

GP Link is designed to keep you up-to-date with news and details of service improvements at Mid Cheshire Hospitals NHS Foundation Trust  
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## Midwifery Service of the Year

Local pregnant women and their families have access to the best maternity care in the country, following the Leighton Hospital-based service being named as “Midwifery Service of the Year.”

The Unit, managed by Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), was named as the country’s best by the Royal College of Midwives as part of their 2015 Annual Midwifery Awards.

Competing against hospitals from Hampshire and Basildon for the Mothercare-sponsored award, the accolade recognises excellence and innovation in the provision of maternity care and in the organisation of the service. It gives recognition to services which have demonstrated an exemplary forward-looking and innovative approach to the provision of maternity and how women are offered a number of different birthing choices. It also evidences a commitment to improved recruitment and retention of maternity staff as well as ensuring that they are appropriately supported and valued.

Speaking about being named as the winner, Tracy Bullock, MCHFT Chief Executive, said: “I am delighted and extremely proud of our maternity services and the team of highly-skilled professionals who provide such fantastic care to our local mums and their families.

“Despite being one of the smallest units in the North West, our maternity service has improved significantly over the past few years and this award puts us firmly up there amongst the best

services in the country. I would like to take this opportunity to thank our Maternity staff who made this possible, and also our local community for the great support that they have shown our service over the years.”

The RCM Award is the latest accolade received by the service, following a positive rating in the CQC National Patient Survey as well as being named as one of the safest units in the country by the NHS Litigation Authority through the achievement of the highest level of the CNST scheme and achieving Stage Two of UNICEF’s Baby Friendly initiative. The service was also rated as “Good” as part of MCHFT’s recent CQC Comprehensive Inspection.

The award win came shortly after the Unit’s Supervisors of Midwives were shortlisted for another national award – the British Journal of Midwifery’s “Leadership in Midwifery” Award. The award recognised the work of midwifery leaders who show outstanding leadership skills, with those shortlisted being deemed to have a strong ability to nurture potential leaders while also maintaining high service standards.

Tracy added: “Whilst they did not win the overall award, I congratulate our team of Supervisors on being shortlisted. They work hard to support our Midwives and are available 24-hours a day, seven-days a week, to offer guidance

and advice to our pregnant women to ensure that the care provided is of the highest possible standard.”

The recently refurbished Maternity Unit at Leighton Hospital

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### feedback

If you have any feedback on this newsletter, or any suggestions for future articles, please tell us by emailing [gp.link@mcht.nhs.uk](mailto:gp.link@mcht.nhs.uk).

can provide care for all women, from low-risk births in the purpose-built Midwifery-Led Unit, which offers birthing pools, ambient mood lighting, ensuite facilities and private courtyards, through to those who may require more attention in the traditional Labour Ward. A new high-dependency area is available for women who may require more intensive specialised care during labour, further increasing the safety of their care, whilst home births are also offered, all supported by a team of dedicated and highly qualified Midwives.

Further information about the range of maternity options available from the service is available at [www.mcht.nhs.uk/maternity](http://www.mcht.nhs.uk/maternity).



# Endoscopy Service Update

The Day Case Treatment Centre at Leighton Hospital is currently undergoing a major refurbishment and, as a result, there are many changes occurring within the Trust's Endoscopy Department, including the creation of an additional procedure room.

As part of a review into the existing process, the Choose & Book and Open Access GP referral forms are being revised in collaboration with GP Practices. Taking the opportunity to review the whole patient journey from referral to discharge, the department is aiming to identify where in the process any delays are occurring or where there are issues with the flow of information between acute services and primary care. With demand on the Endoscopy service constantly increasing, it is more important than ever to work together to agree and implement service improvements.

## DNA Rates

From June to September 2014, the Endoscopy 'Did Not Attend' (DNA) rate increased from 4.6% to 8.7%. The greatest increases were seen in Gastroscopy (11% in September) and Flexible Sigmoidoscopy (11.2% in September), which are the two procedures which can be accessed via GP direct referrals.

The Endoscopy Schedulers and GP Practice Administration teams have been doing a great deal of work on DNA rates recently, with all patient contact details being verified on admission to the Treatment Centre and the Endoscopy Administration team attempting to call every patient 48-hours prior to their procedure to remind them of their appointment and of any pre-procedure guidance. This is giving the

patients a personal contact and has definitely been a contributing factor in the DNA rate reducing to under 3% in January 2015.

