

THE MAGAZINE FOR NORTHAMPTON GENERAL HOSPITAL PATIENTS AND VISITORS

Insight

Autumn 2016 | Issue 60



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OUR SHORTLIST OF WINNERS



Congratulations to all employees and volunteers who've been shortlisted in our Best Possible Care Awards. With almost 300 entries in ten different award categories, the awards have yet again proved a showcase for the fantastic work of Team NGH! We hope that everyone on the shortlist can join us for this year's celebration on 30 September – it'll be quite a night!

Clinical team of the year award, sponsored by Avery Healthcare Ltd

- ▶ Gynae team on Spencer ward
- ▶ Cedar ward
- ▶ Cystic fibrosis team
- ▶ POA pharmacy team
- ▶ Cardiology acute on-call team
- ▶ Gosset ward
- ▶ MS nursing team

Non-clinical team of the year award

- ▶ Centralised domestic host/ hostess service
- ▶ Play team, Paddington ward
- ▶ Ophthalmology admin team
- ▶ Paul Tobin & the estates team
- ▶ Medical photography
- ▶ T&O admin team

Patient safety award

- ▶ Home oxygen service
- ▶ Carolyn Hammond, ICT
- ▶ Holly Slyne, infection prevention & control
- ▶ Central community midwife team

- ▶ Dryden ward
- ▶ Pressure ulcer collaborative

Volunteer of the year award

- ▶ Elizabeth Folwell, Radio Nene Valley
- ▶ Pets as Therapy
- ▶ Doreen Redgrave, Grafton ward & POA
- ▶ Friends of NGH - Brian Hayes, Queenie Wright, Jon Dilworth & Kevin Line
- ▶ Judy Kingston, Discharge suite
- ▶ Oncology OPD volunteers

Unsung hero (non-clinical) award

- ▶ Maria Lincoln, Rowan ward
- ▶ Karen Fitzjohn, pre-operative assessment
- ▶ Steve Patching, domestic services
- ▶ Valerie Ross, A&E
- ▶ Katalina Bucatari, domestic services
- ▶ Cami Spina & Mary Leonard, catering CPU

Patient experience award

- ▶ HCA team, critical care

- ▶ Joy Darling, EAU
- ▶ Emma Matthews, MS nurse
- ▶ Vigi Arun, Dryden ward
- ▶ Maternity safeguarding team
- ▶ Dryden ward

Clinical educator of the year award

- ▶ Valerie McGurk, child health
- ▶ Kathy Chantler, epilepsy nurse specialist
- ▶ Dr Chris Frerk, consultant anaesthetist
- ▶ Bernadette Prince, critical care
- ▶ Ashley Gayton & Tobias Eve, main theatres
- ▶ Ruth Rowse, radiotherapy

Innovation in practice award

- ▶ Dryden ward
- ▶ Communications team
- ▶ Sharon Matthews & the POA team
- ▶ Stacey Cheney, Cedar ward
- ▶ Tony O'Donovan, estates
- ▶ Paula Briody & Anne Richley, Midwifery

Unsung hero (clinical) award

- ▶ Holly Slyne, infection prevention & control
- ▶ Dr John Hewertson, consultant paediatrician
- ▶ Emily Clarke, EAU
- ▶ Johanna Blood, Spencer ward
- ▶ Lorna Boswell, Allebone stroke unit
- ▶ Hollie Watts, head & neck oncology outpatients
- ▶ Dr Kullampalayam Shivakumar, anaesthetics

Outstanding contribution award

- ▶ Tony O'Donovan, estates
- ▶ Stacey Cheney, Cedar ward
- ▶ Wendy Foster, infection prevention & control
- ▶ Emma Matthews, MS nurse
- ▶ Anne Hicks, oral & maxillofacial surgery
- ▶ Fay Gordon, divisional manager, surgery

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WHO COULD RESIST? Our wonderful Barratt birth centre had its first proposal in June – and pictures of baby Beau attracted a lot of attention on our Facebook page, in the local press and even some of the nationals! Mum Paris Bell-Windmill couldn't resist the novel message from dad Phil Dale, leading to a double celebration for the couple. Best wishes too from all of us at NGH!

THANK YOU

THERESA! We were delighted to hear that Theresa Wright's £27,000 fundraising and support for Gosset Ward, our neonatal intensive care unit, had been recognised with the award of a British Empire Medal in the Queen's Birthday Honours. Followers of our Facebook page may have seen a little token of our appreciation for Theresa's fabulous work in the form of a four-minute 'thank you' video.



The ward's Katy Powis said: "We just wanted to say thank you from the nurses, doctors and all the staff here on Gosset for your incredible generosity and support. Thanks to you we've been able to update our transport incubator and provide a great level of care. We couldn't do it without people like you – we really are very grateful, so thank you very much."



SUPPORT GROUP SHORTLISTED

An antenatal group for women and partners who need extra support with their experience of pregnancy and childbirth has been shortlisted in two categories at the Nursing Times Awards. The group, featured in our last issue, was established by NGH safeguarding midwives Sally Kingston, Emma Fathers and Angela Bithray as a way of tailoring antenatal education, parenting advice and peer support to women with additional needs, including learning disabilities or anxiety. We'll be keeping our fingers crossed for them when they attend the awards evening in London on 26 October!



GOING FOR GREEN We're delighted to announce that we've been awarded a top environmental award in recognition of the huge strides we've made in our carbon reduction and sustainability agenda! The Green Apple Awards are an annual international campaign to recognise, reward and promote environmental best practice around the world. Our success here at NGH has been achieved largely by encouraging departments to make their own small steps towards reducing their environmental impact.



COFFEE AND CAKES We're again supporting Macmillan's annual coffee morning on Friday 30 September. Visit the cyber café on Hospital Street from 9.00am – we'll be open until 2.00pm or until the last cake is sold! Raffle tickets will also be on sale to win a selection of prizes, and ALL money raised will go to Macmillan Cancer Support. Homemade cakes, cookies, biscuits and homemade jam donations will be gratefully received. Please contact either Jennie (jennie.spice@ngh.nhs.uk) or Belle (elizabeth.glithero@ngh.nhs.uk) with details beforehand so that they can be added to our list.

FORESIGHT

Our cover

Staff from 91 countries bring cultural diversity and awareness to NGH. The wraparound cover of this issue is a colourful celebration of the many countries where



members of staff were born. Hear from just a few of them in the feature on pages 8-9.

ANNUAL GENERAL MEETING

Our annual general meeting takes place on Saturday 17 September and is open to all (10am Cripps postgraduate centre, Area J). Hear about our plans for the future and find out about volunteering opportunities. Please email communications@ngh.nhs.uk if you would like to come along.



Why not give blood? You can donate blood at St Giles Rooms in central Northampton on 10 or 26 September, 10 or 24 October, 5 or 12 December – and at many other locations throughout the county. Go to www.blood.co.uk to book a session.

