£1m boost to transform care
Airedale & Partners part of new care models programme

Extra help for diabetes patients
New course rolled out to Craven

Meet our new GP liaison manager
Welcome to Charlotte Brown

Click to see the front page and then click through for the full newsletter
Patients get extra help coping with diabetes

A new course, funded by NHS Airedale Wharfedale and Craven clinical commissioning group, to help patients diagnosed with diabetes cope with their condition, has just been rolled out to Craven to run initially until March 2016.

The X-PERT Diabetes Programme has already been running successfully in Airedale and Wharfedale for patients with Type 2 diabetes. They can be referred by their GP, practice nurse or other health professional or refer themselves.

It is run by a specialist diabetes nurse and specialist diabetes dietitian to help participants set realistic goals and make changes to their lifestyle, such as what they eat and increasing their activity level.

Courses have been held at Dyneley House Surgery and Fisher Medical Centre, in Skipton and Ilkley Moor Medical Practice.

£1m Vanguard boost will help transform care

Airedale & Partners has been given £1.1m as one of the selected ‘enhanced health in care home vanguards’, for the new care models programme, to help transform the way health and care is delivered across England.

The money is part of a national £200 million NHS transformation fund to help deliver the Five Year Forward View.

Vanguards are also receiving practical assistance to enable them to make the changes they need at pace.

Airedale & Partners aims to improve the health of residents in care homes and brings together more than a dozen organisations from health and social care services, care home providers, technology specialists, voluntary sector and universities, to redesign care across Airedale, Bradford, Craven, Wharfedale and East Lancashire.

The scheme will extend the existing telemedicine service to 248 care homes, providing 24/7 secure video access to expert opinion and diagnosis, from a team of experienced nurses. The scheme will also support individual independence and improve the quality of life of residents by focusing on proactive rather than responsive care and delivering more specialist services into care homes.

Sue Pitkethly, chief operating officer at NHS Airedale, Wharfedale and Craven clinical commissioning group, said: “We welcome this funding which will help us accelerate the pace of change in how health and care services are delivered 24 hours a day, seven days a week; and more importantly harness the benefits of digital and other technology to meet our patients’ needs.”

Dr Phil Huxley, GP and chair of East Lancashire CCG, said: “Our involvement in the Vanguard helps us towards achieving our vision for patients, particularly those who are the most vulnerable. I am delighted the Vanguard has received additional funding to further develop the work we are doing.”

Dr Sohail Abbas, GP at Kensington Partnership and lead for long-term conditions with Bradford City Clinical Commissioning Group, said: “This funding means that we will be able to roll out our Complex Care System more rapidly which is designed to support Bradford residents, including people in care homes, who require intensive support to keep them well.”

For more about telemedicine developments, see page 5.
A new drop in service, provided by Manorlands, has started in Airedale’s day hospital designed to provide guidance, support and signposting to people with life-limiting conditions.

The extra support means that patients can now be declared medically fit by a specialist in elderly medicine sooner. The team is made up of a physiotherapist, an occupational therapist, a dietician, a specialist nurse and a social worker and has been up and running for over 12 months.

They are based on wards 2 and 3 and start identifying a patient’s needs and planning for their safe discharge starts as soon as they are admitted.

More consultants at Airedale Hospital are now supporting the frail elderly pathway team.

Geriatric consultants, Dr Drysdale, Dr Marshall and Dr Mohammad, are now on rotation working to support the team in getting patients home quicker, with the right support.

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A campaign highlighting the effect malnutrition can have on patients was run by the trust throughout this month (November).

‘Nutrition November’ encouraged staff to focus on the MUST tool and made sure every patient is screened within 24 hours of admission.

Louise Nash, dietician at Airedale Hospital, said: “Besides running the internal campaign, we have been working closely with medicines management on a community based pathway for managing malnutrition throughout the district.

“We will be launching a SystmOne tool alongside education sessions for GPs, nurses and other health care professionals.

“You may have received an electronic survey which we are using to assess current levels of knowledge and confidence around managing malnutrition in the community. Please take a couple of minutes to complete it to give us with some really useful data.

For more information contact by email: louise.nash@anhst.nhs.uk or c.kilburn@nhs.net

Karl Mainprize medical director
Power of people strikes a chord

An inspirational film, about a service to help people who may be in the last year of their life run from Airedale Hospital, was shown alongside four other short documentaries at Keighley Picture House in November.

