Hospital nominated for Yorkshire in Bloom

Judges from Yorkshire in Bloom paid Airedale Hospital a visit following a nomination for an award in the public and private charitable establishments category.

The team responsible for brightening up the hospital with beautiful flower displays were nominated by the Friends of Airedale Hospital charity for their dedication in looking after the grounds and gardens for the benefit of patients, visitors and staff.

Steve Marshall, head gardener, said: “We are very grateful to the Friends of Airedale and Skipton Soroptimists for their generous donations of bulbs and equipment.

Top marks for Airedale’s occupational health team

Employee health and wellbeing staff passed a new national accreditation with flying colours.

They were praised and given four commendations by external assessors, who visited the hospital as part of the Safe Effective Quality Occupational Standards (SEQOHS) award scheme, governed by the Royal College of Physicians of London.

Assessors congratulated the team on achieving a ‘paper light’ system; its leadership and cohesion within the team, and how they use telemedicine to have consultations to provide a more efficient and convenient service.

The team provide occupational health services to staff at Airedale but also Bradford District Care Trust, GPs, In Communities – a local housing trust and 26 companies. Their role includes:

- delivering vaccination and immunisation programmes
- providing health and wellbeing advice.

In Communities, based in Shipley, benefits from Airedale’s occupational health service through telemedicine as many of their employees work off-site all over the district.

All referrals to the employee health and wellbeing service are triaged by nurses who decide which would be the most appropriate cases for telemedicine and arrange for the client to speak to a nurse or doctor based in the Telehealth Hub, via a secure video link from their own workplace.

These clients may have mental health problems, need assessment for being fit to work or it could be their managers who need advice.

Former nurse is operations director

Meet Stacey Hunter, our new director of operations, who will work closely with clinical directors, general managers and matrons across a broad range of areas. These include facilities, diagnostic and therapies, surgical and cancer care, midwifery and children and telemedicine, including the telehealth hub.

Previously, Stacey was divisional general manager for the Leeds Children’s Hospital and the Women’s, Head/Neck and Dental Division at Leeds Teaching Hospitals NHS Trust.

She qualified as a nurse in 1990 and studied for a degree in health care studies at The University of Huddersfield. She had a variety of nursing and senior nurse roles before moving into management. Between 2003 and 2011, she was elected non-executive board member for the Royal College of Nurses.

Born in Hull, Stacey spent her very early years in Hong Kong as her parents were in the RAF. She moved to Leeds at the age of 23, where she currently lives, enjoying both city life and being on the doorstep of the Yorkshire Dales.
Deputy audiology service manager Andy Smethurst used pedal power to raise £930.50 for Hearing Dogs for Deaf People.

Andy, aged 44, of Accrington, completed a coast-to-coast cycle ride with four friends in three days to celebrate a friend’s 40th birthday – but also to boost the charity’s funds.

They started their 190 mile route in Blackpool and finished in Bridlington.

Andy bought a new bike for the trip and has been training since the end of March.

He said: “I haven’t done anything like this before – in fact I’ve not had a serious bike ride for over 20 years – so this was a challenge.

“We managed the ride well, despite the thunderstorms and then sunburn.

“Hearing Dogs for Deaf People is a charity close to our hearts in audiology and they are celebrating their 30th anniversary this year.

The audiology team at Airedale collects used stamps for the hearing dogs. It costs £45,000 to cover the overall lifetime costs of a hearing dog and this service is free to all who have one.

Anyone who wants to support Andy can do so through www.justgiving.com/wotr40challenge

Plucky Nicola Riley, pictured above, took part in Tough Mudder – an ambitious assault course – with help from Keighley Cougars.

The estates officer completed the 12-mile challenge, designed by Special Forces, at Broughton Hall, near Skipton.

Nicola was part of a team doing the event for charity and she has helped to boost Airedale Hospital’s endoscopy appeal.

The first challenging event Nicola did was the Great Manchester run (10k) in May, last year, for cancer research – before that she struggled to run for more than five minutes.

She has worked for Airedale Hospital for almost 27 years and has been involved in helping to develop the hospital’s new endoscopy unit decided that the department was most in need of funding.

Nicola, aged 44, of Barnoldswick, said: “I was roped into it by a former school friend and it was a really big physical challenge for me. I trained mostly on my own running and doing some core exercises – but training with the Cougars has helped.

