

THE MAGAZINE FOR NORTHAMPTON GENERAL HOSPITAL PATIENTS AND VISITORS

# Insight

Summer 2015 | Issue 55

Northampton General Hospital **NHS**  
NHS Trust

**WIN**  
Free tickets to  
**Brave New  
World**  
SEE BACK PAGE



**A FRESH APPROACH  
TO HOSPITAL FOOD**

# Insight

Summer 2015 | Issue 55

## Keep in touch

NGH has over 1,200 followers on Twitter and over 5,000 people have liked our Facebook page. If you're not one of them, you can get updates about the hospital and the great work of our employees in the following ways:



Follow us on Twitter @NGHNHStrust



Follow us on Instagram  
Northamptongeneralhospital



Connect with us on LinkedIn  
Northampton General Hospital NHS Trust



Like our Northampton General Hospital Facebook page. Our home birth team has a Facebook page, NGH Homebirth Team, where you can find lots of advice and information about pregnancy, birth and beyond. And also check out our charity page – Northamptonshire Health Charitable Fund.



Until our Autumn issue in September, you can also keep up to date with NGH news on our website  
[www.northamptongeneral.nhs.uk](http://www.northamptongeneral.nhs.uk)  
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Insight is a free magazine, and we encourage our patients and visitors to take one home with our compliments. Please pass it on to a friend or relative when you have read it. Printing and design of the magazine are provided free of charge in return for the revenue from advertisers. No NHS or charitable donations are used to fund its production.

# Tweet all about it!

**S**ocial media is an ideal way for staff, patients and local organisations to keep up to date with what's happening at Northampton General Hospital. We use Twitter and Facebook to communicate good news, celebrate staff achievements and help the public understand NHS services and available support.

Here are some recent tweets people have sent us:

- ▶ Back in hospital but as always amazing care from all the staff nurses and doctors, cannot fault their dedication
- ▶ Just a wee tweet to thank you for the #amazing care your #nurses gave to our dear gem #savedherlife xxx
- ▶ Big thank you to all the staff @NGHNhstrust excellent work, delivered with kindness and humour you are all awesome! X
- ▶ @NGHNhstrust thank you and please thank your excellent staff #A&E #earlydoors #sadnewsbutwellhandled #madethingseasier
- ▶ In A&E with my poorly Dad at the moment, very busy here this evening but fantastic nursing care and great treatment
- ▶ @NGHNhstrust they deserve every praise. Fantastic work they do.

We get a lot of feedback on Facebook too. Victoria Jane Leith wrote a blog for the Huffington Post about our birthing team and shared it with us. Her *Letter to our Midwife* is a heart-felt thank you letter to the NGH midwife who she says showed the world how it could be done. In it she gives thanks for all the little things that made the birth of her daughter a 'human, loving, supportive, wonderful experience'.

One paragraph reads: "Thank you for speaking to me throughout the whole experience of giving birth with compassion, kindness and love. You made me feel at ease. You enabled me to feel strong and powerful. You reminded me how capable I was, how amazing my body was... how I could keep going, even though the pain was great and I was tired."

We were so pleased she shared it with us, and the post generated many more positive comments on

our Facebook page too, including these:

- ▶ Both home births were fantastic. Every midwife I met from the team was great. Such a fantastic relaxed way to bring your baby into the world.
- ▶ Home birth team delivered my second child - was so natural and the midwife was brilliant
- ▶ I had Jayne care for me on my first pregnancy & requested her personally for my second! She's my rock & the care is amazing! x
- ▶ The midwife was so lovely and caring - defo would recommend a home birth j xxxxxx
- ▶ Best thing I ever did and went back for a 2nd time. Becky was so lovely and will always be a part of our lives xx
- ▶ I've had fantastic care under the homebirth team jas has delivered 2 of my children and I can't thank her enough xxxxx

We also continue to get letters and emails of course, and it's lovely to hear from patients and relatives about the good care they have received. Here's just one recent email:

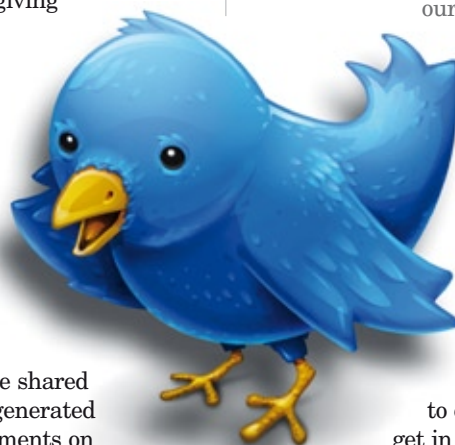
My mother-in-law was admitted today with what turn out to be a mini stroke. The service and treatment we received in each part of the hospital was outstanding, caring and considerate - thank you.

Every single member of staff we met today introduced themselves and explained their role and then did what they told us they would. The medical care was excellent and we felt very confident and assured in their hands, but we were also well looked after for our physical needs.

We cannot speak too highly of the care support from the moment we entered to the time we left the hospital. Please, if you can retrace our journey, pass on

our thanks to every single member of staff - they were brilliant!  
Thank you  
DH

We love hearing from you about your positive experiences at NGH and now, as well as post and email, there are lots of other ways for you to contact us, so do please get in touch.







# JO AND TEDD PULL IT OFF!

If you saw the Spring issue of Insight you will probably remember the story on this page about cancer doctor Jo Inchley. Jo had pledged to shave off her long blonde hair in a bid to raise funds for our charity appeal to refurbish the hospital's chemotherapy suite.

Well, Jo did go through with it – she was “quite excited” and looking forward to

it on the big day – and was still smiling when the hair came off. Along the way, she also inspired her son Tedd to do the same, and between them they raised a staggering £11,748.42 to help improve the department that looks after some of our sickest patients.

Jo earned the praise and admiration of staff and patients alike for her

efforts – and she also smashed the record for a post on our Facebook page. Our post announcing her head shave was seen by an incredible 44,768 people – almost twice as many as our previous record – and attracted over 2,000 comments, likes and shares. That's certainly a good demonstration of the power of social media!

## BEFORE AND AFTER...

And we love these black-and-white shots of Jo and Tedd – so cool, mean and moody!



## MY WISH LIST FOR THE PM

*Following the general election in May I sent this 'wish list' to prime minister David Cameron, for him to consider.*

We are determined to become a high performing efficient hospital providing excellent care for our patients and have many dedicated staff. We know what needs to be done but we do need some help.



I worked as a hospital doctor in the NHS for 37 years before taking on the CEO role and I need to tell you that staff in the NHS have never been under so much pressure and demand for services has never been so high. Many senior staff are very demoralised.

Like most hospitals we are struggling to provide high quality care within our current resources and struggling to recruit enough nurses and doctors in many areas.

Our hospital is dominated by emergency care pressures and we feel the risks of this every day – clinically, operationally and financially.

We also have an ageing estate with parts of the hospital dating back to the 18th century. A new hospital is long overdue.

What do we need and what do our patients deserve?

- ▶ We need access to financial support to help us to redevelop our hospital site to provide the modern wards and facilities that our patients and staff deserve
- ▶ We need funding mechanisms that fully cover the cost of providing quality care – particularly for our high volume emergency workload and also incentivise us to work with primary care and other providers to improve access to the right levels of care across health and social care
- ▶ We need financial support and expertise to allow us to focus on quality improvement and efficiency to improve the value we bring to patients and the value for money we provide. This transformation work needs space and time. This applies within the hospital and in the wider health and social care system
- ▶ We need less regulation and a more coordinated approach from regulators

You will no doubt have many advisors and working groups considering the current issues in the NHS. I urge you to ensure that your government's plans for the future focus on the need to support and listen to front line staff – this includes managers as well as doctors and nurses.

