

# TALKING POINT

SUMMER 2021



Safety and Quality First

MY SAFETY PROMISE  
promise to be a safety

I'VE MADE MY SAFETY PROMISE

I'VE MADE MY SAFETY PROMISE

**Hundreds of  
colleagues make  
safety promises**

## INSIDE

One stop service for long-term COVID

Tiny clip repairs leaking heart valve without surgery

Creating a tranquil place for our critically ill patients

Renal unit opens at Friarage

Win a car!

# Your promises help shape trust's safety and quality strategy



**AN ENORMOUS** thank you to colleagues who took part in our safety promise campaign. The patient safety team, who helped to coordinate the movement to encourage colleagues to commit to a goal to continue improving safety, were overwhelmed with the response.

Colleagues who returned their safety promises by 30 April were entered into a free draw with the chance to win FitBits, fruit hampers and a shopping voucher, thanks to Our Hospitals Charity. Winners included:

- Carole Hugill, from ward 24 at James Cook.
- Ashley Pickering from our paediatric critical care unit.
- Ward 11

- James Cook radiology
- Zetland Ward at Redcar Hospital
- Paul Jackson, one of our porters
- Therapeutic care
- Friarage Urgent Treatment Centre

If you didn't have time to fill in your own safety promise, you can download and print a promise card from the intranet. When you have filled it in, take a picture and email it to [stees.safety@nhs.net](mailto:stees.safety@nhs.net).



# One stop service for patients with longterm COVID symptoms

**PATIENTS** suffering with longterm symptoms of coronavirus can now access a specialist service.

The trust has set up a long COVID clinic to take referrals from GP practices and secondary care for people experiencing “brain fog”, anxiety, depression, breathlessness, fatigue and other debilitating symptoms.

Appointments are being provided at Redcar Hospital thanks to funding from NHS England which has provided £10million to open a network of more than 60 long COVID clinics across the country.

Research from the Office for National Statistics has shown one in five people with coronavirus develop longer term symptoms. Around 186,000 people suffer problems for up to 12 weeks.

The clinic brings together doctors, nurses, physiotherapists and psychologists to offer both physical and psychological assessments and refer patients for further investigation, medical therapies and rehabilitation services.

South Tees’ patients benefit from the trust’s expertise in respiratory medicine, medical psychology, physiotherapy and lung function testing as well as its support services such as radiology and the cardiac investigation unit.

George Antunes, respiratory and general medicine consultant said: “It’s a one stop service that addresses physical and psychological complications.

“We are currently seeing six patients a week and the feedback we have received so far has been amazing.”

Rehan Mustafa, respiratory medicine consultant added: “At times we find that a patient’s lung function is normal but they could benefit from relaxation techniques and advice regarding their



George Antunes, respiratory and general medicine consultant



Rehan Mustafa, respiratory medicine consultant

“The team at the long COVID clinic are hugely helpful and have allowed me to move on with support and advice.”

breathing pattern.

“In such instances specialist support from the chest physiotherapists and medical psychologists can make the difference.”

Gareth Alderson, 49, of Northallerton, was suffering with persistent symptoms after contracting COVID-19 last year.

He attended the clinic and received support from the respiratory physiotherapist, respiratory psychologist and respiratory consultant.

He said: “The team has massively helped me in my recovery, in ways I hadn’t even thought about. I have been reassured and given peace of mind in going forward.

“The respiratory physio team were very pivotal in addressing my physical requirements, but the whole team gelled into a very impressive holistic approach.

“The team at the long COVID clinic are hugely helpful and have allowed me to move on with support and advice.”

To access the long COVID clinic patients must be referred by a GP or another healthcare professional. This ensures other possible underlying causes for symptoms have been ruled out.



The long COVID clinic team

# First diamond accreditations awarded

**CONGRATULATIONS** are in order after our first department and ward achieved the highest STAQC (South Tees Accreditation for Quality of Care) accreditation level.

Smiles shone brightly when the teams at Redcar Urgent Treatment Centre and ward 32 at James Cook were awarded their diamond accreditations following multiple data sets, visual inspection and patient feedback gathered over six months.

Colleagues at Redcar Urgent Treatment Centre were praised by Helen Day, deputy chief nurse, for being passionate about identifying the needs of the local community and demonstrating how they learn as a team as well as from others.

Jill Burke, manager of Redcar Urgent Treatment Centre said: "I am extremely proud to work with such

"They have worked as an integrated team to showcase the expertise and skills of different professionals within the team, to provide holistic, person-centred and coordinated care."

a fantastic team. The care they deliver on a daily basis never ceases to amaze me. The feedback from patients who use the service demonstrates what a vital service they provide to the local community and

surrounding areas. Receiving the diamond STAQC accreditation is testament to this and is so very much deserved in recognition of all their hard work and commitment."

Meanwhile colleagues on ward 32 were commended by STAQC lead nurse Natalie Cockfield for their professional and diligent approach to their STAQC accreditation journey.