*Your body
hears everything
your mind says.
Stay positive.*

- Naomi Judd

RESPECTING AND SUPPORTING EACH OTHER

The consequences of this summer's referendum result are still not clear, but it is time to remember that we have a cradle-to-grave service that provides healthcare free at the point of access, and that it is something to be proud of.

The NHS has been dependent on a multinational highly skilled workforce for a long time. In recent times we have been recruiting large numbers of nurses from the EU, and further afield, and we are increasingly reliant on medical staff from other countries. This is so much part of our ethos that we mostly assume that this will continue. We simply don't train enough nurses and doctors in this country to meet the demand on the services we provide.

We need these people and they need us, and diversity in the workforce brings great value. We learn more about ourselves and more about others and provide better care if we embrace difference. This issue's cover is a visual representation of that diversity, depicting flags of the many countries where members of our staff were born.

The Brexit vote certainly does not mean we don't want EU colleagues or other international colleagues. It does not mean that we will change our policies on working life. It does not mean that we will stop recruiting from abroad.

What it does mean is that we have been given an opportunity to pause, to reflect more critically on what matters to us, to the NHS and to NGH. It is an opportunity for us to imagine how it might feel to be an outsider, unwanted, away from home and transplanted from a culture we understand to a new environment.

Our overall aim of providing the Best Possible Care in this hospital has four values underpinning it. They are about keeping our patients safe, learning and improving, aiming for excellence and... respecting and supporting each other.

Every day at NGH people's lives are transformed by what we do. We must all keep that in mind and remember to thank each other for all the little things that people do to make this happen.

Dr Sonia Swart

**Chief Executive
Northampton General Hospital**



See and hear more from our chief executive Dr Sonia Swart by downloading the NGH Plus app. Point your phone or tablet at the image above to watch her latest update about NGH. Here's how to do it...



Download our app and watch the video!

Insight is now more than a magazine! Welcome to another edition with added video content, which you can see on your smartphone or tablet with our amazing new app, NGH Plus. Just download the app from the App Store or Google Play, follow the instructions below, then point it at the photos which show the 'Scan photo for video' symbol here.

1 Download the NGH Plus app from the App Store (Apple) or Google Play (Android).



2



3 Point your device at the photos where you see the AR

content logo pictured right – and wait for the surprise. Double tap for a full-screen.



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We're listening!

"If you had a magic wand, what changes would you make to improve the experiences of care for other patients and families?" That's one of the questions posed by NGH at our inaugural



patient listening event in August. Former patients and their families shared their experience of care at the hospital and were invited to share their thoughts on what might make every patients' care a positive experience.

Director of nursing Carolyn Fox said: "Caring for our patients doesn't start and stop with treating the illness or condition that brought them into hospital. A significant amount of the feedback we receive from patients is not directly related to the medical or nursing treatment they received, it's about how we made them feel. That's why we've introduced our listening events. We want to hear about what went well for them and what would have made their experience better."



Our Tea on the Lawn group!

NGH IS A BABY-FRIENDLY HOSPITAL - AND THAT'S OFFICIAL!

Our maternity team hosted a celebratory tea party in June with some of our new parents and babies to mark becoming an accredited baby-friendly hospital. UNICEF's Baby Friendly award is given to hospitals who have best practice standards in place to strengthen mother-baby relationships and to support mothers in their feeding.

Kate Bates, NGH infant feeding co-ordinator, said: "The award means we've been recognised as giving a very good standard of care in terms of breastfeeding and support for all mums whether they've chosen to breast or bottle feed.

"In Northampton, just under 80 per cent of mothers choose to breastfeed their babies. We know that breastfeeding helps protect babies from a range of illnesses like gastroenteritis, chest infections and ear infections.

"We support mums and babies in spending time just getting to know each

other; we suggest lots of skin-to-skin contact and we help mums to understand how their babies communicate so they can respond because that's so important for babies' development and for relationship building."

Baby Friendly Initiative programme director Sue Ashmore said "We are delighted that Northampton General Hospital has achieved full Baby Friendly status. Surveys show us that most mothers want to breastfeed but don't always get the support they need. Mothers at Northampton General Hospital can be confident that their maternity team will provide high standards of care."



Even the cakes had a breastfeeding theme!



Our infant feeding team: Ann Davison, Kate Bates and Gemma Munt

What to expect from a Baby Friendly hospital

- During pregnancy you will have a full discussion about caring for and feeding your baby, including the benefits of breastfeeding - this will provide you with all the facts you need to make an informed choice
- You will be given your baby to hold against your skin straight after they are born
- A midwife will offer to help you to start breastfeeding in the first half hour or so after your baby is born
- Your baby will be kept with you at all times

If you decide to breastfeed

- ▶ A midwife will show you how to hold your baby and how to help them latch on - this will make sure they get enough milk and that feeding is not painful
- ▶ You will be given advice about how to breastfeed and how to make enough milk for your baby
- ▶ A midwife will offer to show you how to express your milk by hand
- ▶ Your baby will not be given water or formula milk unless there is a medical reason
- ▶ You will receive information about the support available for breastfeeding once you leave hospital

If you decide to bottle feed

- ▶ Staff will support you - they will ask if you want to be taught to make up a bottle properly and will answer any questions you have

COULD YOU BE AN EVERYDAY HERO?

A husband-and-wife team from Rushden who carry out voluntary work at Northampton General Hospital are backing a recruitment campaign for volunteers.

Ivan Burridge has worked at the hospital as an information guide and buggy driver for seven years while his wife Renee started volunteering this year, supporting Victoria Ward staff caring for patients with dementia.

Now, Ivan and Renee are backing our Everyday Heroes campaign to encourage more people to volunteer with us.

Renee explained what motivated her to become a volunteer: "I decided to do it after watching a television documentary about dementia that showed how difficult it is for carers and how little support there is for them.

"My previous job was in a department store so I have experience working with customers, making conversation and being friendly but also being able to stay calm and

polite when customers aren't happy.

"I definitely found that those skills have been put to good use here – most of the time, patients love to chat and reminisce over a cup of tea but occasionally they'll be confused or upset. You have to expect that when you spend time with people who have dementia. It does take some getting used to but you remind yourself that what

you're doing is helping patients and their families and the staff on the ward."

Ivan sees hundreds of patients and visitors every day in his role as an information guide:

"A lot of people who come here are anxious or worried about an appointment and if I can make a difference in a small way by helping them to find where their appointment is or just chatting, it's a great feeling.

"The volunteers are a great team of people to work with, they're friendly and fun and no two days are the same. I love it."

Hospital volunteers carry out a wide

range of roles. Emma Wimpers, volunteer services manager, said: "Working with us in a volunteering role means you're playing a part in delivering the best possible care to our patients and their families, whether you're providing admin support in an office or working alongside our ward teams.