Yours sincerely

**Dr Sonia Swart**

Chief Executive, Northampton General Hospital

# THERE'S STILL TIME TO NOMINATE YOUR HOSPITAL STARS



**Nominations are invited** for a range of awards celebrating the outstanding achievements of employees and volunteers of Northampton General Hospital.

Members of the public can vote in any of the nine categories in the NGH Best Possible Care Awards. The awards recognise individuals or teams that make a real difference, go the extra mile to improve patients' experience or contribute to improvements in the care and safety of patients.

Chief executive Dr Sonia Swart said: "In the midst of all the discussion around pressures on NHS services, our Best Possible Care Awards are an opportunity to take stock of and celebrate the competence and commitment, the professionalism and pride, the exuberance and enthusiasm that I see every day in every ward and every department.

"Our vision is to provide the best possible care for all our patients, and that is why we have called them the NGH Best Possible Care Awards. If you or a friend or family member has been treated extraordinarily well by our staff and you would like to nominate them, we would love to hear from you.

"The awards also give us the chance to celebrate the work that goes on behind the scenes, the

services and people that the public doesn't usually see but are crucial to our ability to provide safe care. That's why the awards include categories for our non-clinical teams as well."

There are nine award categories for individuals and teams, staff and volunteers:

- ▶ Clinical team award
- ▶ Non-clinical team award
- ▶ Volunteer of the year award (team or individual)
- ▶ Chief executive's innovation in practice award (individual)
- ▶ Unsung hero (clinical)
- ▶ Unsung hero (non-clinical)
- ▶ Patient safety award (individual or team)
- ▶ Patient experience award (individual or team)
- ▶ Outstanding contribution award (individual)

Shortlisted nominees will be invited to the Best Possible Care Awards Ceremony in September when the winner and highly commended nomination in each category will be announced and awards presented.

Nominations close at midnight on 17 June 2015. For more information about the categories and how to make a nomination, visit our website [www.northamptongeneral.nhs.uk](http://www.northamptongeneral.nhs.uk)

## New decking will increase parking spaces

Plans to increase the number of car parking spaces at NGH were approved by the borough council at the end of April. The proposal for a £1.4m one-storey structure to be laid on top of current spaces in car park 1, the hospital's main car park, will increase the number of spaces by 200 when it is completed this summer.

Charles Abolins, NGH director of facilities and capital development, said: "We have a finite amount of parking spaces on site and limited

options in terms of increasing that capacity. A decked car park will alleviate the pressure to some extent and we will be able to considerably improve the availability of parking for our patients and visitors as well as our hospital staff."

Work is also underway to improve the Cheyne Walk entrance to the hospital, and to build a link corridor from the oncology department to a new linear accelerator that will be installed later in the year.





The Boots outpatient pharmacy team

► PARTNERSHIPS

# BOOTS OUTPATIENT PHARMACY OPENS AT NGH

**A** new outpatients' pharmacy opens at NGH in June, operated by Boots in collaboration with our existing pharmacy service and based across the corridor from them on Hospital Street.

The new arrangements mean that our own highly-skilled pharmacy staff can prioritise their ward-based work to concentrate efforts on ensuring that inpatients who need the most care get the necessary medication as quickly

as possible. This will also help us to better manage bed flow and capacity.

Chief pharmacist Paul Rowbotham said: "Around 20,000 outpatients a year require medicines to take home as a result of their consultation at NGH. Eight thousand of these have medicines dispensed by the hospital pharmacy. But 12,000 have a prescription they then take to a community pharmacy. This may involve a separate journey, and either more waiting or a later return journey to pick up their medicines. In future, almost all 20,000 eligible outpatients will be able to have their prescription dispensed on site by the new third-party pharmacy.

"The new arrangement will allow the main pharmacy to concentrate on

discharges and inpatients, meaning that we can give better care to some of our sickest patients. It will

also improve the outpatient experience, free up some pharmacy technical staff to work on the wards, and it will save money for the local health economy. Savings on VAT make this development possible, along with an income share on retail sales."

The new outpatients'

pharmacy will be open Mondays to Fridays, receiving prescriptions up to 6pm, and most patients should wait less than 15 minutes for their prescription.

As well as helping us to improve our patients' experience, the new retail and over-the-counter facilities will be available to all NGH employees and visitors to the hospital.

*Most patients should wait less than 15 minutes for their prescription.*



How our new outpatient pharmacy will look

# OUR BUSY BLOOD TAKING UNIT

*A brighter, new environment – and extended hours*

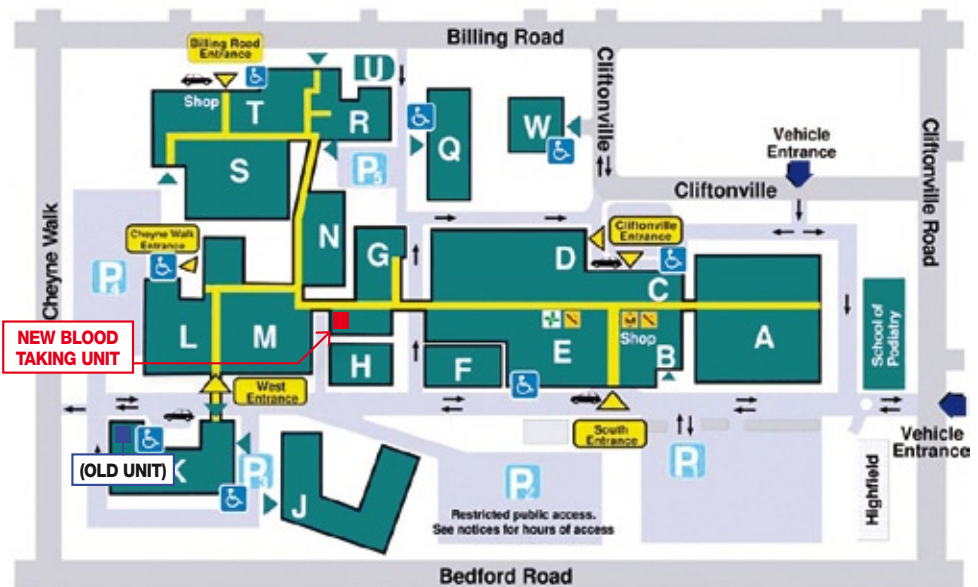


Some of our staff in the blood taking unit

**W**e have moved our very busy blood taking unit into new larger premises and extended its opening hours to provide an improved service for patients.

Now situated in Area H on the hospital map, the unit can be found a short walk from its previous location, and just a few yards outside the main Hospital Street corridor. It's well signposted and easy to find. It's also much closer to the pathology laboratory, enabling a quicker turnaround of test results.

Nine phlebotomists provide the service, which now opens on Saturday mornings (7.30am – midday) and half an hour earlier than previously in the week. (7.00am – 4.30pm Monday – Friday). In total the hospital has 30 trained phlebotomists that it can call on to cover the various shifts, wards, laboratories and clinics, as well as the blood taking unit itself.



Where to find us – the blood taking unit is now in area H



# HAS MOVED

Phlebotomy supervisor Pat Newell said: “It’s a very busy unit, often seeing 300 people in just one day. During the last twelve months we saw 63,000 patients, and that’s 10,000 more than the year before. Most of the increase is due to referrals from GPs that no longer provide the service at surgeries.

“Because it’s a drop-in service the number of patients can vary considerably. However there are times when patients have a better chance of avoiding a long wait. For instance we’re always busy when we open in the morning, and then there’s usually a quieter period from about 8.30 until 9.30. Then it’s busy until around 1.00pm, after which it quiets down until around 3.30pm.”