“Tough Mudder is for every Airedale employee who shows their pass at a home game.”

To support Nicola visit www.justgiving.com/Nicola-Riley1 or text your donation with the words Endo60 £5 to 70070.

Consultant awarded MBE for child protection

Dr Kate Ward, consultant in community paediatrics, has been recognised in the Queen’s Birthday Honours list.

Dr Ward, who has been a consultant for 28 years, has been made an MBE for her services to child protection.

Dr Ward, who lives in Glusburn, said: “I’m very humbled. It wasn’t something I was expecting and it’s come as a pleasant surprise.

“Child protection is important work and vulnerable children are a priority. It’s vital that professionals from all disciplines work together to safeguard these children. This honour isn’t just for me – it’s for all my colleagues in other disciplines, because one person can’t do this on their own.”

Elaine Heap is the new personal assistant to finance director Andrew Copley.

Formerly she worked for NHS England as PA to the director of patient experience; administrator for the obesity team for NHS Airedale, Bradford and Leeds; PA to the deputy director of vulnerable groups for NHS Bradford and Airedale and PA at Yorkshire Water.

Elaine trained as a nurse and worked at Bradford Royal Infirmary. She is also qualified in reflexology and Indian head massage. Born in Shipley, living in Baildon, Elaine’s hobbies include walking, baking and holistic health. She can be contacted on ext 4812.

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Let’s hear it for our Mudder

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Matron Lisa backs new purpose-built department

Lisa Dixon, new matron for Airedale’s Emergency Department, is on board ready to support the development of the team’s new building.

Born and trained in Leeds, Lisa qualified at Leeds General Infirmary (LGI), then spent three years working as a nurse in orthopaedics. She went on to work in the LGI’s A&E department, at St James’s Hospital in Minor Injuries and helped open the LGI’s walk-in centre.

Lisa combined her love of education with her enthusiasm for nursing by becoming a lecturer practitioner with the University of Leeds, teaching minor injuries, whilst working as a sister part-time.

After her maternity leave, Lisa did some external consultancy work for Doncaster Hospital’s A&E and then became a matron for the department for five years. Lisa said: “Having a purpose-built department will have real benefits for both patients and staff, including improving the flow of patients through the hospital. There are also opportunities for refurbishing and improving the environment in the Acute Medical Unit. For me, the real challenges will come this winter.”

Lisa, aged 41, has a six-year-old son, Rowen, and spends much of her time providing a taxi service to him to play football and go swimming. She enjoys working on her allotment.

At the front of the queue for their flu jab from Pat Smith, employee health and wellbeing lead nurse this year are Laura Loveday, senior sister; Claire Walsh, healthcare support worker; Anne Shirley, matron; and Joe Hunter, staff nurse.

Flu-fighter campaign gets underway at Airedale

The annual flu-fighter campaign starts in October and the employee health and wellbeing team will be visiting wards and departments to catch staff who would like their free vaccination. They will also be running drop-in sessions for those who prefer to visit the Employee Health and Wellbeing Department.

Rob Dearden, director of nursing, said: “Like all hospitals, we face challenges around maintaining our workforce over winter as there is increased sickness, so it is vital to reduce the impact of flu.

“We would like as many of our staff, who come into contact with patients, to have the vaccine as soon as possible before the virus is circulating – especially as it takes up to two weeks for the vaccine to take effect.

“Staff vaccinations can almost eliminate the risk of flu spreading from staff to colleagues, their families and their patients, for whom flu can be fatal in some cases.”

If you were vaccinated last year thank you, but please do so this year as you won’t be protected against new strains of circulating flu.

The NHS has a million frontline staff and 45.9 percent were vaccinated against seasonal flu in 2012/13 – at Airedale, 56 percent of our staff were vaccinated. This year Airedale will be using a new ‘Jab-o-meter’ developed to show uptake figures in a visual way.

For the majority of people who catch the flu it is unpleasant but flu can kill, last year there were 107 deaths from flu in this country.

Junior doctor, Aimee Charnell, swapped her hospital scrubs for camouflage fatigues in support of the Territorial Army’s (TA) ‘wear your uniform to work’ day.

The 27-year-old orthopaedic trainee is also a lieutenant in 212 Field Hospital, part of the Royal Army Medical Corps.

