



Do you have some exciting news? Call us on **644244** or email us at **buzz@dbh.nhs.uk**

A word from the Chair As we head into

As we head into winter, Trust Chair, Suzy Brain England shares her thoughts and best wishes **Page 5**



Five online security and privacy tips

Page 2



Your guide to the Trust's postal service

Page 4





Super SCBU and Neonatal ward

Page 15

Fraud awareness month: Five online security & privacy tips

It's fast approaching the Christmas season when you or your family might be considering doing some online shopping.

Unfortunately, at this time of year, more people fall victim to online crimes as they purchase gifts for their loved ones. Fraudsters operate all year round but tend to be more active in the run up to Christmas. There are a number of things you can do to keep your smart devices safe, reduce your risks, up your security and remain vigilant.

Here are some tips for avoiding risks when making purchases or just browsing gifts on websites:



1. Keep Security Systems Up to Date

All of your connected devices should have updated antivirus, operating software and apps. Turn the auto updates on! It's important to have the latest protection against the threats to which you're exposed.



2. Check your bank statements frequently

This should become a habit. Aim to check your statements once a day, so you'll make sure all transactions are legitimate. The quicker you notice something is wrong, the quicker you can put a stop to it.



3. Only shop on secure sites

Make sure your online shopping is done via a secure and trusted site. Avoid sensitive transactions like shopping and banking when using public Wi-Fi and check the URL starts with https://. If available, always use PayPal.



4. Improve your passwords

Do not use the same password for different services and avoid your name, birthday or address. Make your password a sentence that is at least 8 characters long and remember to use spaces and symbols.



5. Learn what to do in case of a data breach

If you think you may have been the victim of a security breach, contact the Trust's IT Security Manager, Robin Smith, who is happy to advise on how to rectify any problems you might experience. Robin is available on 644507.

The winning pledge

A few weeks ago we asked for your NHS Change Day pledges. We can announce that the winners are the Infection Prevention and Control team with the following pledge:

"[We pledge to] support patients, staff and visitors to have a zero tolerance to healthcare associated infections and reducing antimicrobial resistance, by applying standard and isolation precautions at the right time and in the right way."



Proving that the Christmas spirit is very much alive and well in IPC, the team have donated their prize of 12 tickets to the Keepmoat's Christmas Party to Ward 16 at DRI.

The team said: "They stand out to us as a Team that are truly committed to reducing HAIs and feel they deserve to be recognised. We also understand that they have also had difficulty booking anywhere for a Christmas do!"

A very special visitor



Bella the Therapy dog visited Mallard Ward last week and the Communications got extremely excited and just had to take a picture.

Ward 21's Christmas Raffle



Bag yourself a luxury festive hamper this Chrimbo - £1 per strip with the prize drawn on Sunday 17 December.

Research Awareness Sessions

These sessions are aimed at all staff to improve clinical practice and offer further opportunities for patients through research.

You will gain an insight into the many different ways in which you can get involved in research within your current role, in order to facilitate best practice and improve patient care.

To book onto these sessions contact: dbth.training.department@nhs.net or ring ext. 642055. All take place Education Centre, Room 4.

We will be running more sessions on alternative days, if these initial sessions are not suitable. We can also come to you if you would like a session delivered to your team. For any more information please contact Julie Bury: julie.bury@nhs.net or ext. 644071

5 DEC

10.30 to 11.30am

9 JAN

10.30 to 11.30am

6 FEB

10.30 to 11.30am

Using the postal service

When sending mail and items from the Trust, make sure you are using the most appropriate postal method.

Here's your comprehensive guide to sending mail as a member of Team DBTH. Please note the use of Postal Services are monitored to ensure the appropriate option is used. All forms available from General Office on request:

2nd Class Royal Mail



This is the method of posting the Trust encourages to be used and deliver within two to three working days.

Items should have the correct address and postcode clearly printed or displayed and aligned correctly within the window of the envelope. Standard DL size envelopes should be used.

1st Class Royal Mail



The more expensive option for the Trust. The use of 1st class mail must be authorised by the department manager on the

"Authority Request for Dispatching First Class Mail" (forms available on the intranet and General Office). It should only be used when 2nd class mail cannot meet the deadlines required for business. The use of 1st class mail is monitored.