"They have worked as an integrated team to showcase the expertise and skills of different professionals within the team, to provide holistic, person-centred and coordinated care," she added.

Maria Stokes, ward 32 manager, said she was exceptionally proud of the teamwork and outstanding patient care ward 32 deliver and display on a daily basis.

"Every member of ward 32 was involved in the STAQC accreditation and they were all invested in the process, the STAQC team guided and supported us to gain diamond accreditation," she added. "It has been a wonderful morale boost following an exceptional year in the NHS."



Redcar Urgent Treatment Centre receiving their diamond award



Ward 32 with their award

## Staff Facebook group launched

**WE** have launched our staff Facebook group, a private space for colleagues to celebrate our hard work and each other.

The private Facebook group, which is monitored daily by the trust's communication and engagement team, is for current South Tees staff only and is to be used for sharing positive stories, information and to

discuss topics relating to working at the trust.

If you would like to join the group you can do so by searching South Tees Hospitals Staff on Facebook.



# Dialysis unit brings care closer to home for Friarage patients

**A NEW renal unit has officially opened its doors at the Friarage.**

The unit, funded by the Friends of the Friarage, has space to dialyse up to ten patients at one time, reducing the need for people to travel to Middlesbrough or Darlington for dialysis.

Dr David Reach, consultant nephrologist, said it was fantastic to now have a dialysis centre at the Friarage.

“We are very excited to be able to provide this service to our patients from Northallerton, Thirsk and the surrounding areas who currently have to travel quite a long way for their dialysis, three times a week,” he added.

“It is a huge step forward for those patients and will really help to improve their quality of life.”

The unit was officially opened with a ribbon-cutting ceremony by Ian Macdonald who has been a renal patient with South Tees for nearly 50 years.

The 67-year-old from Great Ayton, who has had four kidney transplants, said it was a privilege to be one of the first patients to see



Ian Macdonald and his wife Sue Macdonald with renal unit manager Faye Brown

the new unit.

“I’ve been connected to the renal unit for 49 years all together,” he said. “I started dialysis at North Ormesby Hospital in 1972, I was one of the first patients to go for dialysis at what was then known as South Cleveland Hospital, I dialysed at home for ten years and I am now one of the first

to see the unit at the Friarage.

“The renal team are tremendous; the nurses are fantastic and they’re always really supportive. This small unit is ideal for patients like me.”

“On behalf of the trust, our renal team and our patients I would like to say a huge thank you to the Friends of the Friarage and to all of their supporters.”

In total the Friends of the Friarage donated £300,000 for the unit’s development work and purchase of equipment.

Liaison trustee for the Friends of the Friarage Donna Jermyn said: “The dialysis unit is a terrific development for the Friarage and the local population. The Friends have been delighted to support this and I’m sure we’ll continue to take an active interest.”

During the opening Cheryl Burton, service manager for renal, thanked the Friends for supporting the unit.

“On behalf of the trust, our renal team and our patients I would like to say a huge thank you to the Friends of the Friarage and to all of their supporters. You have raised an amazing amount of money for us without which we couldn’t have opened this unit. This will make a huge difference to our patients.”



Ian Macdonald cutting the ribbon alongside his wife Sue Macdonald (right) and Cheryl Burton, service manager for renal

# Faster access to advanced blood clot removal

**STROKE patients across Teesside and North Yorkshire can now benefit from faster access to the most advanced blood clot removal techniques.**

James Cook has expanded its team of neuroradiology consultants to enable it to provide a mechanical thrombectomy service in Middlesbrough five days a week.

A stroke is a serious life-threatening medical condition that happens when the blood supply to part of the brain is cut off. Most disabling strokes are caused by blood clots which form a large blockage in the artery in the brain.

For the past 15 years stroke patients have been given “clot busting” drugs which are injected into the vein to dissolve the blockage and restore blood flow to the brain. Around one in ten patients return to independent living after this treatment.

But now more patients at James Cook will be able to have a mechanical thrombectomy which involves inserting a tube (catheter) from the groin to the brain and pulling the clot out.

This leading edge, minimally-invasive, image-guided procedure has a much higher success rate with up to one in three making a good recovery.

Stroke consultant Adrian Bergin said: “It’s really positive news for patients. Before most patients who were stable enough would go to Newcastle and that inevitably brings a two hour delay and that two hours is critical.

“Because of the delay some patients are not able to have the treatment,

which in most cases must be within five to six hours of stroke onset, so this new five day service means more people will be able to have the treatment.”

Neuroradiology consultant Aslam Siddiqui said: “The important thing is to be able to provide this service to as much of the population as we can as quickly as we can – “time is brain” which is why we always remind people to act fast when stroke happens.”