It is part of the ‘Power of People’ – a series of mini documentaries which bring health care improvement to life and show the personal stories behind change. The films, commissioned by the Health Foundation, depict health care professionals and patients coming together to tackle the challenges faced by the NHS, were launched at Sadler’s Wells Theatre, in London.

Dr Helen Livingstone, consultant in palliative medicine at Airedale NHS Foundation Trust, said: “Our Gold Line service has helped us to allow more people to die at home or in their care home – which is what most of them want – and reduced the number of service users who die in hospital.”

Gold Line provides a 24-hour nurse-led telephone advice, support and care co-ordination service for patients with a serious illness. This innovation was created in partnership with patients, their carers, GPs, commissioners, and Manorlands and was made possible through support from The Health Foundation.

All the films are to watch at the end of November by visiting: www.health.org.uk/

Haematology consultants join the team

Two new haematology consultants have joined Airedale’s pathology team – Vishnu Banumukala and Michail Spanoudakis – in time for the retirement of consultant Ann Cuthbert, in December.

Dr Banumukala finished his SpR training in West Yorkshire this September. He did his core medical training in Liverpool, foundation training in Grimsby and Hull and his undergraduate training was in Bangalore, in India.

Michail Spanoudakis studied for a PhD in haematology at the University of Crete and completed his training in Greece. He was also honorary clinical fellow in haematology at Addenbrook’s Hospital, Cambridge and gained experience in bone marrow transplant.

He then worked at Bradford Royal Infirmary as a specialty doctor in haematology. Their patients will include those with haematological malignancies, blood clotting and bleeding disorders and general haematological problems.

The new consultants are happy to visit GPs and primary care staff to give talks in education sessions and if any practices want to request this and have particular topics they would like them to cover, email: Vishnu.Banumukala@anhst.nhs.uk

New telemedicine option

A pilot for using telemedicine for outpatient appointments is taking place over the next few months. It is being trialled by a clinic for patients with advanced motor neurone disease who find it difficult to travel to hospital for appointments because of their disabilities.

Some of these patients already have iPads and will be able to have follow-up appointments, via secure video link on screen, with palliative care consultant Linda Wilson, the neurologist and the rest of the multidisciplinary team who attend the clinic.

Dr Wilson said: “Using telemedicine for outpatient clinics should be very helpful for those patients who struggle to get into hospital for their outpatient appointments.”

Seeing behind the masks

More than 750 people of all ages turned out to the theatre’s open day at Airedale Hospital and met the people behind the masks.

Highlights included a chance to find out how to mend broken bones and how the body works using Sydney the skeleton; seeing how hips and knees are replaced; practising how to remove kidney stones; finding out how staff look after you during surgery and what helps people to breathe during operations.

Storytelling competition

Airedale Hospital is asking children and young people to get creative and tell their story as a patient to help improve services for other families.

The experience can be told through a painting, drawing or writing a short story or poem and winners from each age category will be awarded a prize.

This information will be shared and discussed within nursing teams and will help staff to learn what it is like to visit hospital as a child or young person, either as a patient or as a frequent visitor.

The winning entries will be displayed around the hospital and the feedback from the stories will be shared and discussed with senior nursing teams.

Ryan Khan, aged eight, with charge nurse David Haston at the dry bone workshop
Critical care unit has a whole new look

The critical care unit on ward 16 has been refurbished and a £65,000 appeal launched to improve the experience of patients, provide additional equipment and create better facilities for visitors and families.

Improvements include new decor in brighter colours, new floors and ceilings, a large mural, a new nurses station and reactive lighting to provide a much better environment for both patients and staff.

New gantries have been bought for the four ventilated bed spaces on the unit. These are designed to safely deliver all of the requirements for ventilated patients such as piped oxygen, suction, medical air and additional network and power supplies. They hang from the ceiling helping to free up floor space which is better for patient and staff safety. As well as being able to monitor all of the beds via a central station, the new gantries come with a built-in specification that enables staff to anticipate and respond to technology changes in the future.

Matron John Logue, at Airedale Hospital, said: “The department looks much fresher and brighter. I am really delighted with how involved our staff have been during the refurbishment. For example, they have been crucial decision makers around the layout of the bed spaces and the location and design of our storage areas to help ensure that we are safe and efficient.”

An appeal for new furniture and facilities for the family room is now underway. To donate contact Christine Fish, fundraiser, tel 01535 294548 or email: christine.fish@anhst.nhs.uk

Ward 10’s turn for refurbishment

Nine wards have been refurbished as part of a rolling programme – with ward 10 being one of the latest ones to be completed. Four birthing rooms in the labour suite and the entrance to the labour ward have also been revamped.