Recorded Delivery



This service delivers the letter or parcel the next working day with the added security of proof of delivery, ability to check online to

see when your item has been delivered and compensation cover up to £50. The use of this service must be authorised by departmental manager on the "Authority Request for Recorded and Special Deliver Mail" request form.

Special Delivery



For important, valuable items that need to be secure at every stage of the delivery to arrive safe and on time.
Used to track

important documents online and get signed proof of delivery, compensation cover for sending jewellery, cash or other valuables. The use of this service within the Trust needs authorising by the departmental manager as above.



Join the staff Facebook group: It's easy, just click here

A message from the Chair of the Board

Having joined the Trust in early 2017, we are about to enter my first winter as Chair of the Board and with previous experience at neighbouring Trusts, I'm fully aware of the challenges every NHS provider faces at this time of year.

As the weather turns colder, we will see the inevitable rise in attendances at our Emergency Department, as well as an increase in seasonal illnesses which can lead to complications, especially in the elderly and frail, guaranteeing that our wards and services will be extremely busy.

This influx of patients leads to pressure at our hospitals at a time when we have a CQC inspection pending. I am confident, given what I have seen throughout my first

year here, that every member of Team DBTH will rise to the challenge.



2017 has been a very successful year for the Trust. In January we became a Teaching Hospital, one of only five in the Yorkshire and Humber region, and we have continued to make good progress against our performance targets and vision.

We have been doing well as we face the same challenges as other NHS providers locally and nationally. We continue to make steady progress with our financial position, making cost-savings as necessary, while maintaining a crucial focus on delivering the best care possible. This is something which will continue long into the next few years, until we are back on a firm, consistent, sound and sustainable financial footing.

With all our achievements and challenges in mind, I want to take the time to thank each and every member of the team in advance of your hard work throughout the coming months. While we all anticipate and look forward to the holiday season of tinsel and turkey, the health service wheel keeps turning ensuring we are there for those who need us most. This dedication is humbling and makes me immensely proud to be the Chair of the Board, working with you all at DBTH.

Should you ever wish to contact me, your Chief Executive Richard Parker or any member of the executive team with your hopes or your issues, do not hesitate to get in touch via email.

Suzy Brain England OBE,

Chair of the Board







Help your colleagues access Medisec

Many people often forget to logout of the Medisec system after they have finished using it.

This means that too many users are logged in at once, which restricts access for other users.

Please remember to logout of the application as soon as you have finished using it. You will need to do this yourself, as the system will not log you out automatically.



Contacting the Accounts team



Following the implementation of Oracle, it is essential that any invoice requests, credit note requests and any queries are sent to dbth.sbs.invoicequeries@nhs.net.

More members of the team will have access to this inbox so invoices will be raised faster and no missed income will be raised. This email address is only for income, e.g for services and goods provided to external organisations and will have no dealings with Charitable Funds.

Fraud Awareness Month Watch out for spam emails and notices

Each week, NHS Mail deletes around 25 million spam and phishing emails.

Despite such a high volume of messages being filtered out, we still see one or two come through and this is why members of Team DBTH need to remain vigilant.

We are aware of a number of fraudulent emails which have made their way into inboxes over the past number of days, pretending to be parking fines. Please note, the Trust does not issue notices like this via email and these messages should be disregarded, reported and deleted.

If you receive an email from an email address you do not recognise, containing an attachment you do not trust, do not open it. You can report any suspect communications to spamreports@nhs.net and if you are unsure, you can have a chat with our Counter Fraud Specialist, Mark Bishop, by emailing mbishop@nhs.net or calling 01302 642999. Alternatively, visit this intranet page for more information.







Staff Survey - tell us how you are feeling

Thanks to everyone who has completed their Staff Survey – that's over 2,600 who have shared their views. We'll get a good idea of what you think about working at DBTH but we want more!

You still have nearly two weeks until the survey closes on 1 December so do take part. We're aiming for 50% across DBTH and some Care Groups and Directorates are already there. But it would be great to have that level in every part of the Trust so we're particularly looking for more responses from Surgical, Emergency, Performance and Estates and Facilities.

The penultimate reminder should have been in your mailbox yesterday, with another coming next Monday. Please take part – together we can make this a great place to work.



Got something to report? Speak up!