## Stroke: Act FAST

**F**ace – has their face drooped to one side?

**A**rms – do they struggle to lift both arms?

**S**peech – is their speech slurred?

**T**ime – dial 999 immediately if you see any of these signs!

The mechanical thrombectomy team in the angiogram room at James Cook



# James Cook the second NHS centre to benefit from revolutionary robotic exoscope

**JAMES Cook is the second NHS hospital in the country to benefit from a revolutionary robotic exoscope which allows surgeons unprecedented 4K-3D views of the brain and spine during surgery.**

Unlike a traditional microscope where surgeons endure hours looking into an eyepiece, the new exoscope, named ORBEYE, gives medical teams the ability to see the finest of anatomical structures in deep parts of the brain on a large 3D monitor in real-time.

Manjunath Prasad, clinical director for neurosurgery and consultant said the new piece of equipment was a lead into the next generation of technology.

"It displays fantastic images on a 3D screen which makes it better for efficiency of movement and



Manjunath Prasad and his team with the ORBEYE exoscope

safety during some very critical periods of surgery, thanks to the clarity of the images and movement of camera head."

For patients, being operated on by ORBEYE means surgical incisions are potentially smaller, therefore potentially resulting in a shorter stay in hospital, quicker recovery time and lower risk of infection.

Nathan Hooker, national sales consultant at Olympus, the manufacturer of ORBEYE in collaboration with Sony, said: "James Cook's investment in ORBEYE is great for our patients and really propels the neurosurgery department into a new era of intraoperative imaging. I'm really pleased to see the platform so coveted with the team here and can't wait to begin."

# Middlesbrough patients offered capsule endoscopies

**PILL-sized cameras are now being used at James Cook to investigate and diagnose bowel abnormalities.**

Previously, patients would need to undergo a colonoscopy procedure at hospital but now, thanks to state-of-the-art cameras, suitable patients are being given the option to undergo the examination from the comfort of their own home.

The PillCam is roughly 3cm long, has a bright light on it and two minuscule cameras on either side of it. It is simply swallowed by the patient during their hospital outpatient appointment before it travels through their body and photographs their bowel, like a virtual telescope at home.

When the patient comes in for their



One of the tiny pill-sized cameras now being used at James Cook

appointment they are given a data belt which they must wear for the rest of the day. The pictures from the PillCam are sent wirelessly to the belt as it passes through their body before

it is naturally discarded. The belt is then returned to the Middlesbrough hospital the next morning for the endoscopy team to download and review the footage.

Dr Andrew Douglass, consultant gastroenterologist said: "The ability to offer video capsules at James Cook further expands the diagnostic services we have available to help manage our patients with abdominal symptoms. This none-invasive procedure will help reduce waiting times, increase patient comfort and allow the endoscopy team to prioritise cases.

"I am thrilled that we are now able to offer this alternative endoscopy for our patients."

# James Cook amongst nation's best for COVID treatment research recruitment

**SINCE the one year anniversary of the first patients with COVID-19 being admitted to James Cook's critical care unit, more than 150 patients have been recruited to one of the world's most important trials into new critical care treatments for COVID-19.**

James Cook is the country's third highest recruiting centre for the Remap Cap trial, which has shown that treating severely ill COVID-19 patients, with both the steroid hydrocortisone and the anti-inflammatory drug Tocilizumab, significantly lowers mortality and improves chances of recovery.

As well as treatment research, the hospital has recruited patients into a genomics study to understand why some people with COVID-19 have no symptoms and others become extremely ill.

The UK has played a world-leading role researching the best treatments to improve recovery for COVID-19 in critical care because of its unique research infrastructure – mirroring the success of the vaccination programme.

Stephen Bonner, a critical care consultant at James Cook and the research lead for critical care in the North East, said: "Vaccines will reduce considerably the numbers of COVID-19 patients becoming critically ill and requiring critical care.

"However we are likely to see further critically ill patients in as restrictions continue to ease and the disease will be with us in some form potentially for years to come, likely to present in winter months.

"The ongoing discovery of new life-saving treatments for COVID-19 remains crucial and will support more critically ill patients to survive this

Critical care consultant Steve Bonner



dreadful disease. The UK has taken a world leading role in the discovery of these new treatments and the North East of England has significantly contributed, with every critical care unit recruiting critically ill patients to COVID-19 research. This is a big achievement for the NHS and the North East.

"Through the research projects supported at hospitals like James Cook, the UK has been able to build a vital understanding of COVID-19, and deliver some of the most important findings anywhere in the world, especially why some people become critically ill and how to treat them.

"There are still more questions to be answered in relation to COVID-19, but with our country's unique NHS research infrastructure, along with those patients who participate in research,

we are in the best possible position to succeed. To date over one million patients in the UK have taken part in COVID-19 research.

"Despite the huge strides that have been made in coronavirus treatments, it is important to remember that there is still no cure for COVID-19. This is why it is so important to follow the rules and attend for your vaccination appointment when it is your turn."

