforce.



## Donation for 'outstanding care'

Former neurosurgery patient, Tracy Grantham, was back at HRI recently to say thanks for the care that saved her life.

Tracy, her mum, and husband came back to visit Mr Chittoor Rajaraman on HRI's 4th floor to present a cheque for £1211.50.

Tracy has undergone two operations at the hands of Mr Rajaraman, namely removal of a brain tumour and a further operation in November 2015.

"The care and treatment I received was absolutely outstanding, something which my family and I will never forget," says Tracy.

"My brother had always talked about organising a charity event, and finally we got round to doing it. We managed to raise well over £1,000 which we have since donated to Mr Rajaraman and his ward to say thank you."

## Hull hosts global meeting of headache experts

Research, prevention strategies, and why migraine tends to affect women in particular, were amongst the topics of discussion when headache and migraine experts from around the world came to Hull last month.

Guests and speakers from as far afield as Denmark, Norway and the United States convened for the seventh Biennial National Meeting on Headache, organised jointly by the Department of Neurology at Hull Royal Infirmary, the British Association for the Study of Headache (BASH), the Migraine Trust.

Dr Fayyaz Ahmed, Consultant Neurologist (pictured) based at HRI says:

"For a long time, Hull has held a reputation as one of the leading centres for headache and migraine research and treatment in the country. In what is a very special year; our UK City of Culture year; we've been proud to be able to bring world renowned experts in headache and migraine to Hull, not only to learn about the advancements we are making here in Hull, but to showcase the wider city and region, and all it has to offer."

The two-day summit for professionals, which also covered topics such as unusual headaches, innovative treatments, and the science behind



headaches, marked the 25th anniversary, 'Silver Jubilee', of BASH.

To supplement the professionals' event, a public awareness session was also held to enable members of the public to better understand their headache or migraine, to meet the experts, hear about latest treatments and research, and understand when to seek help.

## It's all in a name

Ahead of the introduction of our shiny new intranet this summer, we're looking for your help in choosing a name! If you have suggestions as to what we could call it, whether straight forward or off the wall, submit your ideas via <http://intranet/webservices/namingcompetition.aspx> by 1st March 2017.

## Lucky Lotto Winners!

Our latest 'on the road' Staff Lottery draw took place at Harrow Street recently. Congratulations to Ann Mason, who scooped the top prize of £3,000. Other winners include Sara-Jayne Swyer who won £1,000 and Gemma Prew, winning £500. Lucky bonus ball winner was Sarah Wedgner. Join the lottery today at <http://intranet/lottery>



## Help to improve cancer care

The Trust's Radiotherapy Team is one of just 15 across the country to benefit from a £130 million fund to modernise radiotherapy equipment.

In line with recommendations from the Independent Cancer Taskforce, the Trust has received an allocation which will enable a 16-year-old Linear Accelerator (Linac); one of the oldest in the country; to be replaced with a new state-of-the-art Varian TrueBeam, valued at around £1.7m.

Linacs are used to treat patients with cancer using high energy photon and electron radiation. They have been used in the Trust for many years, with patients travelling daily from Hull, East Yorkshire, North Yorkshire and North East Lincolnshire to receive treatment on one of the Queen's Centre's six treatment units.

Having been transferred from The Princess Royal Hospital in 2008 when the Queen's Centre opened, Thursday 26th January 2017 was the last clinical working day for the old Linac. Its replacement will be delivered to the Radiotherapy Department at Castle Hill Hospital on 17th March, with the first patient scheduled to be treated in early June, following an installation and commissioning period.

## Your Moments of Magic

It's time to find out how some of your colleagues have been spreading a little extra magic over the last few months... and don't forget, if you know someone who's gone above and beyond and deserves a bit of recognition, you can nominate them for a monthly Moment of Magic award now via [www.hey.nhs.uk/magic](http://www.hey.nhs.uk/magic)



### November 2016

Voluntary Services Manager **Anna Binks**, and Patient Services Officer **Lesley Boasman's** nomination was chosen from a total of 43 submissions during November.