Unit manager Isabelle Brooker said: “Staff and patients are very happy with our new brighter environment. As well as extending the opening hours we are also pleased to be trialling a special service for children. Dedicated children’s blood taking clinics are being provided in the new unit each morning (Monday – Friday 8.00am – 11.45am) instead of by means of a general children’s outpatient appointment. We have a special waiting area with toys and games, and it’s altogether a better experience for them.”

## What does a phlebotomist do?

Phlebotomists are specialist clinical support workers who collect blood samples from patients for testing in laboratories. The results of the tests are an important way of diagnosing illness. They draw blood from a patient’s vein – usually in the crook of the arm – into a tube, which is then carefully labelled and delivered to the laboratory.

Quite a lot of people can be anxious about having their blood taken, but nowadays for almost everyone the procedure is completely painless. Our phlebotomists are chosen for their calm, friendly manner and the ability to put patients at ease. They will always explain what they are going to do, and reassure patients that appear nervous or distressed. It’s a good idea to let them know if you do feel anxious.



Phlebotomist Gillian Coupe attends to patient Peter Ingram from Rectory Farm. Peter worked as a nurse at NGH for 40 years, so it’s probably not surprising that he looks completely relaxed!



Phlebotomy supervisor Pat Newell (left) and unit manager Isabelle Brooker



A new children’s blood taking service is now being provided in the unit





Emma Harvey (right) with some of the support group members at a recent meeting

► INTENSIVE CARE

# TAKING STEPS TO RECOVERY FROM INTENSIVE CARE

**R**ecovery from critical illness doesn't end on discharge from hospital, let alone when the patient leaves intensive care. Once discharged to a general ward, patients are isolated from others like them and are often unaware that the distressing and bizarre experiences they've endured are actually normal for someone who's been through a period of critical illness.

Patients usually need to be sedated because they're so sick, and the medication can cause them to have vivid dreams and hallucinations. Afterwards they often have no knowledge of where they've been, and they may experience symptoms of post traumatic stress.

Meeting others who have been through similar experiences and are at different stages in their recovery can help reassure patients that there is light at the end of the tunnel and dispel much of their worry.

Based on a similar group set up in Milton

Keynes, ICUsteps Northampton is a support group run by former intensive care patients, relatives and health professionals. It was developed to provide ongoing support after discharge in the form of 'drop-in meetings' where patients and relatives can come and share similar experiences with others who may be further down the recovery journey.

In April 2013, Northampton grandmother Isabel McDonnell suffered a sudden onset of pneumonia and septic shock, which put her into intensive care and caused her family to fear the worst. Happily she made a full recovery, and later wrote to praise and thank NGH staff for the 'awesome' care they gave her.

Isabel told us: "I've been coming since the first meeting. I'd heard about a similar group doing this so I was keen to be involved when the Northampton group was set up. Even two years after my illness I'm still experiencing the effects. For instance I recently lost some toenails, but it turns out that other people have had that same

reaction. Our husbands or wives often come along too, and it's all very informal. It's so reassuring to talk to other people who have experienced the same things, and it's a great help."

Critical care follow-up nurse Emma Harvey, who organises the support group meetings, said: "Sharing experiences with others has helped people understand that they are not alone in what they feel and think, and that more often than not, what they've experienced is normal for someone who's been through a period of critical illness.

"Whether you're an ex-patient or a relative, if you want to talk, listen and share your experiences, or just want to drop in for a cuppa, we'd like to meet you. Maybe you can help someone else!"

*The group meets at Northants Cricket Ground (Abington Avenue entrance, Northampton NN1 4PR) every six weeks on a Thursday evening between 6 – 8pm. The next meetings are: 4 June, 16 July, 10 September, 8 October, and 19 November. Please contact Emma if you would like any further information: 01604 545542 or email [emma.harvey@ngh.nhs.uk](mailto:emma.harvey@ngh.nhs.uk)*

*Sharing experiences with others has helped people understand that they are not alone.*



# WHAT DO OUR 'TEAM NGH' VIDEO STARS LOVE ABOUT WORKING HERE?

To see our Team NGH video go on to YouTube and type in Northampton General Hospital – you can also watch the Love Nursing, Love Northampton film we made as part of our programme to recruit more nurses to work at NGH.

*We set up a camera on Hospital Street and asked our staff what they love about working here at NGH. The responses confirmed what we already know – NGH staff are passionate, proud and committed – but we also got some unexpected answers!*



“Working at NGH has been the land of opportunity for me! I’ve gone from a nurse on the ward to teaching nurses and HCAs across the hospital, and it’s a job I love every day.”



“Because we’re open and honest we’re always willing to learn from our mistakes - or from when things have gone well - and I’m proud to work here.”



“This hospital is wonderfully friendly, it’s very full of dedicated passionate people that make me proud to work here and be part of.”



“I love working at NGH because I love the people I work with – it’s like one big happy family. And I love the flexible working hours. I’ve got two small children so I’m able to work around them and around the holidays.”



“It’s a great place to work – we’re a friendly supportive team and we all help each other.”



“I think the care, support and friendship - from one end of the hospital to the other - is awesome.”



“I love the fact I’ve worked here for many years and you never know who’s going to walk through the door next – the variety of patients.”



“It’s all about people and helping people, which is what I’m about - so it’s great.”



“I love the fact that they allowed me to grow a beard – my previous trust wouldn’t let me!”



“The amount of teamwork that takes place here is just quite amazing. Our staff are exceptional.”



“I love meeting people, that’s what I’m here for. I like to look after people and take care of them.”



“They make a cracking bacon sandwich!”





► CATERING SERVICE

# TAKING A FRESH APPROACH TO HOSPITAL FOOD

*Our plan to provide fresh, healthy and appetising meals brings the biggest change in patient menus for 21 years*



**H**ospital food is an essential part of patient care. Good food can encourage patients to eat well, giving them the nutrients they need to recover more quickly from surgery or illness.

Now, inspired by the Better Hospital Food programme and TV chef James Martin, our catering staff are on a mission to transform the standard of food at Northampton General Hospital.

The biggest change has come in the amount of food that is freshly prepared using unprocessed ingredients, and changing menus to reflect the natural growing season. They now make all their own soups and puddings, use fresh instead of powdered milk, and only free range eggs in meals they prepare. (Sadly this means that the Yorkshire pudding has had to go!)

A new butcher has been found which means we can now proudly say that all meat comes from Farm Assured farms with Red Tractor accreditation or equivalent.

Catering services manager Andrew Head said: “We had always updated our dishes to reflect current trends, but the basic production methods – much of it based on cooking and freezing meals until needed – had been unchanged for 21 years. In April we removed the frozen aspect of the production cycle, and our team now produce all fresh dishes on a daily basis. Over 90 per cent of meals are now freshly prepared, compared with around 50 per cent before the changes.

“We listened to what patients had to say, and analysed the strengths and weaknesses of our service, and we found areas where food quality could be improved with very little additional investment.

“We worked closely with the hospital’s dietetics department to ensure that meals are nutritionally balanced, and also checked that we have a suitable range of dishes to meet the various



**A different lunch and supper menu every day of the week**

**Food production manager Roger McLean is featured on our cover**



*We want to show that it's possible to serve healthy, tasty food that patients enjoy.*

cultural and dietary needs of our patients. We have introduced a new menu, different for every day of the week, which has increased the overall number of dishes available. The menu will be reviewed every three months to ensure patient feedback can be incorporated into the planning. This enables us to make the best use of seasonal produce. We also don't use GM ingredients, artificial trans fats or any other undesirable additives.”