Aimee started her army career with the Wolverhampton Army Cadet Force before joining 212 Field Hospital nearly three years ago. She has now completed her military training, both basic and officer commissioning, at Sandhurst, and is looking forward to being deployed.

Aimee joined the army cadets when she was a teenager, so when she came to medical school in Leeds she joined the TA. She now lives in Saltaire, and has recently been teaching suturing and the law and ethics of armed combat within her role with 212 Field Hospital. She was one of 15 members of her unit who wore their uniform to work in various hospitals in West Yorkshire and the Midlands.

If you are a medical professional, or training to be a medical professional and are seeking to join the army reserves, 212 Field Hospital is currently recruiting.

Dates for your diary

Theatres open day – Saturday 21 September, 11am-3pm.
Endoscopy open day – Saturday 5 October, 10am-4pm.
Community health day – Tuesday 8 October, Central Hall Keighley, run by specialist nurses team.
Stammering talk – Tuesday 8 October, 10.30-11.45am, lecture theatre, education centre.
Winter Ball – Friday 30 November, Craiglands Hotel, Ilkley to boost maternity funds, contact Debra Vercammen.
Here to care
YOUR HOSPITAL

Crowds enjoy summer fun at open day

A 90-foot cave, rescue vehicles, a Life Education Bus for children and a chance to find out how they make wounds look so realistic in the movies were just some of the star attractions at Airedale Hospital’s open day.

Hundreds of people of all ages turned out to the event staged in a marquee and the education centre at the hospital.

Other highlights of the day were the pets as therapy (PAT) dogs, fitness taster sessions; a chance to get your blood pressure and height and weight checked; a fire engine and ambulance; hospital tours; a chance to taste hospital food and test out new patient menus and a challenge to try surgical techniques with a simulator.

Chief executive, Bridget Fletcher, said: “I would like to thank everyone for their help to make our 2013 open day such a great success.

“Walking around the event I was very proud to be part of Airedale Hospital and extremely impressed by the efforts so many of you made to showcase Airedale, our services and our staff.

“Anyone attending the event could not fail to be struck by the amazing atmosphere you all helped to create for the people who came along and the fantastic efforts so many of you made to produce a truly interactive experience for those who attended.

“Whether you helped out before, after, or on the day, or supported colleagues by continuing to care for our patients and carry on with the your daily work whilst the event was being held, I thank you all for your support.”

A special event was held in a marquee on site to say thank you to more than 350 people who volunteer at Airedale Hospital.

Entertainment and a buffet lunch were provided and Andrew Catto, executive medical director, thanked them for all their hard work and commitment they show to the hospital.

Dr Catto said: “Volunteers dedicate an enormous number of hours of their free time to support the hospital. We can never thank them enough for the work they do for us.”

Most of the volunteers also belong to either Friends of Airedale or Airedale New Venture, two charities that support and run shops in the hospital. They run car boot sales to boost hospital funds, a library service, a Saturday social event, a befriending service, patient transport, the hospital’s radio station, a ward trolley service, and provide guides to direct people around the hospital.

Other volunteers help with feeding patients and support the Real Time Patient survey asking patients about their care before they leave the wards.

Mrs Shirley Banks, aged 75, has been one of our volunteers for the past eight years. She started out supporting the library services and helped to get the patient survey off the ground.

She said: “I’ve seen the patient survey develop and lots of improvements made as a result of it.

“Volunteering gives me something to get up for in the morning. I’ve met so many ordinary people with amazing stories to tell about the things they have done.”

Salute to volunteers
Visitors have a preview of endoscopy unit

A group of patients and GP practice staff enjoyed a guided tour of Airedale Hospital's £2.4m new endoscopy unit before it opened for business.

It offers better facilities for patients, including greater privacy and an extra procedure room, so that more people can be treated in the future which will address current capacity issues.

The unit has been rebuilt by Wilmott Dixon and expanded to deal with the increase in demand for the service as a result of the national bowel screening programme – Airedale Hospital is one of the local screening centres – and other national awareness campaigns for bowel, bladder and lung cancer.

Designed to meet standards for environment, decontamination, training, workforce, clinical quality and quality of the patient experience set by the national Joint Advisory Group on Gastrointestinal Endoscopy (JAG), the new unit will offer greater privacy with same sex facilities in all areas where this is necessary. A meeting or teaching room is part of the new unit which is fully equipped with audio visual equipment.