Improvements on ward 10 include a new floor, redecoration and new ceilings. There is also a new wireless call system for patients to get in touch with nurses and note taking stations for staff. Six pieces of artwork have been placed in the bays and a giant mural in the day room.

Dementia friendly adaptations are part of any alterations now at Airedale Hospital, for example, colour schemes to help with way-finding, matte floors and clearly marked, bright red toilet facilities.

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Shop, café and reception to be redesigned

The shop, café area and reception in the main outpatients department at Airedale Hospital, are being redesigned before the end of January 2016 for the benefit of patients. The £160,000 facelift is being funded by the Friends of Airedale Hospital – a newly formed charitable trust, which unites two of the hospital’s previous charities, Friends of Airedale and Airedale New Venture – including a contribution from the trust.

Visitors can look forward to a brighter, more open plan shop area, with new flooring and improved café style seating. The new reception area will include a low level counter for people in wheelchairs, a central information point with touch screen self-check-in kiosks and easier access to toilet facilities.

Trust reviews its winter plan to improve resilience

Airedale NHS Foundation Trust has reviewed its winter plan, as a result of learning from last year’s experience, to make sure it is as resilient as possible to cope with the pressures placed on health services during this season. The winter plan for 2015/16 has been approved by the trust board of directors, after being developed with clinicians and partners and shared with commissioners via the Systems Resilience Group. It sets arrangements to deal with surges in demand and robust monitoring and there will be seven day consultant working, especially over the bank holiday periods and during peak times over winter. A regional winter planning exercise is being planned to test system resilience.
A telemedicine service, which saves time for GPs in East Lancashire and provides the most appropriate care for residents in care homes, is being piloted by Airedale Hospital.

Nurses based in the hospital’s Telemedicine Hub take calls from staff in care homes which would normally go straight to GPs and assess the residents on screen using a secure video link.

The clinical team in the Hub, together with the care home staff, determine whether the patient needs to see a doctor or whether a visit from a district nurse or other community team would be more appropriate or if they need to visit the emergency department.

The GP triage service started at the beginning of the year as a pilot for three care homes and two practices in East Lancashire and has now developed across Pendle, working with 20 care homes in Colne, Barnoldswick, Earby and Nelson.

The GP triage service runs between 8am and 6pm, Mondays to Fridays and out of hours, the care homes use the 24-hour service provided by the Telemedicine Hub.

In some cases, the Hub nurses can get a prescription or give advice themselves without any need for the patient to see a doctor. In other cases, the nurses may ask the care home staff to do observations so they can make a more accurate diagnosis.

Nurses currently receive between 60 and 80 triage calls a week which would have previously been dealt with by the local GP practices.

Sheila Jackson, GP in Barnoldswick, said they had seen a dramatic drop in requests for visits from the care homes taking part in the pilot. She said that previously care home staff often saved up less urgent visit requests over the weekend, now there is no need for this and GPs no longer have multiple visit requests on Monday mornings.

Dr Jackson added: “Now the weekend staff contact the Hub when a problem arises and all visit requests are appropriate. The staff in some care homes are now happier that they can have immediate access to medical advice.

“Urgent visit requests which come in whilst you are in the middle of your surgery can also be reliably dealt with by the Hub nurses, who have no hesitation in requesting an ambulance if necessary.

“One of my colleagues remarked – of all the changes in the 15 years I have been working, this is the greatest change which has reduced workload that I can remember. I don’t mind the extra ‘late’ duty doctor visit as this is more than made up for in the drop in other visits.”

Phil Parkinson, managing director of Immedicare – a partnership between Airedale NHS Foundation Trust and technical company Involve, who provide the telemedicine service to over 300 care homes across the country – said: “The GP triage service helps busy doctors manage their workload more effectively and prioritise calls from care homes.”

The GP triage service has been evaluated in East Lancashire and will be replicated in other areas where GP services are under pressure.

Airedale’s Telemedicine Hub is moving from the Day Hospital to ward 15, ready for the New Year, so that it can expand in the future to offer a telemedicine service to more patients and care homes. Work has started on the premises and funding has come from the allocation given by NHS England to the Airedale & Partners Vanguard.

The new Digital Care Hub will have 23 screened work stations for nurses and there will be space for all the digital care services to be located together – the Intermediate Care Hub, Gold Line, the 24/7 telemedicine service for care homes, with separate rooms for telemedicine for prisons.

The new location, near to the general wards and emergency department, will make the Hub more accessible to consultants and nursing staff and allow for more flexible working.