"We have a wide range of volunteering opportunities and you don't need previous experience in a health setting to volunteer for us. We understand that while some volunteers love working with our patients, others would prefer a different sort of role.

Whatever your previous experience, we'd love to hear from you so we can find the perfect role to suit you."



▶ Volunteer services manager Emma Wimpers models the new uniform for our volunteers

Why volunteer at NGH?

- ▶ If you've started looking for work or want to get back into it after a break, volunteering can really help. We'll support you as you develop your skills and confidence - and your CV will really impress potential employers.
- ▶ If you've retired but you're not quite ready to put your feet up, we'd really value your experience and time.
- ▶ Meet people from all walks of life. Whether it's our staff or our patients, there's never a dull moment when you're surrounded by people of all ages from all sorts of backgrounds. Volunteering in a hospital gives you an insight into other people's lives and so many of our volunteers say it's a real privilege.
- ▶ Give something back. What better place to give something back than your local hospital, the one place that touches everyone's lives in some way.

How to apply

Contact our volunteer services team on:

- ▶ Telephone: 01604 523159
- ▶ Email: volunteer.services@ngh.nhs.uk

You'll be asked to complete an application form and attend for an interview.

We'll carry out the standard recruitment processes such as obtaining references and DBS checks.

We'll arrange some training events to support you, including safeguarding and how to prevent infections.

Then you'll be ready for your volunteering duties!



Ivan and Renee Burrige



MELTING POT

Staff from 91 countries bring cultural diversity, awareness to NGH

Following a recent knee replacement at Northampton General Hospital, one of our patients wrote to the Chronicle and Echo newspaper to praise what he called “the wonderful rainbow nation of doctors and nurses and ancillary staff” that looked after him. John Wright said: “I had doctors treat me from England, Asia, Japan and the Lebanon; nurses from Nigeria, Romania, Zimbabwe, Poland and even old England too; all kind and professional and happy to share a joke, a great help!”

Thank you John! Just over a quarter of our staff were born outside the UK, and we're proud of the fantastic contribution they make to the hospital, whether as doctors, nurses or in a support role. So much so that we checked to see just how many different countries of the world our staff were born in... and it's 91! We have members of staff born in 90 countries other than the UK, ranging alphabetically from Afghanistan to Zimbabwe, from climates as diverse as Iceland and the Congo, and from as far away as New Zealand.

The top ten of countries in which most of our staff were born (excluding the UK) are India (203 staff), Romania (74), Zimbabwe (62), Poland (58), Ghana (39), Ireland (38), Nigeria (36), Spain (36), Philippines (35) and Pakistan (29). The flags of all 91 countries are on our special wraparound cover.

We picked a ward at random, Allebone ward (which is now our stroke unit) and went along to invite some of our foreign-born staff to take part in a photocall. On just one shift we found all these lovely people...

Josephine Gbadamosi from Nigeria told us she had been in the UK since 2002, in the NHS since 2003 working initially in London, and came to NGH 11 years ago. She said: “I've worked on a number of the hospital's wards since then including Eleanor, Victoria, Finedon and Althorp, before being transferred to Allebone when it became the stroke unit earlier this year. I enjoy it here, and we treat people from all nations here too.”

Neena Quim has lived in England since she was 15 and did all her studying here. Although her parents have now moved back

to France, Neena has worked in a nursing home for ten years and has been at NGH for six months. “It's really good actually, you learn so much with all the training and support,” she said. “When I first came to England at 15 I didn't understand why the doctors wouldn't give you antibiotics when you had a cold. Now I understand that doctors in France were dispensing them for no reason – but they've stopped now!”

Gabriel-Andrei Motoca was a volunteer in an emergency department in Romania before he came to NGH around a year ago. Working first on Benham ward and now on Allebone he wants to specialise in the care of stroke patients. He said: “Staff here are from all different countries but we all understand and support each other when we need to. Also sometimes outside work we call each other about places to go.”

Daly Arivalkudy-Kumaran first worked in the UK in London in 2010. She went back to India, then returned to England and has been at NGH since April this year. “I am very happy, I really enjoy this job,” she said. “In India I worked on a general ward for seven days a week with no time for family – but here there's time for study and the opportunity to learn new things. At first I was scared to learn I would be working on a stroke ward, but Allebone is very good and everybody is supporting me.”

Smitha Jijo is also from India, and has been in England since 2008. Having worked in a nursing home in London she got married and came to live in Northampton, where some members of their family lived, and has been at NGH for just over a year. She said: “I feel very confident and supported although there's lots to learn. All the people are very nice, with a good team and good ward managers. It's my favourite place.”

Emanuel Dias from Portugal has been with NGH for five years, having started as a healthcare assistant. Now he's a therapy technical instructor, helping occupational therapists with assessments of patients, and physiotherapists in their physio work with stroke patients. He said: “After a stroke it's a process of re-learning how to live again, and it affects each patient differently. It's challenging work but I enjoy it and I love this hospital and the



team. I have experience in other areas but stroke patients for me are special. You have to be very caring, be patient, and love what you do. I plan to be here for a while, if they let me!”

Esther Jatt came to the UK from the Netherlands five years ago and started at the hospital as a domestic assistant six months ago, ensuring that the ward's bays, toilets, dispensers and so on are all spotlessly clean. “Here you get to build relationships with people from different countries, which I think is really great and I'm very comfortable with that. Sometimes when staff are very busy I might also get someone a drink, and I enjoy talking to the patients. I really like working in the hospital and I'd like to stay here.”

Some of our Allebone ward staff with their flags



Rainbow nation of medics are great

I have just had a knee replacement at Northampton General Hospital under the supervision of surgeon Mr Jon Campion, in the care of Althorp Ward under the wonderful rainbow nation of doctors and nurses and ancillary staff.

If like me you are waiting for such an op and like me were very afraid, don't be; you could not receive better professional and kind care from these brilliant people.

I had doctors treat me from England, Asia, Japan and the Lebanon; nurses from Nigeria, Romania, Zimbabwe, Poland and even old England too; all kind and professional and happy to share a joke, which is a great help!

Just one word of advice, do as they say and follow their instructions and like me you could be out in one and a half days, and walking already with less pain than when I went in. Thank you all the team on Althorp Ward, you have already changed my life for the better!

John Wright's letter to the Chronicle and Echo



Northampton General Hospital patient
John Wright

Focus on children



Children's hearing clinic team (l-r)

Your child's hearing appointment

Our children's hearing clinic team consists of dedicated paediatric audiologists, consultant community paediatricians, newborn hearing screeners and admin staff. They are based on the lower ground floor of the outpatients building in Area K, where they have their own child-friendly waiting area and testing rooms.