**For COVID critical care studies we recruited:**

**Remap Cap – 152 (top ten world recruiting sites out of 320 sites)**

**Genomicc – 333 (one of the top three UK sites)**

**PIM COVID – 104 (highest UK site)**

# Tiny clip repairs leaking heart valve without surgery

**AT first glance it looks like the world's smallest clothes peg...**

But heart experts at James Cook are using a new device called MitraClip to deliver an advanced, minimally invasive treatment for severe heart valve disease.

The tiny clip can repair a leaking heart valve without the need for invasive surgery as specially trained doctors implant the device using a thin tube (catheter) which is guided to the heart through a vein in the leg.

The MitraClip is attached to the mitral valve to help it close without leaking which helps restore normal blood flow through the heart.

Because the procedure does not require opening the chest or temporarily stopping the heart it provides a life changing treatment option for patients who have been deemed too high risk for surgery.

This includes patients who are too old

and frail or people with heart failure who were previously reliant on tablets or cardiac devices to control symptoms such as dizziness, breathlessness and irregular heartbeats.

One of the first patients to benefit from the service was 89-year-old John Woods.

John was so unwell that it was touch and go as to whether he would be able to have the MitraClip inserted, but it was successfully implanted and he has never looked back.

"I'm giving them 11 out of ten!" said John, who lives near Whitley Bay but was referred to James Cook for the specialist care.

The service is delivered by interventional cardiologists Paul Williams and Seth Vijayan alongside imaging cardiologist Richard Graham and cardiac surgeon Enoch Akowuah.

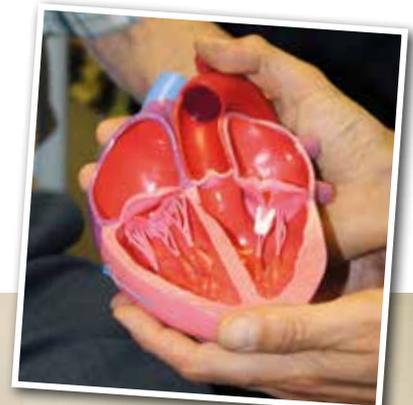
It is a procedure that requires precision and team work as Richard puts a probe down the gullet (foodpipe) to provide an ultrasound image of the heart while

Paul and Seth use the images and their interventional skills to insert the clip.

Paul said: "This leading edge procedure completes our extensive mitral valve programme at James Cook. We are proud to now offer all mitral valve treatments from our Middlesbrough heart unit.

"Previously patients would have had to travel as far as Manchester, Bristol or London for this procedure so it is fantastic to be able to bring this service to Teesside.

"We have now performed 15 cases, treating patients from a wide catchment area including North Tyneside, Gateshead, York and Carlisle, and have had excellent results to date."



Model heart showing MitraClip position

Patient John Woods with interventional cardiologists Paul Williams (right) and Seth Vijayan and the tiny MitraClip



# Linda heads back home thanks to portable lung suction unit

**AFTER spending nine weeks in a hospital bed, Linda Buckworth is delighted to have her freedom back – and it's all thanks to a special portable device that helps inflate her collapsed lung.**

The 37-year-old was excited to be heading home after becoming the first patient at James Cook – and one of the first in the country – to be discharged with a portable thoracic suction unit.

Linda, who lives in Boosbeck with her parents Sue and Freddie, has a complex chronic lung condition which caused her lung to collapse in January.

Despite the best medical efforts, the lung will no longer inflate on its own, so Linda is reliant on thoracic suction which has meant being confined to a hospital bed.

But when respiratory and general medicine consultant, George Antunes, and cardiothoracic surgeon, Joel Dunning, contacted Rocket Medical to discuss Linda's case they soon came up with an innovative solution and within 24 hours the company had generously donated an extra portable device for Linda to take home.

Sue said: "This is going to be a life giver as well as a life saver for Linda, and really gives us our lives back as well.

"We have seen such a big difference that it has made to her. It's going to be amazing."

Dr Antunes said patients often use the portable devices to walk about on the ward but this is the first time a patient has been discharged home from James Cook with their own device.

"It means she can go home instead of being confined to a hospital bed," he said. "The only reason she was still in hospital was to have the suction and now she can receive this at home and visit the hospital for twice weekly check-ups."

Linda said a big thank you to the hospital staff – especially Dr Antunes, Sister Julia Wren and the team on ward 9 – and that she was looking forward to being able to enjoy a day out in Whitby soon for fish and chips – and mushy peas of course!



Linda with ward sister Julia Wren

# Help us create a tranquil place for our critically ill patients

**INTENSIVE** care staff at James Cook are appealing for the public to help them create a dedicated intensive care garden, near to the main atrium, for their critically ill patients and their relatives to spend precious time together.

Lindsay Garcia, nurse consultant in critical care, said the team has dreamt about having a dedicated space for their patients for some time but the coronavirus pandemic reinforced the need for it.

"It really has been hard for families not to be able to spend valuable time with their loved ones and we really hope this garden will go some way in offering future patients and their families a safe space where they can be together," she said.

Given the need to transport patients on ventilators with additional monitoring equipment, it is vital that the space is safe and accessible.

