

GP Link is designed to keep you up-to-date with news and details of service improvements at Mid Cheshire Hospitals NHS Foundation Trust
www.mcht.nhs.uk/gps

Trust Tops National Staff Survey

Staff at Mid Cheshire Hospitals are among the happiest NHS workers in the country, according to results from a national survey.

The Trust is celebrating after achieving the best results of all acute trusts in the 2016 NHS Staff Survey.

MCHFT has been rated in the top 20% in 16 out of 32 areas, including staff recommending the organisation as a place to work or receive treatment.

It's also in the top 20% for staff motivation at work, staff agreeing that their role makes a difference to patients, and staff ability to contribute to improvements at work.

Staff have also rated the organisation in the lowest (best) 20% for employees working extra hours, as well as staff feeling unwell due to work-related stress.

The Trust, which was ranked fifth out of all acute trusts in 2015, placed 'better than average' in another 11 areas, 'average' in four and 'below average' in just one.

The annual staff survey is commissioned by the Department of Health and involves randomly-selected staff answering questions about their trust as an employer and healthcare provider.

In this issue

- P2** • Cheshire's first Admiral Nurse service launches
- P3** • Pressure ulcer reduction success
- Trust reminders
- P4** • Ward and contact Information

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.

Children's Ward Re-opens After Refurbishment



Pictured: Refurbished Ward 16

Young patients at Leighton Hospital are benefitting from a more colourful and comfortable stay following a £1.1m refurbishment.

The hospital's Paediatric Assessment Unit, Ward 16, has been transformed during the year-long project, which is part of a wider plan to refurbish all of the hospital's wards.

As part of the work, various administrative functions and a paediatric audiology suite have been relocated to allow for more clinical space. This now includes a seven-bed day case unit, two four-bed bays and four single rooms.

Each bed has also been decorated with animal-themed skylights and wall panels to help create a calming environment for those on the ward.

All side rooms on the ward now have an ensuite toilet, which will assist the hospital in infection control, and bays have their own hand basins and toilets.

A number of safety features

have also been introduced. A secure reception and waiting area has been created and the traditional nurses' station has been replaced by smaller stations next to bays so that healthcare staff can monitor patients at all times.

The ward, which has lights that automatically adjust depending on outdoor conditions.

Work started on the ward, which was temporarily located to Ward 19, in June 2016.

It is now the sixteenth inpatient area to be transformed as part of a hospital-wide refurbishment project. The Trust now plans to refurbish the remaining children's ward, Ward 17, along with the adjoining outdoor play area.

Admiral Nurse Service Launches

Friday 12 May saw the launch of a new hospital-based Admiral Nurse Service in South Cheshire that will provide families affected by dementia with the specialist support they need.

Admiral Nurses work alongside people with dementia and their families, giving them one-to-one support, expert guidance and practical solutions.

Admiral Nurse Sheridan Coker joins Dementia Lead and Admiral Nurse Anna Chadwick, who is based at Leighton Hospital. Their aim is to provide specialist support for people with dementia and their families during the hospital stay and afterwards by providing community outreach to families.

The Admiral Nurses will share their specialist knowledge and skill with staff in the hospital to improve the care that people with dementia receive.



Welcome To Our New Director



Pictured above: Chris Oliver, Chief Operating Officer

The Trust is pleased to announce that Chris Oliver has joined the Board of Directors in the role of Chief Operating Officer.

Chris, who started in May, has worked for the NHS for more than 14 years and most recently held the position of Director of Operations at Wirral University Teaching Hospital NHS Foundation Trust.

He is also no stranger to Mid Cheshire Hospitals - Chris worked at the Trust as Divisional Accountant and then Service Manager between 2005 and 2008.

The Trust has introduced a new 'Upper GI section' to its website, which contains an overview of the Upper GI cancer services at Leighton Hospital, patient stories and helpful hints and tips. www.mcht.nhs.uk/uppergi

Office 365 Is Coming To MCHFT

In May 2015 the Health and Social Care Information Centre (HSCIC) announced the replacement of NHSmail with NHSmail2.

The principle outlined by the HSCIC is that there is no need – or central funding – for any NHS organisation to operate two email systems, which is currently the case at MCHFT.

One of the options given to the Trust was to migrate to an alternative accredited service. In light of this, we are pleased to reveal that we will be moving to Office 365 later this year.

Office 365 is a more secure (all emails will be automatically encrypted), robust and reliable package that will allow us to collaborate with our local health economy partners more effectively. It will also bring with it a number of other benefits for our staff, including a combined single inbox (Our @NHS.net emails will be replaced by our @MCHT.nhs.uk addresses).

Further information will be provided soon. If you have any questions in the meantime, however, please contact Victoria O'Higgins, Project Manager (01270 278357 / Victoria.OHiggins@mcht.nhs.uk).

Would you like to keep up-to-date with what's happening at Mid Cheshire Hospitals? Our Facebook page (www.facebook.com/MidCheshireHospitals) is regularly updated with news.

Trust Celebrates 95% Reduction In Avoidable Pressure Ulcers

Inpatients at Leighton Hospital are safer than ever from harm following the introduction of a team focused on eliminating avoidable pressure ulcers.

The Pressure Ulcer Prevention Team formed in November 2016 and since then, thanks to a number of initiatives and support of staff, avoidable pressure ulcers have reduced at the hospital by more than 95%.

After seeing an increase in hospital acquired pressure ulcers since 2015/16, the Trust appointed Sally Mann, Divisional Head of Nursing, to lead the newly formed Pressure Ulcer Prevention Team.