The specialist centre provides full hearing testing, diagnosis, hearing aid fitting and investigations for children and young people from birth up to the age of 18. All team

members are trained to at least level one British Sign Language, and they aim to provide a fast, friendly and efficient service for children and families in the local area.

They also hold a monthly clinic at Danetre hospital in Daventry, and visit schools in the Northampton area where necessary.

At the appointment the audiologist will perform and interpret the hearing assessment and explain the results to parents. They will discuss the hearing levels and explain the type and degree of any hearing loss.

Most of our testing involves play and therefore children will not realise they are actually being assessed.

The audiologist will refer and liaise with other agencies as necessary and advise on any intervention needed, for example by ENT, paediatricians, or speech and language therapists.

If hearing aids are required the audiologist will make custom made ear moulds. Digital hearing aids will be fitted, hearing will be monitored and hearing aids repaired and replaced as necessary. The audiologist will assess what use and benefit would be derived from any intervention.

Hearing clinic tests are performed depending on your child's stage of development and their age. Most of our testing involves play and therefore children will not realise they are actually being assessed.

n's hearing

Newborn hearing screening

Now in its twelfth year our newborn hearing screening team have screened over 49,500 babies since May 2005, identifying 142 that have a hearing impairment.

Local manager Amberly Moffat said: "We have four screeners and one senior screener plus myself. Three of the screeners have been in the team from the start in 2005, and a fourth from shortly after. The team work together brilliantly to provide a super service for parents and their babies."

Early detection of hearing loss is important for a child's development, and it means that support and information can be provided at an early stage. A trained screener carries out the test in just a few minutes, normally while a baby is asleep or settled, and usually before mum and baby leave the maternity unit.

A small soft-tipped earpiece is placed in the baby's ear and gentle clicking sounds are played. When an ear receives sound, the inner part (called the cochlea) responds, and this can be picked up by the screening equipment. It is not at all painful or uncomfortable, and the results of the test are available straight away. Scan the photo below to see a video of a screener carrying out the simple procedure.

A small soft-tipped earpiece is placed in the baby's ear and gentle clicking sounds are played.



Elaine Elliott

From receptionist to audiologist

Elaine Elliott has had an interest in the deaf community since her nephew was born with a profound hearing loss and had a cochlear implant when he was five. When she saw an ad for a hearing clinic receptionist at the hospital in 2005 she applied and got the job. Since then her interest and enthusiasm has led her to learn more and more about the work of the team - and in July this year she graduated as a qualified audiologist.

"I always liked to know what was going on in the test room," said Elaine. "I asked a lot of questions, showed a lot of interest, and I started to become an assistant to the audiologist in testing the younger children. Then in 2009 I had an opportunity to do a foundation degree, which involved going for two-week blocks of training while continuing my assistant role here. I passed the exams and qualified as a hearing aid dispenser."

Two years later Elaine had progressed to being an associate audiologist. She wanted to continue her studies but also carry on working rather than go to university full-time. Fortunately a course became available at De Montfort University that would enable her to top up her foundation degree to a full BSc. After almost two years of study she sat more exams and waited anxiously for the outcome.

"On the appointed day I had to log in to a website to find out the results. At first I didn't realise what the marks meant until one of the team pointed out that not only had I passed, but I had achieved a first class honours degree! I was very relieved, because I never dreamt I would do so well - I must have severely underestimated myself."

In the middle of her studies, and in addition to continuing her work at the hospital, Elaine also organised her wedding, and got married in August last year. "It was quite a challenge to balance everything but I got there in the end. I had a lot of support from members of staff here as well as from family and friends."

Now Elaine has more responsibility. She was already qualified to do hearing aid fittings for adults, but is now starting to see children of four and above with hearing aids for their routine reviews. She is also continuing to assist a senior audiologist with children who have more complex needs.

"I do feel proud of myself. I left school at 16 and didn't do A-levels. I went to college to do secretarial and business studies but I didn't really know what I wanted to do. I had some quite random jobs before I came here - but this was definitely a good choice."

As for the future, Elaine is sure that she wants to stay in paediatrics. "I like the variety of it, and I enjoy the relationships you build with the children as they're growing up - especially the ones that you see a lot - and also the parents. Every day is a different challenge and it's very rewarding."



Newborn hearing screeners (l-r) Janet, Kerri, Sarah, Steph, Josie, Libby and manager Sarah



NGH PEOPLE

1 **Dr Christine Elwell** has stepped down from her full-time role as consultant clinical oncologist, but is continuing to run the prostate brachytherapy service which she helped to found and which was described as a 'beacon' of the NGH oncology department. Chris said that another highlight of her 18 years at NGH was to see the department grow and develop over that time, and helping to empower the staff.

2 **Ann Rogers** has retired from the medical records department after more than 26 years. A team leader until two years ago, Ann's caring and supportive nature will be missed by many of the staff, including Kate who said: "I was placed here as a very shy naïve 20-year-old and Ann taught me everything. Her kind and patient approach is the reason I'm still here after ten years." Ann may well be spending more of her time on battle re-enactments – plus we might hear her firing the cannons in the 1812 overture at the Albert Hall!

3 Director of nursing **Carolyn Fox** has joined our select band of executive team tweeters – which for some reason is composed exclusively of women! Follow her @NGHfox – plus our chief executive **Dr Sonia Swart** @soniaswartCEO and chief operations officer **Deborah Needham** @NghCoo

4 A big shout out to **Celia Penn** and all the fantastic Friends of NGH volunteers who work in our charity shop on Hospital Street. The shop is low on stock at the moment and we would very much welcome donations of homewares, toiletries, children's toys and jewellery. If you have anything suitable please drop it in to the shop on Hospital Street or the Friends office near the Billing Road entrance. You can contact the office on 01604 545802.

5 It is with great sadness that we mourn the death of our former rheumatology consultant **Dr Meilien Ho** who was tragically killed in a road traffic accident in Malaysia in July. We will remember her dedication to her patients and the rheumatology department during the almost 20 years she was with us.

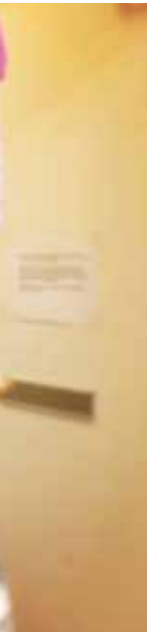
6 Congratulations to **Trevor de Haro** who has been named by county pharmacist colleagues as non-medical prescriber of the year at this year's Northants conference. His role focuses on prescribing decisions within the management of diabetic foot disease, assessing and identifying where hospital admission can be avoided and management will be as effective and safe on an outpatient basis. Trevor has a direct influence on saving patients' lives and limbs by contributing towards the detection of sepsis in the pre-hospital environment. He delivers training in prescribing in his specialist area, hands-on clinical supervision and mentoring for podiatrists, medical students, nursing and other colleagues.

