

Stepping Up

COVID-19 EMERGENCY

Video stars

Caring for carers

CQC rating

The value of Stockport values and strategy

Top for stroke and hip care

Queens Nurse award

Across the world and back caring for patients

Board movers and shakers

Are you our next governor?

Annual Members Meeting

July 2020

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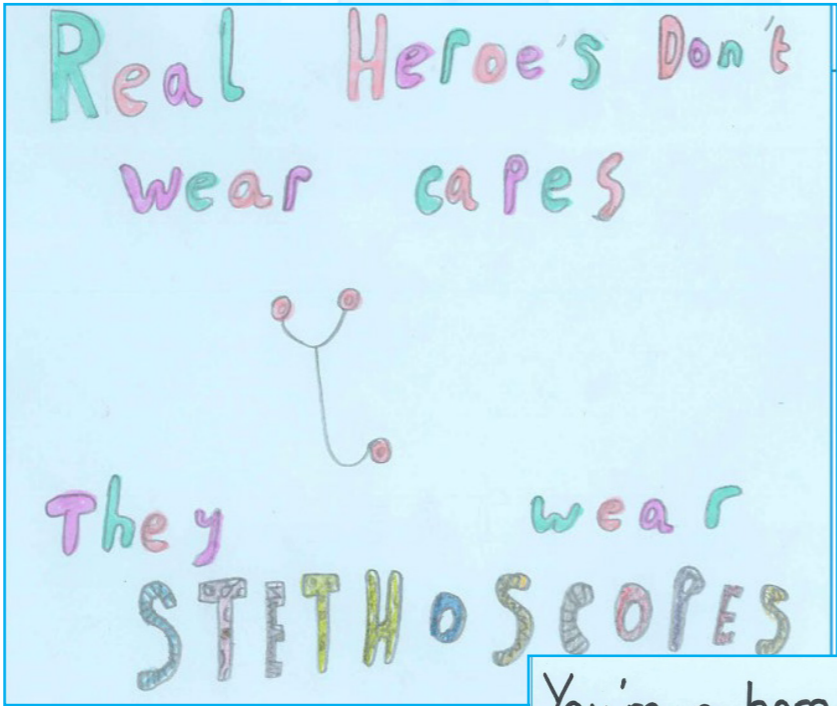
THANK YOU

for your
overwhelming support
during the
COVID-19 EMERGENCY

It has been the biggest public health emergency of our lifetimes, and our workforce and volunteers have stepped up to the epic task of caring for and protecting our public, patients and community during an unprecedented pandemic.

And just as we have supported the public, we've been truly touched by the support we've received back. There has been an overwhelming display of gratitude which has shown itself in many ways, shapes and forms.

On social media, in letters, presents, in the rainbow pictures in people's windows, the 'clap for carers' Thursdays and donated to our own 'Corridor of Hope' in the hospital, the support has been magnificent. And so many have been fundraising for us too.



Examples of the many kind notes and cards staff were sent by local schools and children.



Real Housewives of Cheshire star Dawn Ward, together with Swinton Insurance and furniture company Desser donated fabulous furniture gifts for an outside rest and relaxation area near our emergency department, while furniture company Arighi Bianchi provided furniture for a staff sanctuary in our education centre.



Stockport County FC were one of the first football teams in the country to support their local NHS, donating £75,000 near the start of the lockdown. Now our logo is on their new season's kit and we're getting some of the proceeds from every shirt sold.

This is just the tip of the iceberg when it comes to the support we've received – there are far too many to mention individually but we'd like to say a very sincere thank you to you all. It's fantastic to know you're there for us just as we are there for you.



We have created a 'Corridor of Hope', by decorating our glass corridor with pictures and positive messages. Lots of people including the public and schools sent in drawings, paintings and kind messages to help brighten up the glass tunnel at the hospital.

Just some of our KIND SUPPORTERS...



DJ Brinner, helped by his partner Janine have been holding a series of online music sessions fundraising for us, and auctioning off a whole series of amazing autographed items to support the cause. Among those contributing items from the Manchester music world have been Noel Gallagher, New Order, the Stone Roses, Mike Joyce of The Smiths, and Clint Boon of Inspiral Carpets, with others including footballer of the moment Marcus Rashford and acting legend John Thomson.

You can still make a donation - visit our justgiving page www.justgiving.com/campaign/stockportnhs covid appeal

VIDEO STARS

The Covid-19 public health emergency has seen a rapid change in the way we carry out patient consultations which will also make appointments for many patients much more simple and convenient in the future.

Our video appointments service was first introduced for community heart failure patients in mid April, and following positive feedback has now been used for patients in other areas at both Stepping Hill Hospital and in the community. Patients using the service now include community diabetes, nutrition and dietetics, paediatrics, COPD, health visiting, occupational health, orthopaedic assessments and more.