The menu change has also seen the introduction of dishes served as complete meals, which has enabled the team to ensure the dishes are balanced and visually appealing. Senior catering supervisor Stephen Short said: “The new systems have greatly increased the workload on the catering team, but we are confident these changes will benefit our patients through the improvements in the quality of the food we can produce.”

## Food For Life

Not content with just introducing fresh food and new patient menus, the catering team are also going all out to improve the quality of produce they use and to try and make the whole service more sustainable. They are working to achieve the Soil Association's Food For Life accreditation, and are currently waiting to hear whether they have been successful in achieving Bronze status, the first step to full accreditation.

Catering team leader Stephen Cox, who is leading for NGH on the Food for Life initiative, said: “Applying for this accreditation means that we must ensure:



**Stephen Cox**

- Eggs are not from caged birds.
- No fish is served from the MSC 'Fish to avoid' list
- Meat is from farms which satisfy UK welfare standards
- At least 75% of dishes are made using unprocessed ingredients
- Seasonal produce is served on our menus
- Meals contain no unwanted additives or GM products

“Everyone recognises that good hospital food is an integral part of good patient care, and the catering mark will be reassurance to patients that our meals are of the highest quality and provenance. We want to show that it's possible to serve healthy, tasty food that patients enjoy, which also meets important standards in welfare and sustainability.”

# OUR YEAR IN NUMBERS

Facts and figures from our 2014/15 annual report

**380,000**

PEOPLE WE PROVIDE  
GENERAL ACUTE SERVICES FOR



WE SAW

**109,305**

PATIENTS IN ACCIDENT  
& EMERGENCY

(1,519 more than the previous year)

**4,822**

NGH STAFF  
(NOT ALL FULL-TIME)



**91%**

OF A&E PATIENTS TREATED,  
AND ADMITTED  
OR DISCHARGED  
WITHIN FOUR HOURS



**4 VALUES**

THAT UNDERPIN  
ALL WE DO

- We put patient safety above all else
- We aspire to excellence
- We reflect, we learn, we improve
- We respect and support each other

WE SAW AN INCREASE OF

**8.3 PER CENT**

IN PATIENTS REQUIRING  
EMERGENCY ADMISSION

**230,014**

CONSULTANT-LED  
OUTPATIENT  
ATTENDANCES  
(SLIGHTLY DOWN  
ON PREVIOUS YEAR)



**1 VISION**



- TO PROVIDE THE BEST POSSIBLE  
CARE FOR ALL OF OUR PATIENTS. SAFE,  
CLINICALLY EFFECTIVE ACUTE SERVICES  
FOCUSED ENTIRELY ON THE NEEDS OF THE  
PATIENT, THEIR RELATIVES AND CARERS

THE AVERAGE LENGTH  
OF INPATIENT STAY WAS

**3.92 DAYS**

(down from 4.6 in the previous year)

WE HELPED TO DELIVER

**4,685 BABIES**

(two per cent more than  
the previous year)



**10 - 17 PER CENT**

OF OUR BEDS CONTAINED PATIENTS  
MEDICALLY FIT TO  
BE DISCHARGED



**40,349**

NON-ELECTIVE  
(EMERGENCY) INPATIENTS  
(12 per cent more than previous year)

**880,000**

PEOPLE WE PROVIDE  
CANCER SERVICES FOR

**44,554**

ELECTIVE (PLANNED) PROCEDURES  
(1.8 per cent less than last year)

**153,524**

NURSE-LED OUTPATIENT ATTENDANCES



**26.5**

PER CENT MORE THAN LAST YEAR

Our annual general meeting will take place in July this year. Look for an announcement on our website



# CANCER PATIENTS' HAIR AND BEAUTY SERVICE IN A NEW PLACE

**H**air loss is one of the most well-known side effects of chemotherapy and radiotherapy. It can be very stressful, and some people find it the hardest part of having cancer and its treatment. For 17 years the NGH oncology department has provided a hair and beauty service, a facility for patients run by hair care adviser Deborah Smith.

Each NHS patient visiting NGH and receiving chemotherapy or radiotherapy is offered a free wig, with more than 400 being supplied and fitted each year.

Debbie has recently moved to a new room on the lower ground floor in oncology, financed by our charitable fund, where she has more space and improved facilities to care for and treat her patients. She said: "I'm really pleased with the new room. I have a professional hairdresser's wash basin for the first time. I'm more accessible now, very close to the downstairs entrance,

radiotherapists, and the wellbeing room next to Macmillan's information centre which I'll also be using. Patients welcome the move too."

Oncology patient Jane Van Der Nest from Milton Keynes, who is currently being treated for cancer following an earlier period of treatment in 2012, said: "Debbie is a very good advert for the service she provides. After I saw her wearing one of the wigs, I decided not to go back to my hairdresser but come here instead. Her advice last time really comforted me. Everything she told me was proved right, and my hair did grow back."

Jane was also pleased with the treatment by her consultant Dr Roshan Agarwal "He focuses totally on you, and makes completely sure you know exactly what you need to. He's absolutely fantastic and I've told him he mustn't dare leave!"



## A sound gift for the new room

Alex Berry presents a gift of a compact stereo system to Debbie for use in the new room. Specially designed to fix flat to the wall, it will take up a minimal amount of space but provide a much appreciated enhancement to the facilities. Alex belongs to the Northampton Town and Country Scottish Association, which raised over £1,000 for the oncology department through various functions including a concert by their male voice choir at Abington Methodist Church.



Debbie Smith and patient Jane Van Der Nest



# NGH PEOPLE

**1** Congratulations to gynae endoscopy specialist nurse **Rebecca Smith**, who has become a fully qualified nurse hysteroscopist. Rebecca, who worked in gynae theatres for nine years and as a colposcopist for five years, says she enjoys talking to the patients, diagnosing their problems and helping them. "Many are anxious, and so afterwards when they say thank you for putting them at their ease or actually making it a positive experience, that's very rewarding."

**2** Practice development nurse **Judy Turland** (left in picture) has retired after a 40-year nursing career. As Becket ward sister Judy was supportive of her staff and passionate about orthopaedic nursing. She maintained high standards of care and was never afraid to challenge - but she also enjoyed putting the fun into work. Since 2001 she has been supporting our healthcare assistants as they begin their journey into nursing, and she trained over 1,000 HCAs in the basics of good care – an amazing achievement.

**3** **Chandrakala Pudaruth**, known to us all as Chandra, ward sister on Compton Ward, retired from NGH after a 40-year career in nursing. Chandra originally came to the UK from Mauritius in 1974 to study nursing and, having completed her training in Scotland, she came to Northampton in 1980 when she got married. She worked at St Edmunds' Hospital and then NGH where she was known as a very approachable, kind hearted and supportive ward sister. Staff often said that she was like a mother to them, always listening to her team's worries and concerns.

**4** Supervisor of midwives **Krystyna Grey** has retired after a 45-year career in nursing and midwifery at NGH. Starting as a student nurse Krystyna became a state certified midwife, a sister then a supervisor and later took on the job of risk manager, as well as various secondments and supervision investigations both here and abroad. Head of midwifery Anne Thomas said: "Krystyna loved her job and was always known for her sense of humour, care and friendship. She has been a real ambassador for midwifery here at NGH."

**5** **Christine Dowsett**, healthcare assistant at the limb centre, has retired from NGH after a 40-year career in the NHS. After two years in London working at the Barts and Moorfields hospitals, Christine came to Northampton and has spent 38 years at NGH. At the limb centre since 1997, she enjoyed looking after long-term patients who became like friends and family. "To see people who have originally been in a wheelchair go out with a new leg – and a new life – has been very rewarding," she said.