Consultants can stream video from procedure rooms for discussion during teaching sessions.

To make a donation to the fundraising appeal to raise more than £60,000 for new equipment for the unit visit www.justgiving.com/AiredaleEndoscopyChristmasAppeal

An official open day will take place on Saturday 5 October, 10am – 4pm, when everyone will be invited to have a tour of the brand new unit. This will include fun for all the family including a chance to simulate using a camera to see inside a mannequin’s stomach and large bowel or try your hand at a pretend biopsy.

New Airedale birthing centre opens

Two special guests were invited to officially open the new Airedale Birthing Centre which offers mums and their partners a less clinical and more relaxing place to give birth.

Cutting the ribbon were Lisa Gallagher, Look North weather girl (pictured centre) and Cathy Warwick, chief executive of the Royal College of Midwives (left) with Claire Mathews, head of midwifery (right).

Mum-to-be Lisa Gallagher said: “I am really honoured to be asked here and really excited about having a tour to see the new facilities.”

Cathy Warwick, chief executive of the Royal College of Midwives, said: “I am confident that people will put these excellent facilities to really good use. It’s crucial that women can give birth in wonderful surroundings and the whole issue of feeling relaxed and at home is really important.

“The trust and the midwifery team should be applauded for this improvement to their maternity service.”

The refurbished and upgraded midwifery-led unit, created following a successful bid for £748,000 from the Department of Health, provides four birthing suites, all with private patio areas and en-suite wet room facilities, offering more dignity and privacy for women. The rooms have all been refurbished with new floors and furnishings and soft lighting to create a modern, homely environment.

All the rooms are also equipped with the latest state-of-the-art birthing equipment and two of the birthing suites have large pools for water births or support during labour.

The new unit also includes a self-contained bereavement suite with a lounge area, a bedroom with an en-suite wet room and a private patio area.
A prestigious delegation from the Middle East made a trip to Airedale to find out more about how hospital and primary care systems are being used in the UK.

The eight delegates included ministers and senior government officials in the fields of health, economy, education and information technology from Bahrain, Oman, Kuwait and Saudi Arabia.

They were representing the Gulf Cooperation Council and looking at potential investments in seamless systems, linking primary to hospital care, which improve the patient experience.

The delegation came to see Airedale as a flagship hospital for how it uses technology to improve care for patients including telemedicine and our patient administration system (PAS). Our PAS was developed and installed with technical partners TPP (providers of SystmOne) who hosted the Middle East delegation.

They visited our Telehealth Hub where they had the chance to speak to a resident live on screen about the benefits of being able to get urgent medical help and advice, without having to leave the comfort of their own home. The Ridge Medical Centre, in Bradford, was also part of their visit to look at the interaction between primary and secondary care and referral systems.

Airedale colleagues we can all be proud of...

Five members of Airedale’s staff were put forward as colleagues to be proud of in a regional scheme.

Three of them joined the communications meeting to be awarded their badges: Angela McGarry, senior sister, Stuart Shaw, head of planning and performance and Frank Swinton, consultant anaesthetist (pictured right).

They were nominated by the hospital’s executive team as part of an NHS Leadership Academy initiative – the regional NHS ‘proud gallery’ – for the positive influence they have had on others.

They are:

• Adrian Fountain, laundry porter, for his continued hard work and positive attitude every day, particularly through recent changes.

• Angela McGarry, senior sister, for her excellent leadership in managing Ward 18 as a winter ward and significant contribution to the delivery of the Enhanced Recovery Programme within orthopaedics.

• Claire Pearson, staff nurse, for her dedication and, in particular, the excellent support and advice she provided to a carer via video-link, enabling her to deliver emergency cardiopulmonary resuscitation to an elderly patient until paramedics arrived.

• Stuart Shaw, head of planning and performance, for his hard work, perseverance and going beyond call of duty to deliver on corporate matters, including producing the Trust’s Annual Plan.

• Frank Swinton, consultant anaesthetist, for his personal drive behind sustainability and an eco-friendly approach across the hospital.

Delegates from Middle East being given a demonstration by telehealth sister, Claire Pearson, in the Telehealth Hub

Welcome Amy

Welcome to Amy Whitaker, our new deputy director of finance. Amy trained on the NHS financial management scheme before being given a permanent position at Wythenshawe Hospital, in Manchester, where she worked as a finance manager before moving to Airedale.