If you see something which is wrong, ensure you tell somebody and make use of our Freedom to Speak Up Guardians.

The Guardians support the Trust to become a more open place to work. Made up of public and staff governors as well as a doctor, the Guardians work alongside our leadership teams to heighten the profile of raising concerns. If you have something you wish to raise, contact 01302 644300 or head to: https://www.dbth.nhs.uk/raising-concern-guardian/



Quality Improvement and Innovation (QII) training

The Quality Improvement and Innovation team are holding some training sessions to help you get the most out of testing improvement cycles and creating run charts.

The sessions below on 12 January and 23 April have been split into two training groups:

Silver level training:

This will be an interactive session for some in-depth knowledge of Qii. From 8.30am to 1.00pm, silver level training will give you the skills to work on your own quality improvement project. They will run you through the Qii Way and the toolkit. It's suitable for all levels of staff.



Champion's training:

Between 8.30am and 4.00pm there will be a recap of the silver level training and the opportunity to work through some of the tools within the toolkit in more detail to enable you to support others in Qii. It's suitable for staff who have the opportunity to support their teams with a Qii project.

Contact Training and Education to book your place.



Your DBTH Health and Wellbeing timetable will help you stay fit and active, at a time and place that suits you.







Global shortage of aprons

Due to circumstances beyond our control, we are currently dealing with a shortage of aprons – a national, as well as local, problem.

NHS Supply Chain is looking into the problem in order to bring about a swift resolution, however in the meantime please only use these items when necessary.

Safety and Infection prevention still remain our top priority, so please remember to use them when dealing with blood and body fluids, and when giving direct patient care.



A chance to win a holiday worth £8,000



Order a car through the Trust's Tusker Car Benefit Scheme before midnight on 23 November for a chance to be entered into a draw to win a luxury holiday of your choice.

The holiday will be worth £8,000 and if you win the voucher may be redeemed once your Tusker car is delivered and will be valid for travel to any destination. To get involved, <u>sign up to Vivup</u>, navigate to Financial Health and Wellbeing and access the lease car scheme there.

Linen not fit for purpose

All unused, clean linen which is not fit for purpose (torn, stained, badly creased) must be placed in the green polythene bags and returned through the normal soiled linen process.

This is to manage the performance of the linen contractor and make sure the Trust is reimbursed. If you have any queries please contact Graham Lindley on 642757 or graham.lindley@nhs.net. For additional Green Bags please contact: DRI 644637, Bassetlaw 572811 and Montagu 649215.



Safeguarding children training



If you need to update your level three status in safeguarding children (six hours every three years), please see below sessions on the launch of the Neglect Tool Kit, to be delivered by DSCB.

Venue: Lecture Theatre, DRI // **Date:** 28 November // **Times:** 9.30 to 11.30am and 2.30 to 4.30pm (x2 sessions)

There is no need to book just confirm attendance and compliance.

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Conflicts of interest

As we head into the festive season, it's a good time to remind ourselves of the Trust's 'conflict of interest' policies.

Earlier this year, NHS England published new rules on conflicts of interest which relate to all staff and are contained within our revised Standards of Business Conduct and Employee Declarations of Interest Policy.

All employees must declare instances where they, a close relative or associate, have a controlling and/or significant personal interest (including friendships) in any business, or any other activity or pursuit, which may compete for an NHS contract to supply goods or services.



Similarly, the Trust expects employees to declare personal interests (including directorships or other appointments) in any business venture or activity that could be perceived to have a connection to any healthcare provision or in any way be linked to their main employment with the Trust (e.g. provision of private treatment, private nursing or residential home).

Find out more about our policy and guidelines here.

Theft alert and being vigilant

We are aware of an ongoing issue with theft at the Trust and we ask you all to remain vigilant.

Someone has been reportedly trying to gain access to wards and departments, which has followed claims of theft in staffing areas. We are aware of a number of these incidents and are looking to resolve this as soon as possible.

The suspect is reportedly timing attempts to gain access to areas when security doors are deactivated so please take care.

If you are aware of unathorised visitors to your ward/area, please call security.

This should also extend to allowing people accesss via security doors. When someone buzzes to be let into an area, remember to ask who they are, why they are visiting and to check their badge if they have one. Remember to adopt these measures, not only to keep yourself safe but colleagues and

Always remember to **challenge**, **check** and **verify** visitors and people wanting access to wards.