**6** **Emma Perkin** is our representative on One Voice, a local support group for people with sickle cell and thalassaemia disorders. Last year, we diagnosed six babies with a sickling condition and 82 babies were identified as carriers of an unusual haemoglobin. In May, Emma was invited on to BBC Radio Northampton's Sunday evening show to talk about our screening programme and support for the conditions.

**7** We have said goodbye to the 'big man' - biomedical scientist **Stephen Miles**, stalwart and 'engine house' of the haematology service for an astonishing 44 years, retired in March. Colleague Terry Lodge called him "a big man, dwarfed only by the enormous size of his heart". Steve was always smiling, the first person staff would go to with a work problem, equally revered by patients, and he helped in all aspects of the service.

**8** Who's this? Behind the masks are **Rob Moore** from the estates team, one of our Strictly NGH contestants this year, and chemo nurse **Hayley Roberts**. Last year's Strictly raised over £10,000 towards the appeal to provide a better environment for our chemotherapy patients – and this year we hope to do even better. Thanks for putting Rob through his paces Hayley – and good luck to all our contestants!

**9** From our dermatology team **Dr Kazeem Salako**, **Dr Pick Woo**, and **Ruth Fox** all took part in the Macmillan 'Northampton Takeover' event in April and helped to raise awareness of skin cancer. Ruth said: "It's very important to know about changes on the skin to look out for, and what precautions to take in the sun. Malignant melanoma numbers are rising and the earlier lesions are spotted and dealt with, the better the prognosis if they are found to be malignant."









# PREPARING PATIENTS TO UNDERGO SURGERY

*Our pre-op assessment team help to ensure patients are fit enough for their operation*

**P**re-operative preparation is vital to patient safety and a key nursing role. Careful preparation ensures patients arrive in the operating department well informed and ready for their operation.

We ask all patients due to be admitted for elective (planned) surgery under general or regional anaesthetic to attend a pre-operative assessment (POA) appointment prior to admission.

Our pre-op assessment clinic, based on the first floor of the outpatients' building in area K, has a team of twenty staff who see patients to assess their fitness for surgery and anaesthesia, and carry out appropriate tests and investigations.

As well as providing information about their medical history, everyone is screened for MRSA, and has a VTE (venous thromboembolism) assessment to gauge their risk of developing a blood clot. They also have their weight, height, blood pressure and pulse recorded. A nurse will carry out airway, heart or blood tests that are necessary, and a pharmacist will check a

patient's current medication to advise about any tablets that may need to be reduced or stopped before surgery.

Senior clinical nurse Jo Wilson said: "Usually the pre-op assessment takes place on the day of your outpatient appointment with your doctor. After the appointment you'll be invited to drop into the POA clinic to have your assessment. Normally this might be up anything up to eight weeks before the planned operation, which gives us time to schedule any further tests that might be needed.

"Essentially what we do is assess and optimise a patients' fitness to go on the waiting list for surgery. A big benefit of doing this is that there is then less risk of a patient's operation having to be cancelled on the day because of their ill-health.

"Most of our patients are cleared for surgery at these appointments. However, some patients will either need to return to their GP for further treatment - for urine infections or high blood pressure for example - or be referred to another

department, such as cardiology, for further investigation or advice."

Because the clinic operates as a 'drop-in' service this means that some periods during the week are busier than others, so it can be a good idea for patients to bring something to occupy themselves with in case they have to wait. It also helps if people bring any glasses or hearing aid they wear, as well as any medication they are taking - or a repeat prescription. Written information about medication, anaesthetics, pain relief, MRSA, how to reduce the risk of blood clots, is given to each patient so they can take away to read in more detail.

Jo added: "An operation is a worrying event for most people, even if they have had surgery before. So, as well as carrying out all the necessary checks to ensure their operation goes well, we are very aware of our team's role in improving the patient's experience. We can help to minimise their anxiety by providing information and opportunities for discussion, and I know our patients value that."



Senior clinical nurse Jo Wilson (centre) with some of our POA team, which consists of specialist clinical nurses, health care assistants, administrative support staff and consultants in anaesthesia





Patient Martin Early has his blood pressure checked by trainee assistant practitioner Dee Vaughan



Pharmacist Sushma Solanki talks to a patient about their medication



Some patients may be asked to use our new cardiopulmonary exercise testing (CPX) machine that helps us evaluate the way in which your heart, lungs and circulation respond to exercise. It is used to assess your risk of complications from surgery and identify any special precautions that may need to be taken

## Pre-operative assessment

- ▶ Find us in Area K, opposite the west entrance of the hospital, on the first floor.
- ▶ You can bring a friend or relative to escort you if you wish. An appointment normally takes between one and two hours.
- ▶ We're open from 8.00am to 5.03pm. Call us on 01604 544265 if you have a query.





► NEONATAL CARE

# GLITZ AND GLAMOUR FOR GOSSET FUNDRAISING

**T**wo Northampton mums are aiming to raise £10,000 for two very worthy local charities – one of them being our own Gosset neonatal ward – by organising an evening of glitz and glamour on 12 September at Franklin's Gardens. They are looking for some generous companies to give auction prizes, make donations, or sponsor a table to make their Glitter Ball the huge success it deserves to be.

Kellie Griffin's son Tommy was born at 26 weeks, weighing just 2lbs 5oz, in November 2009 and spent 111 days on Gosset ward. She said: "He was cared for by the most amazing and dedicated nurses – I still think of them as angels – and I am truly grateful for the love and care they gave Tommy. They literally saved his life."

Aishling Lawlor is an intensive care nurse at NGH and organising the ball with

Kellie. She said: "Our second cause is GI Joey, a special little boy in Northampton who has Diamond-Blackfan anaemia (DBA), a very rare blood disorder that only affects 800 people worldwide. His only hope of a long term cure is a bone marrow transplant but until then his family need to fund specialist treatment that is not available on the NHS. Half of the money we raise on the night will be split between Joey and the Anthony Nolan Trust which helps people with blood cancers and disorders to find blood matches and donors."

Kellie and Aishling would be so very

grateful if you are able to support their campaign in any way. Whether you are a business able to sponsor a table or provide an auction/raffle prize, or if you would like to buy tickets for the ball, the two mums would love to hear from you.

If you would like to get involved, please email [theglitterball@outlook.com](mailto:theglitterball@outlook.com) or call Kellie on 07867 920928. You can also write to The Glitter Ball, 49 King Edward Road, Abington, Northampton NN1 5LY.

Tickets for the ball, which includes drinks reception, dinner, auction, live music/dj and casino, are £50 per person or £450 per table of 10.





# JULIA'S BIKING ACROSS BRITAIN FOR A&E

**A** &E consultant Dr Julia Weatherill describes herself on Twitter as a Yorkshire lass, emergency medic, lover of tea and John Lewis/Waitrose, and a wannabe triathlete!

She's also very keen on making the A&E department the best it can be. Last year she helped to improve the environment for patients by helping to obtain some artwork on loan from the charity Paintings in Hospital to brighten up the area. This September she will be cycling the length of Britain – nearly a thousand miles, from Land's End to John O'Groats – to raise £1,000 for improving the department further.

The Deloitte Ride Across Britain takes place from 5 – 13 September, and involves cycling 969 miles in just nine days.

Julia said: "I work with some amazing

people who altogether make a fabulous team, and this is my tribute to them. The effort may well push me to my limits.

The dedicated staff in our emergency department are often pushed to their limits but still manage

to provide incredible care. Hopefully I won't require their services when I've finished!"