7 Meet our health and safety team. **Fiona Potter** and **Usheril Matta** both joined NGH earlier this year and, although new to the health service, bring a wealth of experience and knowledge of health and safety in other industries. Away from work Fiona loves music, and musical theatre in particular; she has an active interest in her local community and has a particular passion for drinking Earl Grey tea. Away from work Usheril enjoys running, spending time with friends, and dancing. She says: "Zumba, salsa, bachata - I'll try any dance!"

8 **Martha Jones** (left) and **Rebecca Wall** share the joint role of ophthalmology clinic manager, with a team that includes admin assistants, receptionists, clinic bookers and ward staff. Recently, with the support of Laura Cooper from the quality improvement team, they set up a group of staff to look at their roles, processes and shift patterns to see how they could improve the workflow. "We are more organised as a team now," they say, "which means that we can provide a better, more efficient service to our patients."

9 Well done to oncology PA **Kayleigh Roberts** who raised nearly £2,000 by doing a sponsored skydive to raise funds for Action Medical Research and Alder Hey Children's Charity. Kayleigh did it to raise awareness of necrotising enterocolitis, a devastating bowel disorder that mainly strikes premature babies, in memory of her daughter Jessica-Faith who she lost at just five days old.





THEO'S STORY – RAISING MONEY FOR AND AWARENESS OF PRE-ECLAMPSIA

For as long as she could remember, the one thing Kate Crussell wanted in life was to be married and have children, so when she and husband Rob discovered they were expecting, they couldn't have been happier. At 39 weeks, and after a textbook pregnancy, it seemed that nothing could possibly go wrong.

But after feeling distinctly unwell and going to hospital, Kate was diagnosed with severe pre-eclampsia – and for her sake and the baby's an emergency caesarean was necessary. Baby Theo had to be resuscitated for a long time until he could breathe for himself, when Kate then had a chance to cuddle him at about five hours old.

She said: "He managed to live for 44 beautiful hours, where we got the opportunity to change him, bathe him and see his ridiculously long toes, and to spend some time with immediate family meeting and saying goodbye to our baby."

Kate and Rob are reflecting on the tragic events of twelve months ago. "I'd heard of pre-eclampsia," says Kate, "but I didn't think it was very serious. I thought it was another pregnancy condition like many others – and the symptoms are all those common in

any pregnancy. It's not until something happens that you do the research...

"I would say to women that if you have any niggle, anything you feel is not quite right, just ring up - go and get checked out for peace of mind. You might feel that you don't want to waste people's time if it's nothing, but the hospital staff are more than happy to see you with any problem and reassure you – they're all really really lovely."

The couple have spent much of the last year raising awareness of the condition, and Rob in particular wanted to fundraise for Action on Pre-eclampsia. The charity relies on funding from the London Marathon – so Rob promptly signed up, managed to get three friends on board and they raised £17,000! "My time of 5hours 25minutes was not too

bad for someone who's never run a marathon before," said Rob. "Even though I got tendonitis five weeks before the race and was on crutches for two weeks – it was the best thing I've ever done in my life, absolutely incredible."

A very successful fundraising night with a live band, food and raffle raised another £5,000. "Then one of the guys got some socks designed with Theo's name on and organised a charity match to raise another £1,000. All of it helped the charity, and it helped us a bit too. Talking about Theo is a release for me, better than locking it away and not talking about it. The fundraising helped us get through those few months."

"The care at the hospital is amazing," says Kate. "They looked after us incredibly well. We're still in touch with one of the midwives who looked after us, and the two Rachels. "Their job must be really tough," says Rob, "to see people at the worst time of their lives."

Kate agrees: "They know the right things to say... they even arranged for someone from the registry office to come in to register the death because I was still unwell in hospital a week later. They went to the

I would say to women that if you have any niggle, anything you feel is not quite right, just ring up - go and get checked out for peace of mind.



Rob and Kate with Theo

funeral – it's all part of the support."

Happily, Kate is now pregnant again, although she says that things feel very different this time. "Last time I was very excited, very keen to buy things and get everything ready... but this time you know things could happen. I have a higher than normal risk of having pre-eclampsia again but then again I could still have a completely normal pregnancy."

What are the symptoms of pre-eclampsia?

Initially, pre-eclampsia causes hypertension (high blood pressure) and proteinuria (protein in urine). You probably won't notice any symptoms of either of these, but your GP or midwife should pick them up during your routine antenatal appointments.

High blood pressure affects 10-15% of all pregnant women, so this alone doesn't suggest pre-eclampsia. However, if protein in the urine is found at the same time as high blood pressure, it's a good indicator of the condition.

As pre-eclampsia progresses, it may cause severe headaches, vision problems (such as blurring or seeing flashing lights), severe heartburn, pain just below the ribs, nausea or vomiting, excessive weight gain caused by fluid retention, feeling very unwell, or a sudden increase in oedema (swelling of the feet, ankles, face and hands).



Little Theo lived for just 44 hours



Candy Baker, Rob and Kate Crussell, Rachael Moss and Rachel Perry with the Cuddle Cot that Rob and Kate purchased for NGH with the money raised from Theo's funeral. It's the first one the hospital has and is used when a baby has passed away to cool the body and allow the family to spend some precious time with their baby.

SCAN PHOTO FOR VIDEO



Rob, Liam Wilkinson, Richard Carter and Tom Clarke celebrate their marathon

still be difficult. As Kate wrote on their website: "You don't just lose a baby, you also lose the 1, 2, 10 and 16-year-old they would have become. You lose Christmas mornings, loose teeth and first days of school. Not knowing what Theo would have been like as he grew up is sometimes just so hard to even think about. It's true that when you lose a child, you are haunted with a lifetime of wonder.

"I do believe that I am the lucky one, that knew Theo, who carried him and whose life will now be divided into a before and after because of him. One thing I do know about our baby boy was he was an incredibly strong little fighter, something his mummy and daddy are still learning to do. We will keep fighting to keep Theo's memory going in a hope that it will help someone else."

For more information about their campaign, visit Rob and Kate's website www.4theo.co.uk. Also on twitter @4TheoA and facebook 4TheoA.

"The two Rachels" – our bereavement midwives

The death of a baby around the time of birth can be devastating for parents and their families. We cannot reduce their grief but at NGH we try to ensure that our staff are supportive and understanding of parents' individual needs and provide the best possible care at all times.

Rachel Perry and Rachael Moss share the role of specialist bereavement midwife at NGH. Last year they were involved with 120 families with pregnancy losses or neonatal deaths, as well as supporting another group of women in their subsequent pregnancies. It's difficult and demanding work, but it can also be rewarding.

Rachel said: "Sometimes, when you tell people what you do, it's the end of the conversation and they don't want you to expand on it. But we look after unbelievably grateful families at a terribly tragic time and hopefully we can make some positives by being there to support them and ensuring that they have some memories that are important to them."