In order to reduce this figure even further, the Trust would be grateful for any support that local GP Practices can provide in terms of updating patient contact details when they visit the GP surgery. Similarly, the Endoscopy team will also ensure that they inform GP Practices if they update a patient's personal details on admission to the Treatment Centre.

## Cancellations

In November 2014, there was a 100% increase in the number of cancellations on the day due to raised blood pressure. This was an increase from 8-9 patients per month between April-October to 19 patients in November. Patients are likely to be cancelled on the day if their systolic BP >210 or diastolic BP >100 due to the associated risks of carrying out the Endoscopy procedure. If this occurs, the patient will be referred back to their GP for investigation or treatment and will be rebooked when appropriate.

## Further Information

The Trust is looking forward to continuing to work closely with Practice Engagement Managers to implement further improvements to the service.

For further information about the project and the changes that have been made, please contact Maureen Brown, Service Manager, on 01270 612161 or email [maureen.brown@mcht.nhs.uk](mailto:maureen.brown@mcht.nhs.uk).

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## Road Closure at Leighton Hospital

Due to essential roadworks being carried out on Smithy Lane outside Leighton Hospital in Crewe, patients and visitors are being advised that delays are likely on their approach to the site.

The works, which are set to commence at 12.01am on Good Friday (April 3, 2015), are necessary in order to connect a new electricity substation, located near the Emergency Department, which will help to support the Trust's current and future developments. This work will require new cabling to be laid the length of Smithy Lane, resulting in the road being closed for approximately four weeks. The works have been arranged to coincide with the Easter holidays in an attempt to minimise disruption.

Ambulances and other emergency vehicles will have

access to the Emergency Department and Maternity at all times during the works, whilst buses and pedestrians will continue to have access to the Main Entrance.

Those attending the site in their own vehicles (including staff, visitors and patients) will be redirected to the Middlewich Road entrance ("Entrance 3"), located near the Treatment Centre. Clear signage will be on display along the major routes to the hospital, as well as within the hospital grounds, advising of the alternative routes.

The information included in this article is correct at the time of this newsletter going to print (mid March). The latest details relating to the road closure will be available on the Trust's website - [www.mcht.nhs.uk](http://www.mcht.nhs.uk).

# Orthopaedics Update

The Trust is pleased to announce that, following the commencement of two new Arthroplasty Consultants within the Orthopaedics service, the time that patients wait from their initial consultation to their hip or knee replacement is currently only 4-6 weeks for all-but-one Consultant. Please note that this information is not reflected within the Choose & Book waiting times (these reflect the referral to initial consultation time, which is falling but not showing on the C&B system due to a lag effect).

The two new Consultants who have joined the service are Mr Hussain Kazi and Mr Nick Boyce Cam, brief profiles of whom are provided below.

## Mr Hussain Kazi

Consultant Orthopaedic Surgeon  
MBChB (Hons), BSc (Hons), FRCS (Tr & Orth)

### Specialties:

Primary and Revision Hip and Knee Arthroplasty

### Sub-specialty interests:

Hip and Knee Arthroplasty; Knee Arthroscopy; Patellofemoral Disorders.

### Start date:

December 2014

### Research:

Multiple research publications including Meniscal

Allograft Transplantation and Revision Hip Arthroplasty. Further information available at [https://www.researchgate.net/profile/Hussain\\_Kazi](https://www.researchgate.net/profile/Hussain_Kazi).

## Mr Nick Boyce Cam

Consultant Orthopaedic & Trauma Surgeon  
MBChB, MRCS, FRCS (Tr & Orth), PGCME

### Specialties:

Lower limb surgery, General orthopaedic trauma

### Sub-specialty interests:

Primary and Revision Hip Surgery; Primary and Revision Knee Surgery; Sports Knee Surgery; ACL Reconstruction; Patella Instability.

### Start date:

January 2015

The Secretary for both Mr Kazi and Mr Boyce Cam can be contacted on 01270 612382.

The service is currently in the process of setting up virtual fracture clinics that will free up clinic time and space, resulting in more time for new referrals and a reduction in the time taken from referral to initial consultation. Further details relating to this service will be available in due course.