Meanwhile, the 20 pieces of artwork – including a Warhol print – are still attracting admiring glances in A&E. Julia, who

first suggested the idea and helped to choose the selection of pictures, said:

"There are a variety of subjects, sizes, formats and tones – and they really help to enhance the environment. We have had lots of great feedback from patients, relatives and staff, who all seem to

*Julia is raising money on behalf of the Northamptonshire Health Charitable Fund to help further improve the emergency department at NGH. You can support her challenge by typing in Julia-Weatherill-4 on [justgiving.com](http://justgiving.com) and clicking donate*



appreciate the artwork."

NGH director of facilities and capital development Charles Abolins said: "There is growing evidence that pictures such as these can have a beneficial effect on a patient's mood and wellbeing. We are looking at the potential for similar schemes in other areas of the hospital."

The painting in the photo is an oil on canvas work called Orange Stripe by Pauline Vincent.





All donations to the hospital are managed, separately from NHS finances, by the trustees of the Northamptonshire Health Charitable Fund, a registered charity. If you would like to make a donation, or be involved in raising money for NGH, please contact our fundraising office on 01604 545857.

Please visit our website for more fundraising stories and details of how you can get involved [www.nghgreenheart.co.uk](http://www.nghgreenheart.co.uk)

## Luis's family shave their heads to support Gosset Ward

Luis Greenley was born at 3lb 1oz after his mum Jane went into labour at only 28 weeks + 6 days. He was cared for on Gosset Ward, so his nan, Christine Cook wanted to raise money to thank staff for their care for Luis and support for the family. Christine and Simone Greenley (Luis's auntie) both shaved their heads and raised over £1,000 towards the purchase of a new heart and brain scanner for the ward. Luis - now a very lively eight-year-old thanks to Gosset - came in to present the money along with his nan and auntie had a tour of the ward to see where he was looked after. Thank you all so much.



## Denise's donation of thanks to ITU

**D**enise Hunt and her family and friends have donated over £3,000 to ITU in memory of Denise's husband Sedge who was admitted to intensive care in November 2013. She said: "As a nurse myself (although they didn't know that at first) I watched how the team worked together, using their skills and knowledge to provide an amazing level of care. I became increasingly impressed by the support given by the nurses, medical and administrative staff, not only to each other but to all their patients and families."

"One of the most touching moments was coming in to the unit very early one morning to find the night staff nurse giving him a shave. I came in to find him, using several razors, removing the

stubborn stubble that had grown. Sedge would have really appreciated that personal touch in amongst all the technical interventions."

"Sadly, Sedge passed away later that day but the team never gave up on him, even up until the very last. It is that level of care, dedication and expertise that makes us proud to work at NGH and in the NHS."

"I know Sedge would want me to thank the staff of ITU for the care they gave him, and I know the staff will put this money to good use - equipment, items to improve the patients' experience, or for staff to use - or study days to enable them to continue the excellent care they are providing on ITU. Thank you all."

## Mum's skydive fundraising for Gosset Ward

Eighteen years ago baby Chloe was born weighing only 1lb 12oz. Angela, Chloe's mum wanted to say thank you for the care and support that the ward gave to her and Chloe so they set themselves a rough target of £2,000 to raise to donate to the ward. Angela, family and friends Jade, Lisa and Pete all took part in a skydive and also held cake sales, the multi days and raffles to raise over £3,700 towards the purchase of the much needed transport incubator for the ward. Chloe is now studying health and social care with the aim of working within mental health. Good luck with your studies and a big thank you for your support!





# Novacroft's chosen charity of 2014

Talbot Butler Ward was the chosen charity of the year at local software company Novacroft. They raised over £4,000 in 2014 through a whole host of activities including dress up days, sweepstakes, raffles, and Debra Charles' participation in the Rock Solid challenge. Tina Munns and Tracey McEwan came in to present the cheque to Anne Duffy and staff on the ward.



# Roger's thanks to the chemo suite

Roger Emery, his son Darren and daughter Sharon have presented chemotherapy staff with a £450 donation in memory of Roger's wife, Jo-ann, made up of contributions by Jo-ann's family and friends at her funeral. Roger said they were so pleased with the care that she received and how nice the staff were that the family wanted to say thank you.



# Trolley of Joy support for Finedon Ward

Amanda Shaw, a patient on Finedon Ward for 10 days last year, thought the care that she received was excellent, and so Amanda and her colleagues at Nationwide raised £1,200 to go towards purchasing new dialysis machines for the ward. Amanda's fundraising scheme involved the company's managers taking round a "Trolley of Joy" every Friday, offering goodies to staff at their desks in exchange for a donation.



# Les's donation from The England's Centre Lodge

**L**es Robjohns, an NGH oncology patient for eight years, is a member of The England's Centre freemasons lodge, and put the Chemotherapy Suite forward as a local charity for them to support. By holding dinner dances, race nights, parties, garden parties and more, the lodge raised £1,500 which they have presented to the chemotherapy unit towards the refurbishment appeal. Thank you!



# CLINICAL SUPPORT SERVICES PLAY A VITAL ROLE

*A new organisational structure for NGH at the start of 2015 saw the formation of a new Clinical Support Services division, comprising six directorates and employing over 600 staff in total. Clinical support staff provide vital assistance to healthcare professionals in diagnosing, treating and caring for patients. Led by divisional director Dr Minas Minassian, and manager Sandra Neale, the new division carries out a wide range of roles and responsibilities. We take a brief look at some of those in this overview.*



Just some of the members of our clinical support services team



## Pathology

Pathology is a predominantly laboratory based department comprised of various sub-departments including histopathology, medical microbiology and blood sciences (biochemistry, haematology with blood transfusion and immunology) dependent on the type of work undertaken. The thing all of our 170 staff in common is that we receive, process and report results on samples to aid in diagnosis, screening, monitoring of disease progress and response to treatment. It is vitally important that the results we provide are accurate and reproducible therefore a large amount of our time is taken up with quality assurance both internal and external and maintenance of the analysers, we also have stringent standard operating procedures we adhere to in order to minimise errors. Our expertise in quality control and analyser maintenance is also put to good use in management of point of care testing within the hospital.

*We ensure the safe and effective use of medicines by providing expertise to medical and nursing staff through training and information services.*

## Therapies and Limb Centre

This directorate consists of three adult inpatient occupational therapy and physiotherapy teams covering medical, surgical and stroke wards, plus the hand therapy service and the limb centre. We employ around 85 staff and treat over 18,000 new patients every year. On the wards occupational therapists, physiotherapists and therapy technical instructors work together to optimise patients' mobility, health and function so they can be safely discharged or transferred. The physiotherapy service also provides an on-call service 24/7 for acute respiratory treatment.

The hand therapy team is made up of occupational therapists and a physiotherapist who have undertaken additional training to become hand therapists, supported by clinical and administration support staff. They treat patients who have had surgery or suffered trauma to their hand or wrist and are under the care of our orthopaedic or plastic surgeons. They use a variety of treatments such as splinting, ultrasound, pressure garments, heat and exercise to optimise recovery and function and to minimise pain and scarring.

The limb centre provides artificial limbs to upper and lower limb amputee patients of all ages. This service is run by a multi-professional team made up of

a rehabilitation consultant, prosthetists, prosthetist technicians, physiotherapist, occupational therapist, healthcare assistant and administration staff.

## Imaging

The Imaging directorate provides a comprehensive range of imaging modalities serving over 230,000 patients a year. The directorate delivers this accurate diagnostic services to consultants, gp's, podiatric surgeons and others clinical practitioners referring patient to NGH.