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A week-long engagement event was held in November to discover the views of staff, patients and families about their experience of being discharged from hospital. Students from Leeds Beckett University helped by conducting a survey with patients on wards to look at what worked well, things that could have been done better and get ideas for improvements in the future.

Other activities happening during the ‘discharge week’ were:
- using cartoon images of good and bad experiences to prompt conversations amongst staff and patients on the main corridors
- one-to-one sessions with senior nursing staff on all wards about problems related to discharge and possible solutions
- lunchtime sessions with junior doctors to help understand and unblock issues
- listening sessions with community staff off-site.

All information gathered will be fed into an experience-based design workshop involving staff and patients to develop an action plan to achieve the suggested improvements.

Workshops have been held with health and social care staff who refer into the Intermediate Care (IC) Hub to look at speeding up and streamlining the process.

GPs, district nurses, social care staff, and nurses on hospital wards have been asked for their views and it should now take only a few minutes to refer patients from Airedale, Wharfedale and Craven into all intermediate care including short-term hospital beds, respite care or services that give patients support to stay in their own homes.

It has been a year since the ICHub was set up at Airedale Hospital as a single point of access for professionals to refer patients into intermediate care and it is run by social care and health care staff, who have an overview of capacity across the region.

The integrated service is available 24/7 with core hours from 8am-8pm, seven days a week. Since last November, the ICHub has dealt with 2,160 referrals – 42 a week.

Annette Ferrier, project lead, said they receive calls about patients with a whole range of conditions including chest and urine infections and falls. They can be referred for intensive rehabilitation, a package of temporary care from community teams so that they can stay in their own home or an overnight stay in Holmewood, Thompson Court or Castleberg Hospital.

Annette said: “The idea is to make it as easy as possible to refer a patient for intermediate care especially if they need help out of hours. Our aim is to make sure that each patient gets the right kind of support when they need it and doesn’t have to come into or stay in a hospital bed unnecessarily.”

Referrals can be made by fax: 01535 293733 or tel: 01535 292797 and will be dealt with initially by call handlers and then social or health care workers working on a rota who can make an initial decision or further assessment if required.

The ICHub will help to reduce any delays to care and the numbers of patients that end up coming into A&E; signpost patients to the right care at the right time; get patients home quickly and provide more joined up services which are integrated at the point they come into hospital. Plans are being made to allow professionals to use eReferral for the ICHub in the New Year and to offer referral to therapists as part of the process.
New COPD service begins

A new respiratory service has been commissioned due to a higher prevalence of chronic obstructive pulmonary coronary (COPD) amongst patients in Bradford and Airedale, compared to the national average. In 2013, there were 12,169 patients in the area registered as having COPD with an overall prevalence of 2 percent, which is expected to rise to 4.5 percent by 2020 and is currently higher than the national average of 1.8 percent.

New specialist nurses Colette Scully and Sophie Carrow will run the service to help integrate primary and secondary care. They will review patients admitted to the acute wards with COPD, follow patients up after discharge and provide a community focused service for patients registered with a Craven GP, by undertaking an assessment in their own homes to help them to manage their condition.

GPs’ feedback results in pharmacy changes

Emily Smith, lead pharmacist for transformation, is Airedale Hospital’s pharmacy point of contact for GPs and practice staff. She can help with any queries related to medicines, discharge or out-patient prescriptions issued by the hospital and will liaise with the appropriate teams.

To help Emily she needs:

- appropriate patient identifier
- the date the query relates to
- type of prescription (discharge or out-patient)
- details of the query including specific medicines prescribed/not prescribed
- who the response should be send to and how (email or phone)
- an indication of urgency

Their aims are to provide holistic specialist nursing care for patients with a chronic respiratory condition and to support them to stay well at home avoiding unnecessary hospital admissions and attendances at the emergency department.

Future plans include reducing these patients’ length of stay in hospital by developing early supported discharge schemes. Whilst in hospital COPD patients will be advised on inhaler technique, smoking cessation and referred to pulmonary rehabilitation, if appropriate. The nurses will provide educational sessions for primary and secondary care staff and are setting up a local respiratory network to provide professionals with easy access to information, advice and best practice in respiratory care.

Contact on tel: 07917839173 (Colette) and tel: 07917881942 (Sophie).

Most wards using electronic systems

The majority of wards are now using the electronic prescribing and discharge systems at Airedale Hospital.

Nurses, ward clerks and doctors have been trained so that 11 wards were live by November.

EConsultation and eReferral (GP advice) are being piloted in some areas, including radiology, with a plan to implement this across the trust in the New Year.