The video consultations allow medical, nursing and other clinical staff to make face-to-face consultations via video-link.

In some cases consultations in person will still be vital, such as with wound or ulcer care, or if a patient doesn't have access to a tablet, smartphone or PC, but in many cases they will not. It is also expected to reduce 'Did Not Attend' (DNAs) for patients who are unable to travel due to being unwell or for other reasons.

Feedback from the new services using the consultations continues to be highly positive, including from younger patients with ADHD who previously found appointments in person much more uncomfortable.

We introduced the system earlier than planned due to the Covid-19 emergency and the resulting need to greatly reduce face-to-face consultations, but it will make appointments much more convenient in the long term.



AT THE CUTTING EDGE OF COVID RESEARCH



Since the outbreak of the coronavirus pandemic, our research and innovation team have been working with frontline staff at the forefront of a number of national clinical research projects aimed at battling the Covid-19 virus.

We have been one of the top recruiting sites in the country for the GenOMICC study during COVID escalation, which tests how patients' genetic makeup could influence how they react to the virus, and will help support the vital search for new treatments.

We also have patients taking part in the RECOVERY trial focused on evaluating drugs which have a positive impact on the chance of reducing mortality rates, and the REMAP CAP trial testing on effective treatment of patients critically ill with the virus.

There are currently 12 separate Covid-19 related studies open to recruitment in the hospital in total, in areas ranging from the virus in pregnancy and emergency department settings, to staff psychological resilience during the pandemic.

Caring for carers during Covid-19

As a workforce which is busy caring for others around the clock and around the year, it is important not to lose sight of taking care of ourselves too. In a fast paced working environment it is important to take time out to look and care for your own wellbeing, and that's never been more true than during the Covid-19 pandemic, which has given so many of our staff some of the biggest challenges of their working lives.

As a trust we have many ways to support the wellbeing of our staff, and the recent tough months have seen the start of a number of new initiatives, which include:

Mental Health First Aiders



We now have 32 Mental Health First Aiders across the trust. First Aiders are able to support staff that are experiencing mental health issues; giving them initial support until appropriate professional help is received or their crisis resolves.

Staff sanctuary areas



Having areas where our staff can take time to rest and relax has become more important than ever. Four staff sanctuary areas have now been established with the help of donations from the public and local businesses, together with a number of refurbished private garden areas.



Resilience Hub

For many people, the emotional impact of Covid-19 will ease over time, but for quite a number of NHS staff, struggles may continue. That's why the Greater Manchester-wide resilience hub has been established to provide longer term psychological support for those who need it most.



Foodie Friday

With the help of the catering department, the Stockport Foodie Friday team have brought delicious free food for staff on a number of Fridays throughout the lockdown - a welcome treat and a valued support.

We also have a new Staff health and wellbeing and engagement facilitator - Ash Kattell. Staff can contact him at ashley.kattell@stockport.nhs.uk for any health and wellbeing queries.

The road to recovery: for a COVID-19 PATIENT

A Team effort

Whilst we can never forget those who have lost their lives, and the terrible tragedies for all involved, our teams have worked tirelessly to care for patients who have fallen seriously ill with the virus. So far we've helped almost 500 patients recover from Covid-19.

Jeanette Prunty was not only one of our coronavirus patients but also a fellow staff member, a ward clerk who had worked on our Ward D4 for over 11 years. Jeanette's husband Dave was ill with coronavirus too and also received care at the hospital though it affected Jeanette more severely. Jeanette's journey to recovery was through a number of wards and departments where everyone had a role to play.

Jeanette said "It was strange being a patient after working on the ward for so many years, but I knew I was getting the best of care. I'm so grateful to all my colleagues and everyone else who has helped me whilst I've been ill and during my recovery and want to thank them all. I'm still at home but feeling much better now, and I can't wait to get back to work!"

It takes a whole team approach to help get someone back on the road to recovery, here are just some of our healthcare heroes who helped put Jeanette back on her feet.



Steven Pearson - ICU Physiotherapist

"When Jeanette came to the ICU she was unconscious and needed urgent respiratory care. As physiotherapists we worked on keeping her arms and legs moving to help maintain her strength. Once her condition began to improve we were able to wake her and support her recovery. Jeanette's strength and mobility improved significantly, as she progressed from requiring four therapists to support her to being able to walk independently with a Zimmer frame. To support Jeanette's return home she was also seen by the Occupational Therapist who assessed her ability to perform daily tasks. Jeanette had progressed to the point that she felt able to manage at home and continue her rehabilitation with the support of her husband. It was Jeanette's strong motivation and determination that was instrumental in helping her home."