Graham Dyson, who is a consultant clinical psychologist has spent time supporting critical care during the pandemic along with his medical psychology colleagues.

He said: "The psychological and

"I have a personal connection to the critical care unit and my experience as a visitor has really fuelled my desire to try to make a difference for patients, staff and families."

emotional benefits of nature and time in gardens are well evidenced and result in improved mood, social functioning, emotional well-being and physical health. This garden offers the opportunity to have a restful space for critical care patients, carers and loved ones who are all recovering from the impact of extremely difficult and traumatic circumstances.

"It promises to have benefits to

rehabilitation as patients become re-acquainted with the outside world and use their senses to stimulate the healing process."

Critical care consultant Diane Monkhouse said: "The local community has shown us amazing generosity and support during the pandemic and we really hope they will once again get behind us to help create this sensory garden."

When not used by patients the garden will also offer a quiet place for staff from the critical care unit to go to relax and take some time out.

The garden is being designed by local artist Laura Johnston Studios who will also be working with Durham University to evaluate the well being benefits of the garden.

She said: "I have a personal connection to the critical care unit and my experience as a visitor has really fuelled my desire to try to make a difference for patients, staff and families."

If you would like to donate to the hospital's ICU garden you can do so via the Our Hospitals Charity GoFundMe page - [www.justgiving.com/campaign/ICUGarden](http://www.justgiving.com/campaign/ICUGarden) or you can phone 01642 854160.



Laura Johnston, Graham Dyson, Lindsay Garcia and Diane Monkhouse (left to right) in the future ICU garden



Laura Johnston's artist impress of the ICU garden

# SOUTH TEES STARS

**HAS one of your colleagues gone the extra mile recently? Well why not nominate them for a STARS Award?**

Every month hundreds of colleagues are nominated for our South Tees Appreciation Reports – known as STARS. The awards help us celebrate the individuals, teams and services that deliver outstanding patient care or go the extra mile in their job. Huge congratulations to all our winners and to everyone who was nominated.

## Helping others Maria Akhtar

Following one of her shifts ward clerk Maria Akhtar noticed a distressed patient who was concerned about missing their appointment. She stayed behind, comforted the patient, found a wheelchair and took them to their appointment herself.



# Smiles all around at the STARS AWARDS

## Going the extra mile Jude Cooper

Nothing is ever too much for occupational health manager Jude Cooper. She is always the first to offer a helping hand. Jude was nominated by Sharon Lance.



## Teamwork Bacteriology and Virology

Our amazing virology and bacteriology teams have worked relentlessly to process COVID tests and have contributed to keeping our patients and staff safe. They were nominated by Joanne Dobson.

## Dealing with difficult situations

### Laura Evans

Laura Evans, who is a consultant in emergency medicine, was recognised in the STARS awards for her ability to help her patients and colleagues during challenging situations.



## Going the extra mile

### Diane Eyre

Diane, who is a ward clerk on the paediatric surgical day unit at James Cook was praised by her colleagues for her brilliant attitude and for going the extra mile when she first joined the department. Diane was nominated by Amy Norrington.



## Dealing with difficult situations

### Ward 3 nursing staff

The nursing team on ward 3 at James Cook have been caring for patients with suspected / confirmed COVID-19 and have been praised by colleagues for providing tireless, compassionate care. They were nominated by Dr John Widdrington.



## Communication

### Steve Ingalls

Steve, who is an operating department practitioner, is always highly efficient, very experienced and always goes above and beyond to make sure everything runs smoothly. He was nominated by David Macafee.



## Going the extra mile

### Jane Waddington

Jane, one of our Macmillan head and neck specialist nurses, was recognised in the latest STARS Awards for going the extra mile for a palliative care patient. She was nominated by Lucy Tinkler.

## Teamwork

### Paediatric critical care unit

Our paediatric critical care team won a STARS Award in recognition of the exceptional care, kindness and empathy they show to all the families in the unit. They were nominated by Sue Thompson.

## Teamwork

### Kym Connor

Kym, who is a receptionist on the ear, nose and throat department at James Cook, won a STARS Award for her teamwork. Kym is always happy to help others. When the department merged with audiology, Kym helped colleagues learn new systems and initiated changes to the system to ensure it is streamlined and easy for not only herself but for her colleagues and patients. She was nominated by Teresa Allan.

## Helping others

### Ellie Dalton

Staff nurse Ellie Dalton is always positive, shows a genuine kindness and a deep desire to make a difference. She was nominated by Sue Thompson.



# Vauxhall Corsa donated to hospital in drive to support kidney unit appeal

Our  
**HOSPITALS  
CHARITY**

Supporting the NHS in  
Middlesbrough, Redcar & Cleveland  
and Hartlepool & Richmondshire

**THE James Cook University Hospital Kidney Unit Appeal has shifted up a gear thanks to the donation of a brand-new car.**

The Vauxhall Corsa SE, worth £16,500, has been donated by Drive Vauxhall, and will be driven home by one lucky winner.