Hold the date: Staff Brief

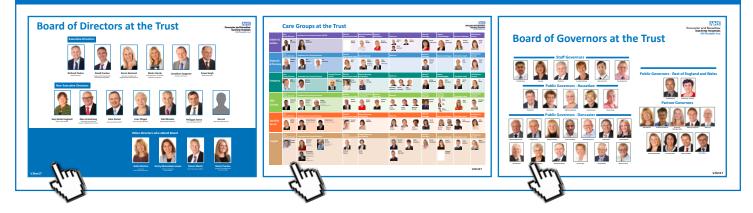
patients as well.

Your monthly Staff Brief will take place Thursday 30 November between 8.30 to 9.30am.

Come along to the Education Centre at DRI or each of the board rooms at Bassetlaw Hospital and Montagu Hospital to listen to the Staff Brief.



Trust structure charts



Had a baby in Doncaster or Bassetlaw?



If you, a friend or family member, have had a baby at DRI or Bassetlaw within the past two years, we need your help.

As a Trust we are always looking to improve our service for local parents, ensuring the people of Doncaster and Bassetlaw receive the highest quality of care at all times.

Please take five minutes to give us some feedback and help us understand what works well and what we need to improve: https://www.surveymonkey.co.uk/r/NCPBJFZ

Remember to take your annual leave



Make sure you make the most of your full leave allowance this year.

We're coming up the end of the year and you need to make sure you've got your leave booked in before the end of March as you'll no longer be able to carry time forward, other than in exceptional circumstances.

If you're not sure how much leave you're entitled to, you can use the calculator on the intranet here.

Management Skills Passport

If you'd like to apply for the management skills passport, please complete the forms below and return them to dbth.training.department@nhs.net

A fantastic opportunity to increase or refresh your leadership skills, if you manage staff book yourself on to the passport and get involved. For more information contact Sean Tuplin on Ext. 642564

<u>Internal study leave</u> <u>Management skills passport application form</u>





Know someone who goes the extra mile? Nominate them for a Star Award here.

11

The CQC are coming



In October we received, and responded to, a request from the Care Quality Commission (CQC) for information – usually a signal for an upcoming inspection.

Although we do not have an exact date for their visit we anticipate that they will be here in early December, so we need to make sure that, as a team, we are prepared.

In 2015, we were rated as 'requires improvement' with 74 per cent of all areas inspected judged as 'good', with no inadequate ratings given, falling agonisingly short of an overall 'good' rating – something which we will be aiming for in our first years as a teaching hospital. The report from that inspection is available here: http://www.cqc.org.uk/provider/RP5.



The inspection team usually speaks to both patients and staff. They may also observe care, review records and policies and inspect the places in which we provide treatment. Click here for more detailed information on how the CQC conduct their inspections.

Further information can be found here: http://intranet/information/CQC_inspection.aspx. If you have any questions or require any information on the CQC visit, please contact Rick Dickinson on 644146 and have a chat with your Care Group or Departmental Management team to understand what preparations you need to make.

Shoebox Appeal

For the fourth year running, Veronica Maxwell, Clinical Trials Assistant, will be running a 'Shoebox Appeal' to help the homeless this Christmas.

This year, for the first time, Veronica is extending the appeal to supply our wards with gifts for inpatients who might have no visitors or presents on Christmas Day, meaning she needs even more donations than last year!

The homeless charities they are delivering to this year are:

- M25 group
- Doncaster Foyer (young people 16 to 25)
- Guru Nanak's free kitchen
- Care in Doncaster
- Mayflower Animal Sanctuary for all the homeless cats and dogs at Christmas.

More information about the appeal and the items you can put in your box can be found on their Facebook page.



Compliments and thanks



Don't forget to hold onto all the compliments and thank you cards you receive in November! The Patient Experience Team will be using them to celebrate the great care we deliver as part of the Patient Experience Day on the 19th January 2018.

Research & Innovation Day: Monday 29th January 2018

Come and join Mr Sanjeev Madan, Orthopaedic Surgeon, and the R&D Team for a Research and Innovation Day.

Researchers from universities, industry and the Trust will share their areas of expertise and explain how we can collaborate in order to achieve clinical innovations.