Stephen Simpson - The High Dependency Unit Advanced Practitioner Nurse

"Jeanette's condition had deteriorated badly so we had to give her urgent care as soon as she came to ICU. The Covid-19 meant that she couldn't take the oxygen she needed from her blood and she was very sleepy. Along with the physio care she was on life support from us, including heavy blood medication. After over two weeks of care from us and the team thankfully we finally saw major improvements and she was well enough to make it to the HACA ward. Thankfully the majority of Covid-19 patients are able to recover this way. We all clapped as she was ready to leave - it was a beautiful moment."



Angela Barker - The High Acuity Care Area (HACA) Domestic

"I know Jeanette from working on the same ward together, so I was very happy to see her come down the corridor after her stay in the ICU unit, knowing that she was on the road to recovery. My role is keeping the ward clean, which is more important than ever now in helping stop the spread of infections, including Covid-19. I was upset at first at how ill she had been, but despite what she'd been through, Jeanette was full of smiles and cheerful at all times. When she was on the ward I spent time having good chats with her, keeping her mind occupied and building her strength during this difficult time. I enjoyed watching her smile despite being very poorly."



ALICE PEASLEY - EMERGENCY DEPARTMENT (ED) CONSULTANT

"I was the first doctor to assess Jeanette and remember her well. She had come via ambulance to our emergency department (A&E) clearly very unwell; very clammy and with an extremely high temperature. Together with the nursing team I treated her with IV fluids, antibiotics & paracetamol. It was clear from her history and blood tests that she had what we suspected Covid-19, one of several hundred who had come through our emergency department. She was referred to the medical on call team and went to the Covid-19 ward."

Tracey Wainwright - Covid Ward Sister

"Jeanette works as a clerk on a ward that had been repurposed as a Covid-19 ward, so it was over to the ward she worked on after she'd been diagnosed in ED. Many of us knew Jeanette well, so it was upsetting to see her poorly, fighting for breath with Covid-19. We treated her with antibiotics and cared for her as well as we could just like we do with all the other patients. Jeanette was only with us for a day and a half before her breathing got worse and she had to go to the intensive care unit (ICU). We gave her our love and wished the best for her."



HACA staff nurse Becky Foster & healthcare assistant Katy McCullough

"Patients come to HACA when they no longer need intensive care but they still need help with their recovery. After weeks of care on ICU Jeanette was much better but wasn't well enough to go home yet. Between ourselves and the other nursing and HCA staff we kept a close eye on Jeanette's vital signs of blood pressure and oxygen to ensure her recovery was continuing, and thankfully it was."



SALLY LAWLER - THE HACA WARD CLERK

"I booked Jeanette onto the ward on HACA and looked after her notes. I'm a ward clerk along with Jeanette so it was very emotional to have seen her ill, but on the HACA ward it was great to know she was on the road to recovery and nearly home. It's a good feeling to know we were all part of the family which led to her recovery, and I'm glad we've helped so many others to recover too."

Following inspections from the Care Quality Commission (CQC) earlier in the year, we have received our latest rating. Our overall rating continues to be ‘Requires Improvement’ as it was last year, however, on some indicators our performance has declined, including in urgent and emergency care.

Inspected and rated

Requires Improvement

Louise Robson, chief executive of Stockport NHS Foundation Trust, said:

“Our staff are very disappointed at the outcome of the latest CQC inspection of our services, which was carried out in January and February 2020 at the height of winter pressures. Some of the care the CQC inspectors saw was not of the standard we want for our patients, and I sincerely apologise for that. We took immediate steps to address the things the CQC highlighted, and we continue to work on them every day. We will not be satisfied until the care we provide to every patient every day is of the standard we would want for our own families. Since the start of the pandemic our staff have demonstrated every day their commitment to providing the best possible care, and I am very proud of the professionalism, kindness and dedication they have shown at this very difficult time. But they have also been innovative in rapidly adopting new ways of working and changing services for the better in ways that would have taken months to achieve before Covid-19. "From virtual outpatient clinics to changing the purpose of wards overnight, and adopting a new hot and cold model of care in our emergency department - these are just some of the examples of the rapid changes our staff have made. "We do not aspire to be a 'requires improvement' trust. We want to be 'good' and eventually 'outstanding' – and we will build on the changes our teams have made to make the improvements that will get us there, because it is the right thing to do for our patients.



The Value of #StockportValues & Strategy

We have launched our new values and behaviours for our hospital and community services. We spent last summer consulting with our staff and partners about what they value, and about what they believe our patients and community value too.