Our Hospitals Charity, formerly South Tees Hospitals Charity, has teamed up with Drive Vauxhall to raffle the 21-reg vehicle with tickets on sale until Wednesday 29 September.

Tickets are £5 each and proceeds will go towards the Middlesbrough hospital's kidney unit appeal which is aiming to create a bright, modern and welcoming facility for patients while also increasing clinical space.

Rob Keenan, group joint managing director at Drive, said: "We want to thank our frontline NHS workers and support an important cause at the same time so getting behind this campaign was a no brainer for us.

"The renal services at James Cook support thousands of people from the



Nick Howes, Drive Vauxhall sales manager (left), Faye Brown, renal unit manager and Ben Murphy, head of Our Hospitals Charity with the Corsa

Tees Valley as well as parts of Durham, North Yorkshire and Cumbria and the work the staff do is truly life changing.

"This is our way of giving something back and we can't wait to see a lucky winner take home this brilliant, 21-reg Corsa."

Renal consultant David Reaich said: "This is a fantastic donation from Drive Vauxhall. We are very grateful to them for their support and hope that lots of

people will enter the draw. Someone will be the lucky winner of the car, but everyone will contribute to improving facilities for the care of patients with kidney disease."

The winning ticket will be drawn on Thursday 30 September.

**To register for your lucky ticket go to: <https://southtees.enthouse.com/cf/the-kidney-unit-car-affle>**

# Artist designs calendar to support new children's emergency department

**A LOCAL artist has designed a calendar to help raise money for the new children and young people's emergency department at James Cook.**

Philip Meadows, from Eston, has teamed up with Our Hospitals Charity to produce and sell a 2022 calendar which features his The Boro Paints artwork.

He said: "I do like to volunteer, as an artist you do have a following and can use this to do good works. With

that in mind, I got in touch with the charity to see how I could get involved and the idea of the calendar came out from there."

Calendars are priced £15 and are available to buy from The Art House on Linthorpe Road, Middlesbrough or from the Charity Hub at James Cook.



Ben Murphy, head of Our Hospitals Charity (left) receives the 2022 charity calendar from artist Philip Meadows (right) outside James Cook

# A trip down memory lane

FOR many colleagues, past and present, the Friarage holds a lot of cherished memories, including the parties and pantomimes in the recreation hall, the old dining room and the west wing. It's not surprising really as the hospital's origins date back hundreds of years!

This year some of its war-time buildings are being demolished as part of a £1million redevelopment so we thought it would be a good opportunity to take a walk down memory lane.

If you look close enough you might recognise some familiar faces...



## The story of George and Linda

FOR George Layfield the Friarage holds a very special memory and will forever hold a place in his heart as the place where he met his wife Linda.

On Thursday 19 December 1974 George was in a folk band performing at a charity event in the recreational hall. George saw Linda dancing with her friends and in a rash fit of confidence that he normally didn't possess, asked if she would go with him to the aftershow party at the Fleece, which is where many of those who worked at the Friarage would congregate on most nights of the week.

"We had nearly 40 wonderful years together," George told Talking Point. "You may ask, was it love at first sight? It was way more than that, it was a lifetime of love that carried us through the tough times and enhanced the good times and left beautiful memories stored in treasure chests of thoughts that create gentle smiles when accessed and laughter when shared."



# Georgina celebrates Cavell Star Award

## MASSIVE congratulations to Georgina McDonald for being honoured in the prestigious Cavell Star Awards.

Georgina, who is the acting ward manager for ward 36, was nominated for the national award by her colleagues for playing a pivotal role in ensuring delivery of safe and effective care during COVID-19.

Colleagues said you never see Georgina without a smile, regardless of the situation, her 'glass is always full' and her can do attitude has helped maintain morale, even in the most trying circumstances.

When her ward was reconfigured to accept patients from general surgery, urology, obstetrics and gynaecology and there was a requirement to integrate those specialist nursing teams into the ward 36 nursing team. Georgia's management style ensured these integrations of staff and patients where managed safely, while all staff still felt supported.

Not stopping there, she effectively managed the opening of another COVID ward within the hospital.

Always the total professional, Georgina always had patient and staff welfare as her primary focus.

Ward 36 has a number of



Georgina McDonald with her award

army nursing staff and Georgina has managed to support the operational commitments required by this cohort, to support the national COVID response.

Colleagues who nominated Georgina

said: "These are unprecedented times, and a constantly shifting dynamic. Military personnel train for significant periods of time to manage personnel in similar environments. Georgina has been able to respond to all that has been asked of her in this regard without the benefit of this style of training. This is testament to her character and professionalism."

Cavell Star Awards are given to nurses, midwives, nursing associates and healthcare assistants who show exceptional care to either their colleagues or their patients and patients' families.

Georgina said: "It was a huge surprise to be given this award. I feel really honoured and quite overwhelmed. I would like to say thank you to Stacey, Jordan and Robert for nominating me. "They mentioned that I always have a positive 'glass is always full' attitude and I can hand on heart say that is down to my colleagues, I couldn't do it all without the amazing team around me."