Hear more from Rachel and Rachael about the role of a bereavement midwife – download the NGH Plus app and point your phone's camera to the picture here to see a video.

I'm under consultant-led care and all the plans are in place to identify it early if it does come up again. I'll have more appointments, more scans and other checks, plus I'm taking aspirin which is meant to help. It's likely to be an earlier birth as well, as a planned c-section."

The couple agree that the last few months have been a little bit easier, but every anniversary and milestone would

OFFERING SPIRITUAL CARE TO EVERYONE

When the first Northampton hospital was founded in 1743 by Dr. James Stonhouse and the Rev Philip Doddridge, the provision of religious and spiritual care was seen to be an integral part of the healing process. Times have of course changed – although human spiritual needs and concerns have not – and the NGH chaplaincy department continues to provide that care.

Coming into hospital is an experience that most of us usually try to avoid. Patients are admitted for many different reasons, sometimes at very short notice, and often feel disorientated because their everyday existence and routine is dramatically changed. Hospital chaplains can help patients cope with the spiritual and emotional distress they may experience, and help the whole hospital community to reflect emotionally and spiritually on the fragile human life that we all share.

Rev George Sarmezey, our senior chaplain since 1997, has been supported by other full-time colleagues over the years. He is an ordained Anglican priest and is currently supported by Rev David Betts, a

Baptist colleague.

George believes that chaplains have to be very reactive to interruptions whether by the hospital bleep, phone or a knock on the door. “One of the great joys of being hospital chaplain is that no two days are ever the same,” he said. “Your plans for the day can be totally changed because you are bleeped to attend a sudden death in A&E within five minutes of arriving at work.”

Hospital chaplains have a duty to care not only for the patients, but also for the whole hospital community, including staff, visitors, and friends. A hospital chaplain is always available 24/7 (if not one of the full-time chaplains, then a locum) for people of all faiths and none, to support them in their religious and spiritual journeys. The chaplains are supported by 12 chaplaincy visitors who help to identify patients who may wish to have further support from a chaplain, or from some other spiritual care giver.

Hospital chaplains try to be non-judgmental, providing religious and spiritual resources for all people of faith, and none. They have close links with local

faith communities and arrange support from these communities if needed. They also help train staff in spirituality, bereavement, and ethics.

“One of our most important roles is to be a sympathetic ‘listening ear’,” said George. “Chaplains are unique because we are part of the hospital community but also independent, so we can have a slightly detached approach on many issues. We are often contacted when a patient is anxious and fearful of surgery, when major treatment decisions need to be taken, or when members of staff are having difficulty with a particular situation.

“What chaplains do is not always possible to quantify in terms of demand, supply and efficiency. But I believe that we can demonstrate the importance of spiritual and religious care within the modern NHS. We help to provide holistic care, and respect religious and spiritual needs. As chaplains we become involved in the weird and the wonderful. It is always a great privilege to meet people from many different walks of life and experience with them the joys and sorrows of this human life that we all share.”



Chaplaincy visitors (left to right) Andrew Ward, Lynda Dlugoszewska, Gerry MacNab, Gwen Wilson, Adrian Pearson, Lorraine Bewley-Tippler



Senior chaplain Rev George Sarmezey



Chaplain Rev David Betts

The Hospital Chapel of St. Luke

Opposite Cliftonville Restaurant along Hospital Street, the chapel is open 24/7 and everyone is welcome to visit - whether as a patient, visitor, or member of staff.

It is used by people from many different faith backgrounds, but is primarily a Christian place of worship. There are sacred texts available for all the major world religions represented in the local community.

Services

- ▶ Thursday 12.30 pm - Holy Communion (Church of England)
- ▶ Friday 1.15pm - Friday Prayers (Mosque)
- ▶ Sunday 10.00am - Holy Communion (Church of England)

The role of a humanist visitor

Sue Jackson is the first person to join the hospital chaplaincy as a non-religious pastoral carer, providing support for patients, families and staff who have no religious beliefs.

Now retired, Sue has had extensive experiences in the caring profession, with qualifications in behavioral science and humanistic counselling, and has been working in different areas of mental health services for more than 20 years. She was accredited for this new post through the British Humanist Association.

Sue is no stranger to NGH, having trained as a state enrolled nurse in the 80's. Sadly, only five years into her nursing career she found herself traumatised by a double tragedy when her sons were killed in separate road traffic incidents. Sue fully understands the initial shock and trauma families inevitably face when losing a loved one... especially a child. Her personal memories of being in A&E at that time are of being cared for by staff and colleagues, while desperately needing support and guidance from someone other than a chaplain because she was not religious.

Sue said: "I see my role as just being there for those that want to be listened to unconditionally on whatever subject they want, in a non judgmental way. I am pleased to learn the hospital now has its own bereavement suite, and I'm proud to have come full circle and be back at the hospital where I first did my training."



Sue Jackson, our new Humanist visitor

CHOIR PROVES THE HEALING POWER OF MUSIC

It's long been thought that music, and particularly singing, brings great benefits to mental and physical health. But over recent years a number of scientific studies have added weight to the anecdotes and hearsay – proving, for instance, that singing helps get more oxygen into the blood, increases the flow of feelgood hormones and improves mental health.

So it seems appropriate that a hospital should have a choir – although most members of our NGH choir are perhaps less aware of the health benefits than the simple fact that singing's hugely enjoyable and great fun. Infant feeding co-ordinator Kate Bates, also the choir's chair, said: "I'd never been in a choir in my life and I didn't know I'd enjoy singing as much as I do – but once I got started I was hooked! You come here after a busy

day and all the stresses and strains just melt away."

All types of hospital staff – admin and clinical, including cleaners and porters, doctors and consultants – take part and find it equally rewarding.

The NGH choir's musical director is Joshua Daniel, who also directs two other choirs (The Songbirds and The Melody Choir). He said: "Music for me is something I do to make me feel good. With all the bad things that go on in the world it's nice to have some sort of release and, for me and for the many people that I teach and direct in choirs, music provides that release. Especially the NGH choir, when they all lead such busy lives and have such busy jobs.

"We all loved it when a 94-year-old patient with dementia recently came to hear us at rehearsal and – having

We all loved it when a 94-year-old patient with dementia recently came to hear us at rehearsal and – having once been a singer himself – joined in.



Joshua Daniel, NGH choir's musical director

once been a singer himself – joined in. I worked with patients with dementia and who were terminally ill for around five years, so I know just how much music affects people. It's a great therapy for people with brain injury or any physical or mental disability – music seems to help across the board. It's not just listening with your ears; you listen to music with your soul."

The NGH Choir rehearse every Wednesday evening in the hospital's boardroom, and have a number of exciting things planned for the future – starting with a performance at our Best Possible Care Awards evening on 30 September. A Christmas Concert is planned on 3 December at St Peter and St Paul Church in Kettering – and the choir are planning other events including a carol service at a local care home, and taking part in the Big Sing in 2017.