*"Anna and Lesley both work from our CHH site and have offices next to one another.*

*"A very frightened frail lady came to the desk wondering where her elderly brother was; she thought he was in hospital. After a search, they realised he was at home, frightened and very ill.*

*"Anna and Lesley drove the lady to her brother's house, where he was found very disorientated. As a cancer patient, he required immediate treatment. Anna and Lesley sat with them both, giving them reassurance, and called an ambulance to allow the gentleman to be taken straight to the Queen's Centre. The patient's son has already commended these two very wonderful employees.*

*"They go above and beyond all of the time and this is just a snippet of a day in the life of Anna and Lesley. They are not even from the same team, but they do work amazingly well together.*

*"They never want a thank you and both have that 'can do' attitude which is very infectious. Well done ladies!"*

### December 2016

Congratulations to Portering Shift Supervisor, **Martyn Morris**, who was chosen as December's winner from a total of 36 nominations.

*"Dialling 999 for an ambulance and hearing they didn't have one available, it was down to me to get my partner to Hull Royal Infirmary. My partner at the time was crippled with gall stone obstruction pain, jaundice and nausea.*

*"Arriving at the hospital, I pulled up close to the front door, locking my partner in, then I ran in for help. A porter called Martyn quickly came to my assistance and helped my partner into a wheelchair. He told me where I could park and that he'd meet me in the Emergency Department once I'd done that. My heart sank when I got in the ED and saw it was so busy.*

*"My partner was in so much pain. Martyn stayed with us while we booked in on the electronic system, talking me through it whilst I remained in a very stressed state following the drive in. With Martyn doubled up in the wheelchair, Martyn left for a minute and I just couldn't believe it when he returned and told me he was taking him straight through to 'Majors' himself. He could clearly see how sick my partner was and wasn't prepared to leave him in the 'Minors' area. This literally meant the absolute world to us, not only someone to be there with us but to care enough to not just leave us waiting our turn on a Friday evening.*

*"I know we would have been triaged eventually but every second felt like an hour. Martyn took us through to Majors and explained to staff in the department what the situation was. Staff provided my partner with pain relief which allowed him to lie down. Martyn even cared enough to find us later in the evening to see how everything was. You really can't teach somebody to care that much, he was a natural. He is a credit to the portering service and the hospital. One of life's diamonds. I'll never forget Martyn or his kindness that evening."*

### January 2017

Congratulations to Physiotherapist, **Hannah Foulstone**, who beat off competition from 37 other nominees last month to be crowned the Moment of Magic winner for January.

*"Hannah was on her way to some mandatory training when a relative outside the hospital approached her, in a panic, to come and help with her mum.*

*"The lady had fallen and banged her head and was unconscious in the car. Hannah kept her cool, reassured the relative and shouted for assistance.*

*"She checked the lady's vitals and called the crash team whilst ensuring she kept the situation as safe as possible. The crash team arrived and Hannah assisted in the handover of information to resolve the situation. The lady was transferred into hospital; Hannah reassured the lady's relative whilst the lady received treatment, and ensured she stayed calm. Hannah handled the situation with professionalism.*

*"She was quick to act and organised the situation. The relative was extremely thankful to Hannah for her support throughout a traumatic situation. Well done Hannah."*

### Winners Presentation

The 12 individuals and teams who have won the monthly accolade will receive a framed certificate in our fourth annual Chief Executive's Moments of Magic celebration. Each of the last year's winners will receive their certificates at an informal event, on Friday, 10th March, in the Board Room at Hull Royal Infirmary. Our CEO Chris Long will then choose his top three winners from the year, who will compete for a Golden Hearts Award in June.

Moments of  
Magic



## St Augustine Church donation

Huge thanks to Mr Cliff Stott and friends from St Augustine Church in Skirlaugh, who raised a grand total of £472.52 for the Queen's Centre, CHH. Senior Matron, Wendy Krstenic, and Julie Watson, Macmillan Lead Cancer Nurse, were invited to meet with the group just before Christmas to collect the generous donation. The funds were raised through coffee mornings and other events after QCOH was chosen as the church group's annual charity for 2016.



## All set for a Knockout Day

A few months ago, we invited teams across the Trust to apply to take part in an exciting 'It's a Knockout' challenge, funded courtesy of the HEY Staff Lottery. Surprisingly, quite a few of you consider getting doused in water and rolling around in inflatables as a great day out, and we had more than 33 teams, representing 305 people, apply!