The team includes Kirsty Howard, Skin Care Specialist Nurse, and Stefanie Mahan, Tissue Viability Specialist Nurse, who work alongside Quality Matron Laura Egerton in leading the way in harm prevention.

The Team have identified 'hot spot' areas to receive intensive weekly support, engaged with a regional pressure ulcer group and lead education and training for both staff and patients, as well as committing to the national 'React to Red' campaign.



Other Important Information And Reminders

- **Early Pregnancy Assessment Unit (EPAU) moves to Ward 25** - MCHFT's Early Pregnancy Assessment Unit (EPAU) has moved from Ward 12 at Leighton Hospital to the site's Gynaecology Outpatients area (Ward 25). The out-of-hours care of gynaecology patients will remain the same as before - via contact with Ward 12 (01270 272199). If you require any further information please contact Suzanne Schofield, EPAU Sister, on 01270 273724.
- **Continence Team referrals** - as of 1 April, referrals to the Adult and Paediatric Continence Team have moved from the central booking team at Macclesfield District General Hospital to in-house (bookings will be handled directly by the team). For this, a new email address has been set up: tmc-tr.communitycontinenceteam@nhs.net. We kindly ask that any old forms are destroyed/deleted and that the new referral forms are used in their place. If you need a copy of the latest referral form or have any questions please contact Karin Howorth, Service Manager, on 01270 275 405 / karinhoworth@nhs.net.
- **Changes to the CCICP Therapy Booking Service** - please be advised that, as of 1 June, a new Therapy Booking Service is being provided for CCICP Therapy Services in South Cheshire and Vale Royal. This has replaced the service previously provided at Macclesfield. All electronic referrals should be sent to: tmc-tr.ccicptherapyservices@nhs.net. Paper referrals should be sent to: Flat 50, ME Block, Residences, Leighton Hospital. The main contact number for patients to make or rearrange appointments is 01270 278310. Staff who need to contact Therapy Booking can call 01270 278345.
- **Endoscopy survey** - the Endoscopy Service at the Trust will be circulating a Service User Satisfaction Survey to GP Practices in the catchment area and asks if individual GPs or representatives of the GP Practices could complete this. The survey is open until Monday 14 August 2017 and takes less than 5 minutes to complete. An annual service user satisfaction is a requirement for Endoscopy external accreditation by the Joint Advisory Group for GI Endoscopy.

Ward and Contact Information

The table below outlines the speciality, visiting times and contact telephone number for each Ward at Leighton Hospital, as well as the general numbers for Elmhurst in Winsford and Victoria Infirmary in Northwich. Please note that these details are correct at the time of printing (July 2017), and visiting times and specialities may change should reconfiguration occur after this time.

Ward	Speciality	Visiting Times	Telephone Number
Ward 1	Cardiac	3pm-4pm & 6pm - 7pm	01270 612003
Ward 2	Medical Short Stay	3pm-8pm	01270 612009
Ward 3	Acute Medical Unit	11am-8pm	01270 612034
Ward 4	General Medicine, Care of the Elderly	Open at all times	01270 612018
Ward 5	Respiratory	10am-4pm; 6pm-8pm	01270 612021
Ward 6	Stroke and Rehabilitation	3pm-8pm	01270 612359
Ward 7	Gastroenterology	3pm-8pm	01270 612030
Ward 9	Orthopaedic	7pm-8pm	01270 612039
Ward 10	Surgical Specialties Ward	3pm-8pm	01270 612045
Ward 11	Surgical Assessment Unit	3pm-8pm	01270 612044
Ward 11	Surgical Ambulatory Care Unit	3pm-8pm	01270 273093
Ward 12	Female Surgery & Gynaecology	3pm-8pm	01270 612199
Ward 13	General Surgery	3pm-8pm	01270 612057
Ward 14	Gastroenterology	3pm-8pm	01270 612012
Ward 15	Orthopaedic Trauma	3pm-8pm	01270 612066
Ward 16	Paediatrics, 10-16 Years	Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm	01270 612070
Ward 17	Paediatrics	Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm	01270 612465
Ward 18	Diabetes, Endocrinology	3pm-8pm	01270 612051
Ward 21B	Non-Acute Rehabilitation Unit	3pm-8pm	01270 612214
Ward 22	Neonatal Intensive Care Unit	Open at all times to parents and siblings. Other visitors: 6.30pm - 7.30pm. Only two visitors per patient at any time.	01270 612290
Ward 23	Maternity	Partners only: 10am-10pm Other visitors (including patient's other children): 10am-8pm Only two visitors per patient at any time.	01270 612287
Ward 25	Gynaecology Outpatients (Patrick Murphy Unit)		01270 612212
Ward 26	Labour Ward		01270 612144
Ambulatory Care Unit		Open at all times	01270 273926
Critical Care		12noon-2pm; 5pm-8pm	01270 612167
Elmhurst Intermediate Care Centre, Winsford		3pm-8pm	01606 597630
Victoria Infirmary, Northwich			01606 564000

Other useful contact details:

- Main Switchboard: 01270 255141
- Customer Care Team: 01270 612410 / customercareteam@mcht.nhs.uk
- Mid Cheshire Hospitals Charity: 01270 273248 / charity@mcht.nhs.uk

Online:

- Website www.mcht.nhs.uk
- Twitter [@MidCheshireNHS](https://twitter.com/MidCheshireNHS) (Trust) / [@MCHCharity](https://twitter.com/MCHCharity) (Charity)
- Facebook www.facebook.com/MidCheshireNHS