She hopes the move to a smaller trust will help to broaden her experience in all areas of finance. Amy, who grew up in Ripponden, plans to work on improving support for clinicians and to look at how to bring together financial reporting to groups.

Her interests include horse riding and walking, although most of her time is spent with her husband and two children, aged five and two.

Top midwife

Beverley Beaumont was voted midwife of the year by her peers after working for Airedale for over 20 years.

She was nominated as part of an internal initiative introduced this year, to thank colleagues for their hard work and show some recognition for anyone rated highly by their colleagues.

Sarah Keogh, ward manager, said: “Beverley was nominated as midwife of the year as she is calm, approachable, hardworking and everyone likes her. She has done a lot of work supporting parents who have been fundraising for our new bereavement room.”

Nomination

From page 1 which have helped us create a colourful display in the flower beds at our west entrance and look after many other areas across the hospital grounds.

“I’d also like to thank the gardening team, as this is a team effort, and say how proud I am of what they achieved at the hospital in preparation for the judges’ visit.”

The judging team were particularly pleased with how the hospital was dealing with issues such as conservation, for example, the use of water butts to collect rain water and the use of herb planters and fruit trees in addition to plants and shrubs.

Results will be announced on 17 September at Amy’s annual dinner, at York Racecourse.
Golf day success to be repeated

Current and former staff took part in a golf day organised by John Ash and other colleagues from the porters department at Airedale Hospital.

Over 30 people took part in the event, including three female players, which took place at Bracken Ghyll Golf Club, in Addingham, in May, thanks to support from the staff lottery fund.

The overall winner was Kevin Mawson with 37 points. He was presented with a trophy, which he gets to keep for a year, and prizes were also handed out to teams with highest scores, nearest to the pins and longest drives.

One of the close highlights of the day was when Airedale chef David Wickes unfortunately missed a hole in one by a couple of inches on the seventeenth green.

If anyone would like to take part in next year’s event, which is being planned for the spring or summer 2014, please contact: john.ash@anhst.nhs.uk.

Rheumatoid arthritis myths dispelled

Specialist nurses and consultants at Airedale Hospital joined a national campaign to dispel the myth that rheumatoid arthritis is a disease of the elderly.

They had an information stand in the hospital during National Rheumatoid Arthritis Society’s (NRAS) first ever awareness week, 24 to 30 June, which included leaflets for employees with the disease who want to continue working.

The team is planning an open day and tea party for newly diagnosed patients, on Wednesday 16 October at the education centre, where they will have the chance to talk to other patients who have the condition, and representatives from occupational therapy, podiatry, physiotherapy and the rheumatology department.

New patient services manager Julia Spencer, pictured above, comes from a family of NHS workers and brings with her a wealth of 31 years of experience since she started training to be a nurse at Queen Elizabeth’s Hospital in Birmingham.

Originally from Leek, in Staffordshire, she has worked in hospitals around the country including being ward sister at Addenbrookes, in Cambridge; service manager at University of Leicester Hospital and Christie Hospital, in Manchester; where she worked on meeting the 62 day cancer pathway target. Her husband Will is a cardiac surgical assistant nurse and so some of her moves have been to follow his career pathway. Now Julia, at 49, is ready to put down roots in Airedale close to her family.

The departments she will be working with at Airedale are trauma, orthopaedics, visiting specialities (ENT, ophthalmology, oral and maxillo-facial surgery and plastic surgery) and outpatients.

In her homelife Julia loves cooking, DIY and going on holiday.

Contact ext: 4205.

World Mental Health Day is Thursday 10 October. Caroline Mellor, medical secretary, told how she battles with depression at Airedale’s breakfast club (ABC) which was set up for staff to share new ideas, talk about burning issues, tell inspirational stories and help improve communication between staff.

Coping with depression

“I am often described as outgoing, confident and bubbly, but my family and close friends know that this isn’t and hasn’t always been the case.

“In my early 20s, I started to experience unexplained, prolonged bouts of crying, overwhelming lethargy and extreme apathy. I had feelings of paranoia, worthlessness, negativity and debilitating anxiety attacks regularly.

“People urged me to seek help from my GP but I was reluctant to do so – I was young, what could possibly be wrong with me? And I knew best and could cope.