Games have yet to be confirmed, but could include Super Suds, a scramble through an inflatable washing machine; All Hands on Deck, travelling across perilous waters in an inflatable boat; and Fe, Fi, Fo, Fall! where team members clamber into 10ft giant costumes and run across magic carpets.

Congratulations to all those listed below, who have been drawn at random to tackle the course on Saturday 25th March at Hull YPI (Chanterlands Ave), and maybe even tackle some of our Executive Team members too! Teams will now be contacted directly to advise them of detailed arrangements.

### Winning Teams

- Estates
- Department of Elderly Medicine
- Corporate and Executive PAs
- Radiotherapy
- Respiratory Team
- Maxillofacial Department
- HEY Let's Sing Choir
- Executive Team
- Cardio Theatres
- Ward 6, HRI
- Gynaecology & Gynae Clinics
- Chemotherapy Day Treatment Unit
- Interventional Radiology Theatres, HRI
- Pharmacy



## Song for Hull line-up revealed

Trust staff will take to the stage with Jonathan Ansell of opera quartet, G4, this year as part of a unique project to create 'A Song for Hull'.

Supported by Hull 2017's Creative Communities Programme, the HEY! Let's Sing staff choir will be joined by Jonathan and 240 children from 8 schools across Hull to perform a specially written song at the City Hall.

The song will be written by Hull-based teacher-turned-rapper, Nineties Boy, and Helen Garnett of All for One Choir and the Garnett Family, who found fame last year when they reached the semi-finals of ITV's Britain's Got Talent. Helen will also serve as the musical director for the project, while she and her daughters will also feature in the performance. The lyrics for the finale will be based on poems written by the children.

Martin Gore, Trust Non Executive Director and member of the Hey! Let's Sing choir says:

"The Hey! Let's Sing choir had its own Britain's Got Talent experience last year, when we travelled to Birmingham to perform for Simon Cowell and the other judges, and it was while I was on stage that it struck me; shouldn't every child in Hull be able to have a similar experience?"

"We then got our heads together with members of Hull Children's University (HCU) and HPSS to develop the idea as a way of showcasing local talent and giving youngsters in Hull a unique and exciting experience.

"The Trust is one of the region's biggest employers, and local children are our next generation of staff, so this partnership is a wonderful way for us to demonstrate our commitment to them and to promote the health and wellbeing benefits which singing brings. I'm just so thrilled that we are now able to make this idea a reality."

Helen Garnett says of her involvement:

"I am delighted to be supporting A Song for Hull through arrangements and co-writing the piece that will be performed. It has been a privilege to lead the HEY! Let's Sing choir for the past two years and to guide its members during the many experiences they have had. It's going to be an exciting year and I can't wait to work with both the children and the HEY! Let's Sing choir on this project."

Martin Green, CEO and Director of Hull 2017, says:

"This is exactly what Creative Communities is all about – showcasing local talent while giving young people an opportunity to develop that talent by working with national artists. Not only will the children be sharing the stage with a multi-platinum selling artist but they will be performing a song especially written for them based on their own words."

A Song for Hull is a joint project between the Trust, Hull Children's University, and HPSS events. Tickets are expected to go on sale in the coming weeks.

## Time to take the lead...

Are you:

- Motivated to learn new skills?
- Keen to add some valuable experience to your CV?
- Enthusiastic about supporting your NHS frontline colleagues to better understand and implement the Trust's Vision, Values and Goals?
- Eager to raise your professional profile?

If the answer to the above is yes, we now have a number of opportunities for you to develop through our new Leadership Programmes. All we ask for in return are bags of enthusiasm, a willingness to learn and implement the skills you're taught, plus a commitment to attend all

the training sessions and complete the pre and post course assignments.

Both **New Leaders**, for aspiring and emerging leaders who wish to develop their skills, and the **Great Leaders** Annual Development Programme, for those already in leadership positions seeking to excel or progress further, are now open to registrations.

Each course will equip those taking part with a combination of knowledge and skills covering areas such as behaviours, transformation and engagement.

For more information, visit <http://intranet/leadership/newtalentdev.aspx>

Remarkable people.  
Extraordinary place.



## Better access to information

If you've ever scrambled around for patient leaflets in clinic, we may have just the thing to help.