A team of over 170 staff deliver these service including clerical staff, medical secretaries, radiographer departmental assistants, radiographers, radiologist and a team of senior managers. In addition to diagnosis, treatment is undertaken in the form of interventional radiology, including opening up blocked arteries, stenting and draining of body fluids. Localisation of mammogram abnormalities prior to excision and/or biopsy is also undertaken.

Imaging encompasses a wide range of techniques from conventional X-ray examinations (we carry out 130,000 per year, including at Danetre Hospital and Weston Favell health centre) through to CT, MRI and ultrasound scans, breast screening, nuclear medicine and others.

We also have a medical photography department to carry out clinical photography on patients both in the studio and throughout the hospital on wards, in clinics or theatres. Images are then remotely accessed by the relevant clinicians by means of an intranet imaging system.

## Research and development

Research into health and the delivery of healthcare services is vitally important to the NHS because the outcomes can be used to influence the quality of services delivered to patients. The NGH research and development team of 25 staff last year recruited 1,400 patients into clinical trials of national importance. A number of other patients volunteered for research relevant to NGH which has helped inform service changes here.

This means that patients are able to gain access to the best available treatments and services, which have been rigorously tested, as well as innovative and leading edge treatments that can significantly improve health outcomes. For the hospital it also means that

medical staff and services are introduced and obtain experience of new drugs and innovative techniques.

## Pharmacy Services

NGH pharmacy has 35 pharmacists, 45 pharmacy technicians and 40 other staff and trainees who support the service.

Our strategy is to use automation, IT and skill mix to make the best possible use of staff – pharmacy technicians having responsibility for technical aspects - such as procurement, distribution, dispensing - and pharmacists focusing on safety and economy in the use of £25m a year of medicines. This requires great team work and communication. NGH is well advanced in technicians undertaking tasks often considered 'clinical' in order that we deliver the best we can with the resources we have.

We integrate pharmacy staff into ward teams to provide pharmaceutical input into patient care and we aim to increase the number of pharmacist prescribers to facilitate this. We ensure the safe and effective use of medicines by providing expertise to medical and nursing staff through training and information services, implementing guidance from NICE and safety alerts, ensuring responsible use of antimicrobials, overseeing the safe and secure handling of medicines across the hospital, and manufacturing specialist pharmaceutical products.

## Medical Education and Cripps Postgraduate Centre

The 10-strong Cripps education team is responsible for supporting the safe and effective delivery of medical education to approximately 60 undergraduate and 200 post-graduate doctors in the hospital, ensuring NGH meets the requirements detailed in the learning development agreement with Health Education East Midlands. Fulfilling a key role in the delivery of the undergraduate and post-graduate medical training programmes, we liaise closely with the East Midlands local education and training board and Oxford and Leicester medical schools. Including two large lecture theatres, three seminar rooms and three meeting rooms, the Cripps postgraduate centre provides a facility of excellence to support multi-professional training and development.

We are Age UK Northamptonshire and our goal is to enable older people across the county to love later life.

We believe in a world where everyone can love later life. Here at Age UK Northamptonshire, we are many things to many people – a source of advice, information, companionship and support.

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- We help you to make the best of life and to have a secure and dignified old age.
- We provide a wide range of services to a growing number of older people, improving their quality of life, promoting independence and preventing frailty, poverty and isolation.
- We are part of the Age UK family but we are a local independent charity set up for older people in all local communities in Northamptonshire.

To find out more about our services and to learn about how we can help you, call our Service Advice Team on: **0845 677 2220** lines are open Monday to Friday 9am–12 noon or visit us at [www.ageuk.org.uk/northamptonshire](http://www.ageuk.org.uk/northamptonshire)

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Picture courtesy of Northamptonshire Chamber





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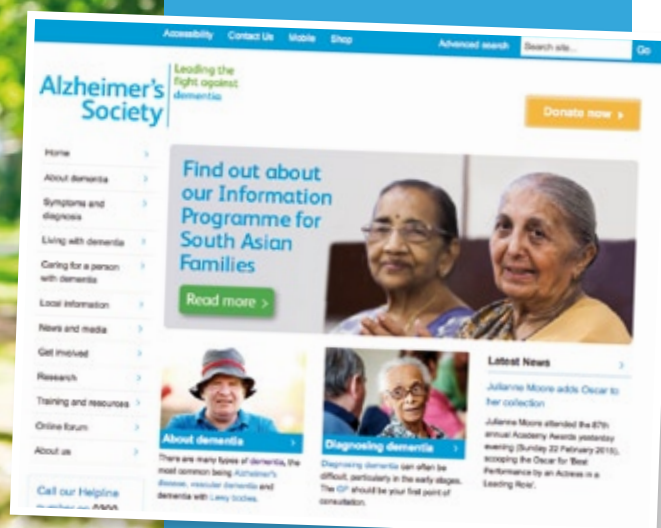
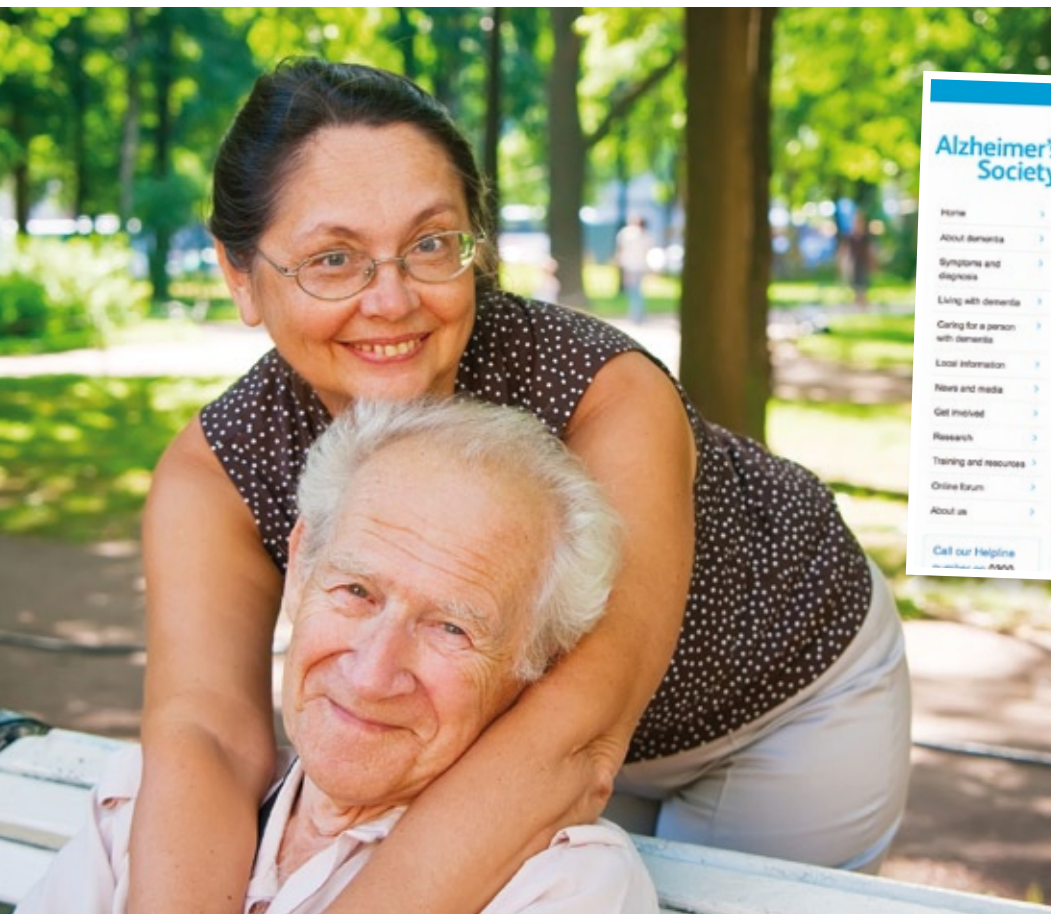
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Northamptonshire on:**

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736670** Islip office  
**(01604)  
879000** Blisworth Office

**Email:** Northamptonshire@  
alzheimers.org.uk

**Web:** www.alzheimers.org.  
uk/northamptonshire

**Alzheimer's Society is the UK's leading support and research charity for people with dementia, their families and carers. There are 800,000 people with dementia in the UK and this number is set to rise to one million by 2021. With the right support, people can live well and stay independent for longer. More people affected by dementia turn for help to Alzheimer's Society than to any other charity.**

Alzheimer's Society Northamptonshire provides a range of services for people affected by dementia across the county including:

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4.10pm -7.10pm

**Friday 10 July** 12.45pm -3.15pm;  
4.10pm -7.10pm

**Monday 20 July** 1.00pm -4.00pm

**Monday 10 August** 12.45pm -3.15pm;  
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To book an appointment call 0300 123 23 23.