“Months passed and my symptoms worsened. I thought I couldn’t face the rest of my life feeling this way.

“Eventually I saw my GP who immediately prescribed antidepressants and referred me for counselling.

“It was a long, slow process but with the help of medication, counselling and support from family and friends, my symptoms improved and I began to feel like my “old self” again.

“I’ve had various setbacks over the years and my GP recommends I take a low dose of an antidepressant long term, which I am happy to do. I know that I have to take responsibility for my illness so I make sure I have a healthy diet, drink very little alcohol, get plenty of sleep and take regular exercise.

“I still experience low mood and panic attacks occasionally, but I’m determined that depression and anxiety will not control my life.”

For help with mental health issues visit: www.mentalhealth.org.uk/our-work/world-mental-health-day/ and www.mind.org.uk/

The ABC club meets in the lounge, next to the health information centre (library) once a month between 8-9am.

Topics have included climate change, palliative care, Airedale’s vision for the future, the Francis Report and working in Antarctica. For details email: airedalebreakfastclub@anhst.nhs.uk

Introducing Julia

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Caroline Mellor: this will not control my life
Two minute lectures that really can change the way you work

Over 200 members of staff are taking part in coaching, leadership development or two minute lecture sessions led by an innovative partnership between Shepherd Taylor Partnership, Velesco, Bradford University School of Management and Airedale's HR and Workforce Development team.

Executive and clinical leaders are looking at what they can “do better and differently” to free up more time for engagement and making sure the trust is “doing the right things” and “doing them right”.

The overall objective is to support key change projects such as delivering sustainable maternity services, making improvements to outpatients and improving the discharge process. Staff have gained support with unblocking issues, moving projects forward and working as efficiently as possible.

Sarah Shepherd said: “This could involve looking at the way you interact with people, how you communicate or explain your thinking process to others, how to lead teams through change and motivate people. How people lead can make so much difference to an organisation.”

One session open to everyone was “How to make change stick” which lasts just 20 minutes starting with a two minute lecture, followed by an exercise. “How to influence people” is also being offered to teams.

Rob Dearden, director of nursing, is one of the executives to take advantage of the one-to-one coaching and has found them really helpful for tackling specific needs that he had identified.

He said: “It’s about refining your skills and capabilities to ultimately make you more effective in your job.

“Coaching can make you aware of behavioural traits that you had no knowledge of, it’s like putting a mirror up to yourself. You do need to take time to reflect on the sessions and put effort in working on what is discussed – otherwise it is a waste of resources.”

Don’t forget: the next issue of In the Aire will be published in December – copy deadline is Friday 8 November 2013

To send us a story for In the Aire, you can complete a ‘Have I got news for you’ template which has prompts to make sure that we have all the information we need. This can be downloaded from the intranet under Communications. You can email us at communications@anhst.nhs.uk

Staff survey is your chance to make a difference

Have your say on what it’s like to work at Airedale by taking part in the NHS Staff Survey 2013.

Positive results from last year included: engagement was better than average; staff said they could make improvements in their workplace; job satisfaction improved; and the Trust compared very favourably with other Trusts for equality and diversity.

Concerns included work pressure and staff felt they couldn’t deliver the quality of work and patient care that they wanted to.

Following feedback, the Trust has:

• introduced regular mini ‘pulse’ surveys of staff
• launched another series of Director listening sessions.
• run stress focus groups in ‘hotspots’
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• planned for staff side to carry out a survey of teams to identify stress and work pressures with an action plan to be agreed.

Nick Parker, head of Human Resources, said: “Steps have been taken to address resource gaps within the hospital such as recruiting more nurses to deal with winter pressures and reduce the reliance on bank and agency staff.

“There has also been the development of new roles, for example, advance nurse practitioners, to support new ways of working and to address gaps in rotas that have been created by the reduction in the number of junior doctors available to the Trust.

“Feedback from staff from the Staff Survey is critical to identify areas that need improving.”

Andrew Pettit, consultant, has found his coaching really helpful for dealing with the “ups and downs of clinical life”. He said: “It offers a great sounding block for your ideas and helps you to be mindful of your own internal critic.

“But you need to be open to it and put what you discuss into practice.”

Any teams wanting a two minute lecture please email: jodie.hearnshaw@anhst.nhs.uk

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