The aim is to provide a robust advice service to GPs and to embed the electronic referral process alongside improved internal administrative processes.

GP and consultants can increasingly share the electronic health record which should improve communications initially around discharge and medication and ultimately improve care for the patient as we move towards a fully integrated health record.

An engagement exercise around delivering eConsultation is currently taking place involving GPs and consultants.

New consultant attracted by team and vision

Welcome to new consultant Alan Hart-Thomas who will be joining Airedale’s respiratory team. Previously, Dr Hart-Thomas was a consultant for five years in Calderdale and Huddersfield and clinical director for the planned medical directorate. He has experience of developing endobronchial ultrasound (EBUS) and thoracoscopy services, and service improvements in lung cancer and asthma. Dr Hart-Thomas also led the introduction of daily ward safety huddles to the respiratory ward, as an NHS Improvement Academy fellow, which significantly reduced the incidence of falls and pressure ulcers. His special interests include lung cancer, pleural disease, and difficult asthma cases.

He said: “Having worked at Airedale as a registrar, I was attracted to the real team atmosphere, the beautiful surroundings and the trust’s ‘right care’ vision, which involves working much more closely with primary care to support our shared patients.”
Rheumatology nurse’s extra reason to care

Nurse Monica Tedder has joined Airedale’s rheumatology team to bring them back up to full capacity. For the past 11 years, Monica has worked as a nurse in the trust’s intensive care unit and has experience of providing high dependency and coronary care.

She said: “Becoming a specialist rheumatology nurse is a career progression for me and I’m looking forward to learning new things. “As a rheumatology patient myself, I was already aware of all the drugs prescribed and as a nurse I naturally wanted to find out everything possible about rheumatology conditions so that I could improve my own health – and now the health of my patients.”

Monica will join specialist rheumatology nurse Kelly Hayes-Head in supporting clinics and patients on wards, providing counselling around medications and giving biologic therapies. They also run a rheumatology advice service for patients, carers and professionals which is for non-urgent cases only and available Monday to Friday. Callers can leave a message for the nurses who will return their call within 48 hours, tel: 01535 292084.

Meet our new GP liaison manager

Welcome to Charlotte Brown who has taken up the role of GP liaison manager to cover maternity leave.

She has joined Airedale from Midlands and Lancashire Commissioning Support Unit (CSU). Charlotte worked for the CSU for seven years in the IT department as a project manager and was responsible for rolling out local and national projects such as the electronic prescription service to GPs.

Charlotte is keen to hear of any issues practices may have and will liaise with the correct departments to help resolve them. If you would like to arrange a meeting or raise an issue, contact Charlotte by email: charlotte.brown@anhst.nhs.uk or tel: 01535 294548.

Timely reminder

People using outpatient services are to be given automated telephone calls to their landline to remind them not to forget their appointments.

The new system operated by Netcall is to help reduce the number of ‘Do Not Attends’ in outpatient clinics at Airedale Hospital and is being piloted initially with patients booked in to see gastro and diabetes consultants.

Patients can re-arrange their appointment if necessary using a simple callback and they can choose to opt out of the system.

Sally-Anne plays it safe

Sally-Anne Wilson has just started work in Airedale’s emergency department (ED) as a consultant.

She will be the safety and audit lead for the ED and is a member of the safer care committee of the Royal College of Emergency Medicine.

Previously she worked as a consultant in emergency medicine at Calderdale and Huddersfield NHS Foundation Trust for eight years. Sally-Anne’s reasons for joining Airedale were twofold. She said: “My main interests are safety and quality improvement and Airedale has such a strong reputation on that front, with such a lovely bunch of consultants. I also wanted to reduce my hours to allow me more time to be ‘mummy’. “

Paediatric role is shared

Consultant paediatricians Sharon Bowring and Geraldine Lennon have jointly taken up the post as clinical director for paediatrics.

They will be working alongside the general manager and senior matron for women’s and children’s services, Julie Livesey, to help deliver a high standard of clinical care for children at Airedale Hospital.

Sharon Bowring, consultant paediatrician, said: “If you have any comments or ideas about the paediatric service or to improve the links between primary care and Airedale Hospital’s paediatric department please get in touch.”

Contact by email: sharon.bowring@anhst.nhs.uk or geraldine.lennon@anhst.nhs.uk

Absolutely fabulous

The trust was shortlisted for a Fabulous NHS Stuff Award for its telemedicine work as Immedicare. Representatives took part in a Celebration of Fabness hosted by Roy Lily and Simon Stephens.