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**BACK ISSUES** of Insight are available online at [www.northamptongeneral.nhs.uk](http://www.northamptongeneral.nhs.uk) - go to About Us > Documents and Publications

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# The Glitter Ball

## Saturday 12th September 2015

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Live music/dj  
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## FROM THE ARCHIVE

# Miss Coombe - last of the original matrons

**I**t was 60 years ago when Miss Eileen Mary Coombe became Matron of Northampton General Hospital (NGH). She would be the last matron to hold that title until 2008 when 'modern matrons' were re-introduced at NGH.

Miss Coombe had trained at St. Thomas' Hospital, London and they were known as 'Nightingale Nurses,' as it was at this hospital that Florence Nightingale established her school of nursing. She was very proud of where she had trained and wore the St. Thomas nurses uniform at NGH in her role as matron.

As a single woman she lived on the premises in a flat and had her own personal maid, called Lillian. Hospital staff who remember her describe an imposing figure who was a constant presence around the hospital, keeping everyone on their toes. Her responsibilities were not confined to NGH, and she was also in charge of St. Edmund's Hospital, Harborough Road Hospital, Margaret Spencer Home of Rest, Welford Road Hospital and Pitsford Hospital.

In 1971 her title changed to Chief Nursing Officer and she was then managing nursing staff at 13 hospitals and clinics in the Northampton area. Six years later she was awarded the OBE by Prince Charles at Buckingham Palace, for services to nursing.

Miss Liz Berrill, close friend and colleague of Miss Coombe, recalls her tireless dedication to the nursing profession and supporting nurses under her wing. In more relaxed times it was customary for the ward sisters to take afternoon tea with matron. They would



be waited on by a pre-nursing student. The story goes that one afternoon they were all assembled and in burst a young man with a laden tea tray and, plonking it down, exclaimed, "Tea's up, as we say in Rushden," and then left the room. The look of consternation on Miss Coombe's face indicated that it was obvious that young man's nursing career plans may not have progressed as he had planned!

Outside of her hospital role she also worked as a volunteer for the Red Cross with the title of branch nursing officer. This

would have been in an advisory capacity on nursing issues. In 1958 she was awarded a scholarship by the Red Cross to undertake a two month tour of hospitals in the USA and Canada.

Miss Coombe retired in 1981 and died in 2000, aged 83, with her funeral taking place at All Saints' Church in Northampton.

Today we have 14 'modern matrons' at NGH. Twelve of these oversee work on the wards and two are in charge of quality assurance and improvement issues.

*We are normally open Wednesday mornings between 8am to 1pm. Please telephone 01604 544868 or email [sue.longworth@ngh.nhs.uk](mailto:sue.longworth@ngh.nhs.uk) to make an appointment.*



## What young people think...

and why it is important for children and young people to have a sense of belonging when they live with foster carers.

### BEING HEARD AND EXPRESSING OPINIONS

Do young people feel their views are taken into account?  
What it means to young people when adults listen to them.

### BOUNDARIES

Do young people think their carers get it right? Why young people value support, encouragement and rules for living.

### MANAGING ADOLESCENCE

What are the challenges of growing up and finding your way? The issues that matter to young people and how well they feel they are being managed.

### CARE IS A POSITIVE PLACE TO BE

What makes TACT carers and services special? How young people feel about their foster carers and about coming into and being in care.

### WHY IT WORKS

What TACT does to make life better for children and young people; our young people tell us what makes an ideal carer.

### WHAT SOME YOUNG PEOPLE MAY SAY?

"My foster carer has done so much for me and has changed my life from bad to good" (11 year old male).

"My TACT carer is the only person who has ever treated me as their own" (17 year old female).

"They are the only people who can boost my confidence, and stop me saying bad things about myself" (15 year old female).

"They have always fought for me to get my choices right" (14 year old female).

If you think you can help TACT give something back to your community by providing a home for a child and would like to know what the young people have said in more detail, please contact us for more information at [kettering@tactcare.org.uk](mailto:kettering@tactcare.org.uk)



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TACT works with a wide range of children, however we are particularly interested in finding foster carers for young people aged 12+, sibling groups and children with complex needs.

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# ALDOUS HUXLEY'S BRAVE NEW WORLD



A NEW ADAPTATION BY DAWN KING

ROYAL  
& DERNGATE

Arguably the  
musical  
achievement of the  
2010s so far.

## Win free theatre tickets Brave New World

As part of its *Made in Northampton* 2015 season, Royal & Derngate presents *Brave New World* on the Royal stage from Friday 4 to Saturday 26 September. Aldous Huxley's ground-breaking novel, adapted for the stage for the first time by Dawn King, is opening in Northampton before a major national tour.

Welcome to the future, where a genetically engineered class system has finally brought order and stability to the world. This *Brave New World* has no family, religion or war. Lust and pleasure have replaced love and art. People are safe, healthy and not afraid of death. They get what they want, and they never want what they can't have. Everyone is happy now. When this stability is threatened, one young woman learns the pain of love and one young man gives in to the love of pain.

First written in 1932, *Brave New World* shines a blazing light on our present. This world premiere production will be directed by Royal & Derngate's Artistic Director James Dacre with original music by These New Puritans, whose last album was described by Record Collector as "arguably the musical achievement of the 2010s so far."

The play is a co-production between Royal & Derngate and the Touring Consortium Theatre Company, continuing the relationship

which brought audiences Pat Barker's *Regeneration* last year, and *To Sir; With Love* in 2013.

Tickets for *Brave New World* – priced from £10 to £29\* – can be booked by calling Royal & Derngate Box Office on 01604 624811 or online at [www.royalandderngate.co.uk](http://www.royalandderngate.co.uk)

For your chance to win a pair of tickets to the 7.45pm performance of *Brave New World* on Saturday 5 September, answer the five questions below.

Send your entry to arrive by Friday 31 July 2015 to [peter.kennell@ngh.nhs.uk](mailto:peter.kennell@ngh.nhs.uk) – or by post to Insight magazine, NGH, Cliftonville, Northampton NN1 5BD. Please include a daytime telephone number with your entry.

- 1 **Who** wrote *Brave New World*?
- 2 **What** percentage of our patient meals is now freshly prepared?
- 3 **Where** is our blood taking unit now situated (which area)?
- 4 **When** does our ICUsteps support group next meet?
- 5 **How** many additional car park spaces will our new decking provide?

\* A transaction fee of £2.80 applies to telephone and website bookings only. Does not apply in person, or to Groups and Friends, and is per-transaction, not per-ticket.

► The winner of 'Anything Goes' tickets in our last competition was Emma Young.