If you would like to join us on this exciting day, please book a place by emailing the Research & Development Team on dbth.clinicalresearch@nhs.net.



Presentations include:

Healthcare: Monitoring and Control – Prof Visakan Kadirkamanathan, University of Sheffield
Regenerative Approaches to Joint Diseases – Prof Edward Draper, JRI Ltd
Developing Medical Devices for Clinical Need – Prof Damien Lacroix, University of Sheffield
Stem Cell: Role in Clinical Application – Prof Ilaria Bellantuono, University of Sheffield
Product Design and Engineering for Medical Devices - Dr Joe Langley, Sheffield Hallam University
Innovation and CE Marketing – Patrick Trotter, Medilink Y&H
Research at DBTH - DBTH Research Champions sharing their experiences
Role of AMRC in collaborative innovation – Prof Malcolm Brown, AMRC
Robotics in Orthopaedics - Sameer Mistry / Eleanor Freeman, Depuy Synthes
Medical Robotics – Prof Sandor Veres / Dr James Law, University of Sheffield
Gail Analysis Data in Medical Devices Innovation – Adam Powell, Zimmer Biomet
Software Navigated Surgery – Tom Barlow, B Braun
Role of AWRC – Sam Perkins / Christina King, Sheffield Hallam University

If you would like to join us on this exciting day, please book a place by emailing the Research & Development Team on dbth.clinicalresearch@nhs.net.



Why do people miss appointments?

Nationally, around one in every 10 appointments made are missed every year in England, costing the health service millions of pounds.

As an organisation, we are within the top 25 per cent of all trusts in the country for patients not attending appointments, annually recording more 50,000 missed dates, a number which equates to more than 140 a day.



In order to address this, we are working with Healthwatch Doncaster and our Commissioners to find out why local people miss appointments. Together we have created a short survey, which can be completed by clicking the Survey Monkey icon below.

The findings from this work will be fed into a project team which is made up from representatives from each organisation, who will look at how to reduce the number of missed appointments.



Friday Lunchtime Lecture



24

Nov

A sponsored lunch will be served at 12.30pm and the lecture will start at 1.00pm.

Where: The Friday Lunchtime Lecture on 24 November will take place in the Lecture Theatre, Education Centre, DRI and will be transmitted to the Boardrooms at Bassetlaw and Montagu.

Topic: Osteoarthritis in the Hand and Wrist

Speaker: Mr Simpson-White Consultant

Orthopaedic Surgeon

Overview of presentation: Overview: The lecture will outline the various patterns of Osteoarthritis in the hand and wrist, diagnostic features and current treatments including non-operative treatment, surgery and joint replacement

Please park respectfully



If you park in residential areas around our hospital sites, please remember to be respectful of those who live there. Make sure not to block access to any driveways or cause obstructions in the road.



Join the staff Facebook group: It's easy, just click here.

Mum returns to SCBU to say thank you

Retford mum, Demi Scuffham, recently returned to SCBU at Bassetlaw Hospital to present a cheque to say 'thank you' to the staff for the care they provided for her daughter, Grace.

Demi, who works at Nationwide Building Society, donated £450 to the service, which was raised by the bank's staff and customers.

Grace who turns four next month was transferred to Bassetlaw Hospital when she was eight weeks old, stayed on the unit for four weeks and had her first bottle on SCBU. The unit also prepared the family for life at home.



Demi said: "My daughter and I received much-needed care and support from the staff at Bassetlaw Hospital, we can never thank them enough for all they did for us."

Celebrating World Prematurity Day

We celebrated World Prematurity Day last week, raising £650 for BLISS, a charity which supports parents whose babies require neonatal care.

Each year, around 15 million babies are born prematurely around the world, accounting for about one in 10 of all tots. Despite the amazing work of neonatal specialists, around one million of these infants do not survive, with prematurity being the leading cause of death in children below the age of five

To raise awareness, as well as to celebrate the day, our Neonatal Unit (NNU) team hosted a bake sale, offering a range of sweet, sticky and mouthwatering treats in order to tempt the taste buds of visitors and staff.



Helping in their own tiny way, a number of premature babies at Doncaster Royal Infirmary's NNU were photographed for the occasion, snuggled in blankets and sporting a comfortable and warm woollen hat, with a purple World Prematurity Day purple ribbon attached.