"It was a huge surprise to be given this award. I feel really honoured and quite overwhelmed."

Congratulations Georgina!

# Deaf awareness marshals introduced

## A NEW marshal role has been introduced across the trust.

The deaf awareness champions promote awareness of the barriers to communication for those with a hearing impairment and how we can all facilitate safe effective communication with our patients.

For more information visit the intranet.



# Dragonfly Scheme extends to the community

**PATIENTS** receiving end of life care at home in Middlesbrough and Redcar and Cleveland are now being given dedicated share care bags after the trust extended its support scheme.

The Dragonfly Scheme, launched by the James Cook palliative care team in 2016, aims to improve end of life care for patients and their relatives.

As part of the scheme the team hands out comfort bags, which contain essential items like bottled water and toiletries, to relatives who wish to stay with their loved-one in hospital during their final days.

The trust's community specialist palliative care team has now extended the scheme to support seriously ill patients at home in Middlesbrough, Redcar and Cleveland.

The new share care bags are very similar to the scheme's comfort bags but have been adapted to the needs of patients at home. They include useful information, some necessities, plus some special memory makers.



The community specialist palliative care team with the new share care bags

Macmillan support sister Rebecca Unwin said: "Often the small things such as making a memory or giving a hand massage can make a difference. This is why we really wanted to give our patients

and their loved ones the means to empower them to achieve this within their own homes through the concept of care and share. We hope these bags will go some way in supporting them."

## A special way to remember Linda

**COLLEAGUES** of Linda White have paid tribute to her by planting a remembrance tree outside of the bridge entrance at James Cook.

Linda dedicated 40 years to being a nurse, starting at North Ormesby Hospital and completing her career as a senior sister in the coronary care unit at James Cook. During this time she completed a conversion course to become a registered nurse and a nursing degree.

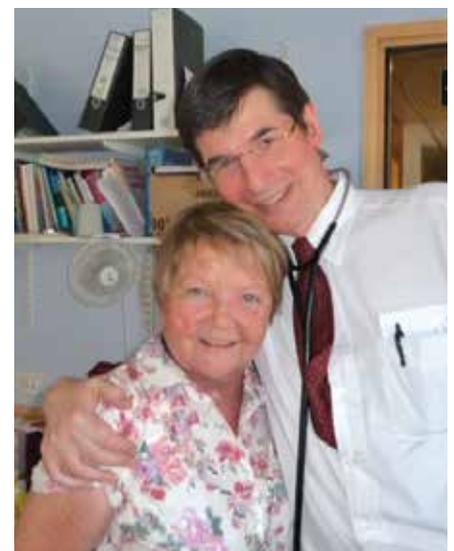
Jackie Tough, who was Linda's manager, colleague and very good friend, told Talking Point: "Linda helped others to reach their full potential, was a great role model and a kind and generous nurse with exceptional skills caring for her patients. All this was achieved

despite having serious health issues throughout her adult life.

"She would always be at work despite her health issues and gained the respect of all her colleagues because of her determination to keep going and not let her health control her life."

Linda had enjoyed her retirement since 2013 but sadly died in December 2020.

Jackie added: "She would love this tree from her friends and colleagues; it is a reminder of what a wonderful person she was and the great part she played in people's lives."



Linda with Dr Mark de Belder at her retirement party.

# Trust benefits from national wellbeing project thanks to Paul

**PAUL Wilkinson, one of our occupational therapists, was one of ten newly qualified therapists in the country to be part of a national wellbeing project.**

Funded by the Elizabeth Casson Trust, Year 1: Thriving Not Surviving aims to support newly qualified occupational therapists (NQOTS) through the transition from student to practitioner through a series of self-coaching resources.

To ensure that the resources were grounded in the experiences, Paul and nine other NQOTS ran a social media campaign on engagement, published a series of blogs and produced six pocket guides:

- Becoming Your Own Cheerleader
- Quietening Your Inner Critic
- Finding Balance
- Self-Compassion
- Building Your Network of Support

- Finding Perspective in Tough Situations

The six-month campaign has been a huge success and has gained attention across the profession and the blogs have been read across the globe.

Reflecting back at the project's success Paul said: "As a newly qualified practitioner it has been an amazing experience to be part of this project and I am really proud of what we have created in a project which will have a national impact on my profession."

Colleagues can have a look at the pocket guides themselves on the wellbeing board in the rehab centre at James Cook.



# Robin makes a huge impression

**SINCE joining the trust as a complimentary therapist Robin Sunley has left a lasting impression on his colleagues and patients.**

Robin, who normally works in the Trinity Holistic Centre, joined the thoracic team at James Cook as part of a holistic innovative project, thanks to some temporary funding.

He soon got to work and started to provide holistic therapy for the team's patients, at the point of diagnosis, before surgery and in recovery, and to staff on the ward.