Scannable square barcodes, commonly known as QR codes, have now been added to all patient leaflets published on Hull and East Yorkshire Hospitals NHS Trust's website.

This means that, simply by bringing up a leaflet on screen and then enabling a patient to scan its code with a QR reader on their mobile phone or tablet, the patient can receive a copy straight to their device whilst they are still in the clinic. The change is intended to give patients the flexibility to take away the information they've just discussed with you, whilst also being able to make the font bigger or translate it if they wish, or email copies to carers or loved ones.

Jackie Wileman, Senior Patient Experience Officer says:

"Patient information is vital in helping people who are receiving hospital care to not only understand their condition, but to give advice on self care and preparing to come into hospital too.

"We have largely relied on giving out paper leaflets in the past, but now we have added these special codes to our online information, it means patients can keep the details to hand and it becomes instantly accessible. As well as being more convenient for patients, this change should also help to reduce our printing costs over time, too."

QR scanners can be downloaded via the App Store or Google Play Store. The full list of leaflets featuring QR codes can be found at [www.hey.nhs.uk/patient-leaflets](http://www.hey.nhs.uk/patient-leaflets)

## Join our BME Network

A Black and Minority Ethnic (BME) Staff Network has recently been established by staff for staff. Amongst other things, the group will serve to influence policy development, celebrate the diversity of our workforce, and provide a forum for staff to raise concerns. The network is open to all BME staff members working in the Trust irrespective of grade, job family or contract length. Meeting dates for 2017 have now been set, and all meetings will be video linked across both CHH and HRI lecture theatres to support maximum attendance. For more information, email [BME.diversity@hey.nhs.uk](mailto:BME.diversity@hey.nhs.uk)

## 2017 Doctors Conference

**Save the date!** The Trust's Doctors Conference will take place on Friday 15th September at Staff House, Hull University. The agenda is designed to support the delivery of great local services, covering topics such as medical engagement and human factors, plus there will be an opportunity to put questions to the Trust Board. Expressions of interest at this stage should be directed to [louise.skinner@hey.nhs.uk](mailto:louise.skinner@hey.nhs.uk)

# HEY... You're amazing!

Here's our monthly trawl of our social media sites, picking out some of the best compliments paid to staff around the Trust. Do you and your team come in for praise this month?

### **f** Laura Baker >>> HRI

I had to be admitted to Ward 4 on Friday night while waiting for an urgent MRI scan, the problem being I am breastfeeding my 19 week old daughter. The staff could not have been more accommodating: they borrowed a cot for her, allowed my mum to stay to help look after her and were generally incredibly helpful (and thought my daughter was wonderful!). Thanks to everyone who made a difficult few days at least a bit easier.

### **f** Lynn Tomlin >>> HRI

My grandson had accident at school. We got to children's A&E at 2:35pm, went into triage and were sent for X-rays with him, then in to see the doctor. The result was a broken bone in his foot. Foot was bandaged and he was given a follow up appointment today at the Fracture Clinic. Nurses and doctors were all laughing and joking to cheer my grandson up; they were brilliant. All that and we were out of hospital by 3:20pm - less than an hour...

### **f** Chris Barrett >>> Hull Women & Children's Hospital

Just want to say a huge thank you to all the staff at Hull Women's and Children's Hospital; you brought my daughter into the world and took care of her and my partner, thank you for being so wonderful and so patient and for keeping them safe for me. Keep up the good work and keep being awesome.

### **f** Jill Duvall >>> Castle Hill Hospital

I've been ill on and off for 10 months. The staff on ward 14 were outstanding in their care for me. I had my long awaited operation on Thursday 26th January performed by Mr Wong and other doctors. Thank you so much for your care and hopefully this is the end of all my stomach problems. I can't thank you all enough - doctors and nurses at Castle Hill Hospital, outpatients to pre-assessment staff to ward staff. You're the best. My grandkids and children will hopefully see a new woman!

### **f** Tracy Cooper >>> Castle Hill Hospital

My daughter had an operation there on 27th January 2017. The nursing staff on Ward 9 were lovely, very polite and caring. They went out of their way to make my daughter and myself comfortable, and as my daughter is disabled they helped her wherever they could. Thank you x