Alison Boldy, Senior Nurse on NNU, said: "I want to say a huge thank you to those that have helped to support our fundraising activities, as well as our little premature stars, and their parents, who make it all worthwhile."



"Nearly lost my first born and wife because of pre-eclampsia 17 years ago. Now a proud Dad to two beautiful kids and hubby to amazing wife."



"I remember our son being on Special Care Baby Unit after being born eight weeks early 17 years ago. What an amazing department!"



"My son was born at 33 weeks nearly 16 years ago and the staff at the Trust were simply amazing and I can't ever, ever thank them enough."



"11 weeks early and spent time on both the neonatal unit and the Special Care Baby Unit but now thanks to the great teams at hospital we are home."

Midwifery Support Workers celebration

The Trust is holding two events during RCM's Midwifery Support Worker Month to celebrate the fantastic work of our Midwifery Support Workers.

Taking place 30 November, 12.00 to 2.00pm in the Bassetlaw Midwifery Hub (between A2 and LW) and Doncaster Women's and Children's hospital level three lecture room.To book your place please contact Janine.kettle1@nhs.net (Doncaster) or Karen.cousins1@nhs.net (Bassetlaw).



NHS Carol Service



Together with Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) and NHS Doncaster Clinical Commissioning Group (CCG), we will be supporting an NHS Carol Service this December.

All are welcome to attend at Doncaster Minster, Church Street, 14 December at 5pm There will also be a collection for the Bereavement Support Group based at DRI after the service. You can view the poster for the event here.

Thank you #TeamDBTH

Bassetlaw Hospital treated my mother over this last weekend for pneumonia. The care was above and beyond anything I could have asked for. The nurses especially treated my mum in a wonderful manner, always upbeat and with such kindness.

The reception team also deserve a mention, especially the individual who at 2am in A&E guided me in and out of the hospital. I would give six stars to Bassetlaw Hospital if I could!



Montagu Charity Football cup



Mr Gordon Swann from the Montagu Hospital Charity Football Committee presented a cheque for £1,750 to the Montagu Hospital Comforts fund.

Since the Montagu Charity cup competition was established in 1898, thousands of pounds have been donated by the charity cup committee for the benefit of Montagu Hospital.

Save a life, give blood: 11 December at the Crossing Church, Newcastle Street. Sessions run from 12.45 to 3.00pm and 4.15 to 7.00pm.

16

Lisa is raising funds for Muscular Dystrophy

Lisa Gratton, Sister and manager in Dermatology, is raising funds for muscular dystrophy.

Her husband is entering the London Marathon next year and needs to reach his £2,000 target beforehand. The pair have been to car boot sales, creating a raffle hamper and Lisa has knitted a gardener doll for their 'Guess my name' competition.





Welcome Helen!



Helen Willey has joined the service team at Bassetlaw Hospital, and is based above the dining room.

Helen's role is to co-ordinate the portering and cleaning services on the site. With a wealth of experience, the latest addition to #TeamDBTH has worked in the public sector in various roles within finance, HR, training, health and safety, facilities and management and most recently working in the drugs and alcohol services at Sheffield CCG. Welcome to the team Helen!

Your glucose and ketone training

If you need to complete your FreeStyle Precision Pro glucose/ketone meter training, please call your Diabetes Specialist Nurses (intranet phone directory) to book onto the session below.

Date: 7 December 2017

Venue: Diabetes and Endocrine Centre, DRI **Time:** 11.00am, 11.45am, 12.30pm and 2.00pm



Congratulations Kelly



Congratulations to Kelly Woodward (nee Williams), Pharmacy Assistant at Bassetlaw Hospital, who married Andy Woodward in Mexico on 31 October 2017 followed by an evening reception at the Crown Hotel Bawtry on 11 November 2017.

On behalf of everyone at the Trust, we want to wish Kelly and Adam congratulations and our best wishes as you enter married life.



Know someone who goes the extra mile? Nominate them for a Star Award here.

17





Trust Chair, Suzy Brain England and husband Michael with beautiful new grandson Stanley, born 15 November weighing 8lb 14. Congratulations!

Please keep your photos coming in, by sending them to buzz@dbh.nhs.uk (in jpeg format) and we will publish some of the best in future issues.