They are:

We care about

Each other
Our patients and their families
The communities we serve
The environment

We support them and deliver on our promises

We respect

Each other
Our patients and their families
Our partners

We are kind and helpful, and we expect the same in return

We listen

Each other
Our patients and their families
Our partners

We act on and learn from what we hear

‘Making a difference every day’

So what do we mean when we talk about the values and behaviours of the Trust? We’re talking about the core principles of our care and our ways of working, the vital elements which come together to create the basis of an effective organisation, dedicated to providing the best in care for local people. We spent months in consultation with our staff and stakeholders; over 1000 people took part with over 3,500 comments. They got involved in a variety of ways; in meetings, in workshop sessions, on social media, both face-to-face and through both public and anonymous written comments, both online and on old fashioned pen and paper. The message which came through again and again was that caring, respect, and listening were at the heart of all we do. Our values will now shape the way our organisation evolves as we continue to provide high class care for the future. The work around our values has been part of the overall development of a new strategy for the Trust, to help us on our improvement journey.



Top for stroke and hip care

Our services have once more been rated the best in the country for the care of stroke patients, and we've also recently been rated among the top in England, Wales and Northern Ireland for both hip and knee joint replacement operations, and the care of patients with hip fractures.

Our stroke centre in Stepping Hill Hospital was been rated the best for the 3rd time in the last five year according to the latest independent quarterly report from the Sentinel Stroke National Audit Programme (SSNAP), coming top out of a total of 224 routinely admitting acute stroke teams. The report rates the quality and performance of services for every stroke patient, from treatment to recovery.

The latest ratings from the National Hip Fracture Database (NHFD) Annual Report show us in the top ten for hip fracture care, and amongst the best for 30 day mortality rates following surgery.

And the National Joint Registry (NJR) which shows how frequently joints need replacing following hip and knee operations show us as well above the national average. With knee replacement, only 1.62% of our patients need them replaced again within ten years, compared to 3.59% nationally, and with hip replacements, only 3.84% replaced again within ten years, compared to 5.16% nationally.

Queen's nurse award

Two Stockport nurses have received one of the top nursing awards in the country for their outstanding work in caring for people in the community.



Donna Davenport and Andrea Harris are both specialist nurse practitioners in Stockport, and have each received the Queen's Nurse award which recognises the best in community nursing across the UK.

Donna has been in nursing for over 39 years now, and has been based in primary and community based nursing in Stockport since 1996. She has previously worked with a number of GP practices and was also a senior lecturer at Manchester Metropolitan University on GP practice nursing. She is now a district nurse facilitator; supporting training, education and continuing professional development for eight district nursing teams across the Stockport area.

Andrea Harris has been in nursing for 35 years, and for the last 18 of them she has been a district nurse in the Stockport and Macclesfield areas. She is now matron / pathway lead for district nursing in the western areas of Stockport, organising and providing leadership for nurses caring for patients in the community across the area.

Both have attained the title of Queen's Nurse due for their achievements in lifelong learning, exemplary leadership and high standards of practice and patient care.

The Queen's Nurse title is from the Queen's Nursing Institute, a national charity dedicated to improving nursing care in the community. It honours a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities, and a shared professional identity.

ACROSS THE WORLD and back caring for patients



Specialist physiotherapist Jo Gardiner and her son Sam delighted audiences across the country when they took part in the TV hit 'Race Across The World', which saw them racing against the clock from Mexico City down to Ushuaia in Argentina. Jo has had cancer which returned at the start of the year, but thankfully she is now in remission and back caring for musculo-skeletal patients in Stockport, as well as campaigning for Diabeteas and Foetal Alcohol syndrome charities.





Board movers & shakers



Hugh Mullen



Alison Lynch

This year we have seen several changes to our Board of Directors. Deputy chief executive Hugh Mullen has retired after a 40 year career in the NHS, and our chief Nurse Alison Lynch has moved to a year's secondment to Manchester University NHS Foundation Trust. Their replacements will be announced shortly.



Paul Moore



Simon Bennett

We have also recently appointed Paul Moore, our new Director of Quality Governance and Risk Assurance, and Simon Bennett, our new Director of Strategy and Transformation. We wish them both luck in their new roles.

ARE YOU OUR NEXT GOVERNOR?

We are now holding our annual elections for your governors in several constituencies:



**Public – Heaton
& Victoria
(4 seats, 3-year
term of office)**



**Public -High
Peak & Dales
(1 seat)**



**Public - Tame
Valley &
Werneth
(2 seats)**



Staff (1 seat)

All by-election (1-year term of office)

You can apply to become a governor. Find out more about the role of a governor and how to apply: www.stockport.nhs.uk/page_107 or call [0161 419 5166/5164](tel:01614195166) for more information.

Nominations open on 24th July 2020 and close at 5pm on 1st August 2020. Voting packs will be despatched on 15th September 2020, and the elections will close on 8th October 2020.

For the full list of governors who represent the membership see the Your Governors page on www.stockport.nhs.uk

Annual Members Meeting

Our Annual Members Meeting is being held on Tuesday 4th August 2020, 3:00 - 4:00pm by Webex – all members are welcome to attend.

This year we are holding our annual members meeting virtually. Joining instructions will be sent to you when you register to attend.

Sign up www.stockport.nhs.uk/events