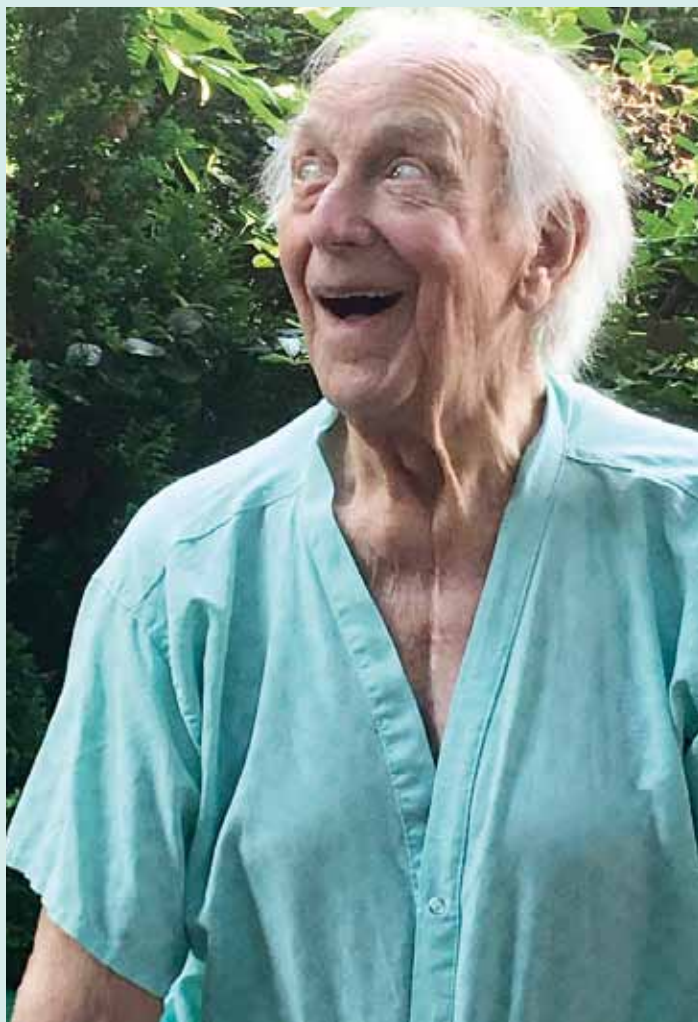
We caught up with the choir rehearsing on a very warm summer evening, and asked them what they got out of the experience – particularly after a busy day at work! If you've downloaded our NGH Plus app you can point your camera to the logo above to see and hear their responses – and judge for yourself from their singing how much they enjoy it!



Members of the NGH Choir performing at last year's Best Possible Care Awards event

NGH Choir

Dementia patient is enchanted by the choir



Back in June a 94-year-old patient with vascular dementia provided a wonderful example of the power of music, when he was brought by his son to hear the NGH choir at their weekly evening rehearsal. David Suter had heard the choir practising as he arrived to visit his father, and broadcast a video on his Facebook page - first as he heard the singing from outside the boardroom, and again later when he brought his dad Bill from a nearby ward to see and hear them for himself.

David said: "I was enchanted by his spiritual connection and watched as he listened attentively to their powerful rendition of Hallelujah. Then at the very end, when the choir was silent, my animated dad couldn't help but sing the word himself. A very special moment for this D-Day veteran. Our dad, 94 years old... Hallelujah." David thanked the choir and added: "Please share this video to show the healing power of music over dementia."



Avon donates £10,000 to support chemotherapy suite

The NGH chemotherapy suite refurbishment appeal has been selected by Avon Cosmetics employees to receive a £10,000 donation as part of the company's annual scheme.

The chemotherapy suite is a busy department treating patients with different cancers from around the area. Over 450 chemotherapy day case patients are treated each month in a room which is in much need of a refurbishment. Avon's donation will be used to help make necessary improvements to improve the quality of the environment and the services that the unit offers to patients and their families.

NGH charity co-ordinator Alison McCulloch said: "The hospital is seeing increasing numbers of patients receiving cancer treatment and that's largely because treatments are getting better and there are a greater range of options for treating people. In practical terms, it means that the department has outgrown its facilities which is why we're raising funds to invest in an upgrade. We're really touched that Avon's employees chose the chemotherapy suite appeal; their contribution will help to make patients' stay more comfortable and improve the working environment for the team."

Louise Tallett, the Avon associate who championed the chemo suite to receive the funding, said: "The NGH chemotherapy suite was a huge help and support to my late father,

Trevor Tallett throughout his treatment and aftercare. They provide such amazing treatment to people suffering with cancer and also provide much needed support and compassion for patients and families at these times. To me, our Associates' Choice scheme is about making a difference to the local community, so I was delighted when the chemo suite was selected for this donation and I am pleased this will be a help towards the refurbishments, creating a comfortable environment for patients. For us this a great honour in his memory"

The company's latest donation follows on from 2015, when £5,000 was donated to Northamptonshire Healthcare Charitable Fund to support the Gosset Ward at Northampton General. Staff at Avon's Corby branch selected Cancer Research to receive a £10,000 donation as part of this year's scheme. Avon is committed to improving lives and has a long standing commitment to charity partners including Breast Cancer Now, Crazy Hats, Refuge and Women's Aid.

Refurbished suite will be larger too

The £10,000 donation from Avon brings the total raised to £379,409 – above our original goal. Now we are aiming for a total of £500,000 to also enlarge the area in order to treat an increasing number of patients.

Manager of the chemotherapy suite Rachel Hughes explains: "In the chemotherapy suite we treat adults with both curative and non-curative cancers. Due to extensive research carried out by drug companies and charities an increasing number of treatments are becoming available to patients and we are seeing a large rise in our patient numbers at NGH. As well as treating new patients many non-curative patients are now able to have more treatment options to prolong life expectancy and control disease progression which is wonderful for patients and their families.

"Our current suite is rather outdated and cramped for both patients and staff. After discussion and surveys with our patients we recognised that we could do much more to provide comfort and privacy in a calm and relaxing environment. Initially our plan was to modernise our existing suite. However we have had such overwhelming support from members of the public, local

businesses and the hospital itself that

we are now planning to also build a small extension to help cater for the increased patient numbers we are seeing.

"The extension will mean so much to staff who are currently working in very small, cramped and cluttered areas. It will allow them to treat more patients and prevent pressures and delays due to lack of work space to prepare medications.

We are updating areas to make them flow more

easily and be more efficient for the chemotherapy nursing team to work in."

Charity coordinator Alison McCulloch said: "We are extremely grateful to all the people who have so generously given their time and efforts to raising money for the chemotherapy suite refurbishment. We're now hoping that even more local people can get involved to help us look after more patients in the future."