Joel Dunning consultant thoracic surgeon said: "Robin has been completely amazing with our patients and they love him to bits.

"The extra benefit that we've had with Robin is that he also looked after our staff. This has been an amazing unexpected benefit and we've had loads of staff helped

by Robin, and it has reduced staff sickness and increased staff wellbeing.

"I think he's paid for himself ten times over in getting our staff back to work and feeling better and he's has been totally transformational . We love having him in our department and we would love to have him for many years to come."

Robin said that working for the cardiothoracic team and holistic centre has been amazing.

"Joel Dunning and the whole cardiothoracic team have been so welcoming and supportive of this service, which has enabled me to help patients and staff alike.

"I could not be prouder to be part of both these teams and the NHS as a whole."



# I would do it all again says Northallerton's first Macmillan nurse!

**AFTER a 40-year nursing career which included 31 years specialising in palliative care Chris Ward is celebrating a well-earned retirement.**

Chris completed her training at the Friarage in 1983. Having worked in ITU and then gynaecology as a staff nurse she completed a teaching certificate and a degree in nursing.

She then became the first Macmillan nurse in Northallerton in January 1990, before progressing to team leader, lead nurse and then nurse consultant in 2002.

Highlights of her career included winning the Nursing Times team award for a successful innovative training programme; completing her non-medical prescribing and winning a lifetime achievement award from the International Journal of Palliative Care.

Chris also did a lot of work to increase the recognition of the symptoms of

metastatic spinal cord compression. More recently she helped redesign the fast track service which has made a huge difference to patients across Hambleton and Richmondshire.

"I can truly say if I had my time over again I would do it all again," said Chris.

"Along the way I have met some amazing and courageous patients who inspire me each and every day and colleagues who go the extra mile to make a difference to patients who are at the end of their lives."

Michelle Watson, service manager for community services said: "Chris has spent the majority of her time with the specialist palliative care team providing complex, specialist advice to our



patients and their families.

"Chris has been a huge asset to the team bringing a wealth of knowledge, experience and compassion."

# Sue retires after 40 years

**SUE Styan is retiring after 40 years of working for the NHS in Middlesbrough and 37 years as the anaesthetic department secretary.**

Sue joined South Cleveland Hospital (now James Cook) when it first opened in 1981. She was originally one of five staff working in the hospital's general office. Her role was varied and included organising the nurses' annual leave, emptying money from the payphones around the site and reimbursing patients for expenses they had incurred such as bus fares to attend outpatient appointments at the hospital.

In 1984, a vacancy arose to be secretary to the anaesthetic department and Sue took on the role. The department was then quite small with 12 consultants and an equally small number of anaesthetists in training. The anaesthetists worked across four separate hospital sites in Middlesbrough, and in those days,

if there was a patient needing an emergency operation, the surgeon contacted Sue and she used her detective skills to track down the consultant anaesthetist on call and organise the timing of the operation. No easy feat in a time before mobile phones!

As the hospital and anaesthetic department expanded so did Sue's role. She was essentially the hub of the department. Everything was organised by Sue. Her office door was always open and she always seemed to be there.

The whole anaesthetic team wishes her the very best as she begins this new and exciting chapter of her life.

Congratulations Sue from everyone at South Tees!



# Debbie and Maureen clock up 77 years

**DEBBIE Green and Maureen Simpson retired in April after clocking up more than 77 years between them.**

Debbie, one of our most experienced paediatric assistant physiotherapy practitioners, retired after 32 years in the NHS.

She started working for the school paediatric physiotherapy team in October 1988. Her journey began at the Endeavour School for children with physical disabilities.

Debbie was involved in various aspects of physiotherapy interventions. She spent many hours keeping a close eye on staff and children in the hydrotherapy pool. Her experience with horses meant that she was

## Congratulations Jackie

**JACKIE Simpson has retired after 43 years working as a diagnostic radiographer. Our radiology team would like to thank Jackie for her commitment to the trust and profession and wish her well in her retirement. Congratulations Jackie!**



Maureen Simpson and Debbie Green

invaluable in our riding for the disabled sessions. Most of all, she loved the children she worked with and supported them tirelessly to achieve their goals, making their physiotherapy fun and effective.

Debbie ended her career with the paediatric therapy team at West Acklam Centre. From 'the good old days' supporting children on school trips to the 'meet and greet' of today to help keep us all safe through the COVID pandemic, Debbie has been an essential member of the team and will be greatly missed.

In 1996 she helped set up the nurses' bank system to provide a more effective and efficient service.

Maureen is retiring after 45 years working in the NHS. She started work in 1973 as a clerical officer at Poole Hospital for South Tees Health Authority. In 1996 she helped set up the nurses' bank system to provide a more effective and efficient service. Maureen then worked in NHS Professionals as the trust co-ordinator before she joined the paediatric therapy service in 2009 as an administrator.

Wishing you both a very happy and well-earned retirement from everyone at South Tees!



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