## Trust Signs Up To Safety Campaign

Sign up to Safety is an initiative designed to help realise the ambition of making the NHS the safest healthcare system in the world by creating a system devoted to continuous learning and improvement. This ambition is bigger than any individual or organisation, and achieving it requires all NHS individuals and organisations to unite behind this common purpose.

improve the safety of patients.

MCHFT has officially signed up to the campaign and has committed to setting out actions which will be undertaken in response to the following five pledges set by NHS England:

- Put Safety First
- Continually Learn
- Honesty
- Collaborate
- Support

Under each of these national pledges, MCHFT has set out a number of actions to ensure that the pledges are met. For further details on what these are, please visit [www.mcht.nhs.uk/signuptosafety](http://www.mcht.nhs.uk/signuptosafety).



Sign Up To Safety aims to deliver harm-free care for every patient, every time, everywhere. It champions openness and honesty, and supports everyone to

# MCHFT Staff Rate Their Hospitals Highly

MCHFT has been rated amongst the best 20% of Acute Trusts in a number of key performance areas, according to the results of the latest national NHS Staff Survey.

The survey, conducted annually, is widely recognised as an important way of ensuring that the views of staff working across all areas and occupations within the NHS can influence improvements both locally and nationally.

Whilst participation in the survey is not compulsory, staff are strongly encouraged to use the opportunity to give their opinions and views about the Trust. The response rate at MCHFT for the latest survey was 65%, one of the highest in the country for Acute Trusts. The higher the response rate, the more confident the Trust can be that the survey findings are representative of the views of staff at the organisation as a whole and signifies a greater degree of staff engagement.

When comparing the latest survey results, which covers 2014, with other Acute Trusts nationally, MCHFT is amongst the best 20% in 13 areas, 'better than average' in nine, and 'average' in three, with only four areas scoring 'below average'. Some of the most positive findings in the survey are:

- Being in the best 20% of all Acute Trusts for staff recommending the Trust as a place to work or receive treatment.
- Being in the top 20% for staff feeling engaged with their work, their colleagues and the organisation as a whole. The Trust scored 3.83 out of 5, compared to the national average of 3.74.
- Being in the best 20% for staff job satisfaction.
- Being in the best 20% for staff feeling satisfied with the quality of work and patient care they are able to deliver.

- Being in the best 20% for staff feeling that the procedure for reporting incidents is fair and effective, and that feedback is used to make informed decisions within the organisation.
- Being in the best 20% for staff feeling they have support from their immediate managers and also that there is good communication between staff and senior management.
- Scoring better than average for the number of staff looking forward to going to work and being enthusiastic about their jobs.
- Scoring lower than average for the number of staff experiencing physical violence from colleagues or experiencing harassment or abuse from patients, relatives or the public.

Tracy Bullock, MCHFT Chief Executive, said: "I am very pleased with the results of the latest Staff Survey, particularly with regards to the high proportion of staff who would recommend us as a place to work and to receive treatment.

"This national survey is an important method for our staff to be able to feedback on their day-to-day experiences of working here. We always take on board the suggestions of our workforce and it is pleasing that the changes that we have made in recent years have had a positive impact on our staff as well as our patients.

"Whilst the majority of findings in this report are positive, including being amongst the best 20% of similar Trusts in 13 out of the 29 key areas, we will be looking at the areas where we may be able to do even better and the appropriate actions will be taken to ensure further improvements are made for the benefit of our staff and patients alike."

For further information on the NHS Staff Survey, please visit [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com).

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## Lung Cancer Patient Support Group

The Trust has recently established a monthly support group for patients with Lung Cancer.

Taking place on the fourth Wednesday of each month at 1.30pm-3.30pm, the 'Catch Your Breath' sessions will feature a guest speaker (such as a physiotherapist or dietitian) followed by time for patients to chat to each other about their experiences. Healthcare professionals will be present for the duration of the sessions to offer any advice and support as required.

The group, which held its first session in February

2015, has been established in partnership with patients as there was no local support group for lung cancer patients prior to its establishment.

The sessions will be taking place at Cheshire Fire and Rescue's station in Crewe, which is easily accessible by both car and public transport. The sessions are free to attend and are open to all lung cancer patients and their family, friends and carers. The Trust would like to thank Cheshire Fire & Rescue for the free venue hire as well as Macmillan Cancer Support and Bentley Motors who helped to fund the group.