Northamptonshire Health
Charitable Fund
Do it for Dementia

Help us Do it for Dementia

Northamptonshire Health Charitable Fund have teamed up with Northampton General Hospital to launch a campaign called Do it for Dementia. The campaign has been set up to help raise awareness of dementia care at NGH and raise money to enhance dementia care at the hospital. The money raised will be used to create dementia-friendly spaces in the hospital and to buy equipment and resources that will help reduce confusion, anxiety and distress for patients.

There are loads of great ideas about how to improve the hospital environment and we're starting by raising £50,000 to fund the following:

Therapy Suite room We aim to enhance the existing therapy area and kitchen facilities by transforming them from a clinical area into a homely setting. This will give a confused patient, who is disorientated by the hospital environment, a quieter and more home like space to spend time reminiscing and speed their recovery. The kitchen area will be used for working with dementia patients on functional skills like preparing food and drinks in breakfast /lunch/baking groups. The therapy area will be used by patients and therapists for memory work, reminiscence therapy and physical exercise.

Garden Area We want to transform an existing garden into a tranquil, colourful area that has seating and will provide an

alternative therapy area for the patients. Having the garden will enable the patients to enjoy a non-clinical space outside where they can touch and smell the plants in easily accessible raised planters. Memory/activity boxes - Cognitive stimulation equipment Having a memory/activity box on each ward will mean that patients will have access to items which will help engage them in activities which are therapeutic or mentally stimulating. The boxes will be equipped with items such as flash cards with old familiar famous faces, gardening magazines and games such as dominoes, things that will encourage conversation and interaction and are therapeutically beneficial for their wellbeing.

If you would like further information or to support the Do it for Dementia fundraising please do not hesitate to contact the Charity team here at the hospital:
Email: greenheart@ngh.nhs.uk or call us on 01604 545857



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Raising money for Dementia care at NGH
Or any department of your choice

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For more information please contact Allison McCulloch
01604 545857 or alison.mcculloch@ngh.nhs.uk

To sign up for this great challenge
register with us:
greenheart@ngh.nhs.uk



Cycle for dementia

Help raise money for dementia care at NGH – or any department of your choice – by taking part in the London to Paris cycle ride in May 2017. Come along to an information and registration evening on Thursday 8 September at 7.00pm in the hospital boardroom (Area R, close to Billing Road). For more information please contact Allison McCulloch on 01604 545857 or alison.mcculloch@ngh.nhs.uk

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Please see our collection point at the south entrance (the way in from our main car park 1)

Thank you!

Here are just a few of the many generous donations we have received over recent weeks. Every gift, large or small, enables us to provide that little bit extra to help care for our patients, and we are very grateful to you all – thank you so much.



Golfers provide comfy 'skin to skin' chairs for new mums

Our neonatal Gosset ward has received a donation to help purchase comfortable chairs in which mums can enjoy 'skin to skin' bonding time with their baby. The gift came from Brampton Heath Golf Club Men's Section, whose captain Mike Cooper chose to support the ward as the club's charity of the year. The club raised a total of £2,166.05 through many golf competitions, plus presentation evenings with discos and raffles, and selling fixture books. Mike said he had not previously realised just how many babies needed to use the ward (around one in ten of all local births) – in fact a friend went into labour at the time of one of their presentation evenings and her baby was also cared for on Gosset.



Men join up for Zumba to support Benham

Michelle and her Zumba class challenged men they knew to an "Are you man enough to Zumba?" fundraising event. There was a great turnout for the day and they raised £445 for Benham, our male assessment unit. Michelle came in with two of her class members Zoe and Katie to present the funds to ward sister Louise Armstrong.



Team Brendan's marathon effort for chemo suite

Brendan Healy wanted to raise money to support the Chemotherapy Suite appeal as his mum was diagnosed with ovarian cancer in 2014 and continues to have her treatment there. Five of Brendan's friends and family joined him in signing up to take part in the Rome Marathon in April. They not only survived, but did a fantastic job in raising over £5,000 for our appeal – well done all of you!





Huge Rotary donation helps to fund new scanner

During David Latham's year as president of the Rotary Club of the Nene Valley, the club raised an incredible £17,000 to help our radiotherapy department purchase a much needed ultrasound scanner. They organised several fundraising events, including a go-karting evening and an art exhibition. Consultant radiographer Glenda Logsdaile thanked the club for its generosity and said that the scanner, which cost £25,000, would enable the radiotherapy team to conduct less invasive procedures more quickly, reducing infection risk and hospital admissions. David came in with his wife along with Paul Scutchings and Caroline Douse from Northampton Indoor Karting to present the ultrasound scanner.



Dave's golf day buys pull-down parent beds

Dave Goldman wanted to give something back to the children's wards after he was cared for so well in his local hospital when he was younger. He organised a golf day with lots of great prizes, numerous players and even managed to arrange the perfect weather for the day! The event raised over £7,500 – almost enough to purchase four bespoke pull-down beds for parents to use while they stay with their children overnight. The wards were thrilled, and we thank Dave for his hard work and amazing donation.

◀ L-R Dave Goldman, Carol Goldman, Chris Wood, Katie MacLavery and Courtney Goldsmith



Could you help provide chairs for our elderly patients?

The elderly medicine day case unit at NGH treats many patients, with some of them having to sit for six or seven hours while they have various treatments. A recliner chair would make their treatment time so much more comfortable. Could you help to provide one? Powered recliners, like the one shown, enable patients to easily move the chair themselves and cost around £700 each - but any donation, however small, would be really appreciated.



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**. Find us on Facebook/NorthamptonshireHealthCharitableFund

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Bank healthcare assistants Luke Sample, Catarina Soares and Lois Brennan

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Carolyn Fox, director of nursing, midwifery and patient services, said: "We have a huge variety of people registered

on our HCA bank. For the most part, they are our own HCA employees who like the option to work extra shifts on top of their rostered hours as well those who prefer the variety and flexibility of working only for the bank.

"For others who are hoping for a career as a nurse, midwife or therapist, working as a HCA on the bank allows them to learn essential skills that are transferable across departments and wards while bolstering their CV. Even more crucially, that experience shows them the value of relationships with patients and families.

You don't need to have previously worked in a hospital to work for our bank as long as you have healthcare experience.

"We also have some HCAs who have a job elsewhere, such as in the private care sector, and chose to work some shifts with us. You don't need to have previously worked in a hospital to work for our bank as long as you have healthcare experience - just talk to our bank team to see where your skills can be put to great use."

In a recent change, bank shifts are now paid weekly. Bank HCAs can access the NHS pension scheme and join the newly-refurbished gym and swimming pool on the hospital site run by Trilogy Leisure.

To apply to work on the HCA bank, visit the NHS Jobs website at www.jobs.nhs.uk

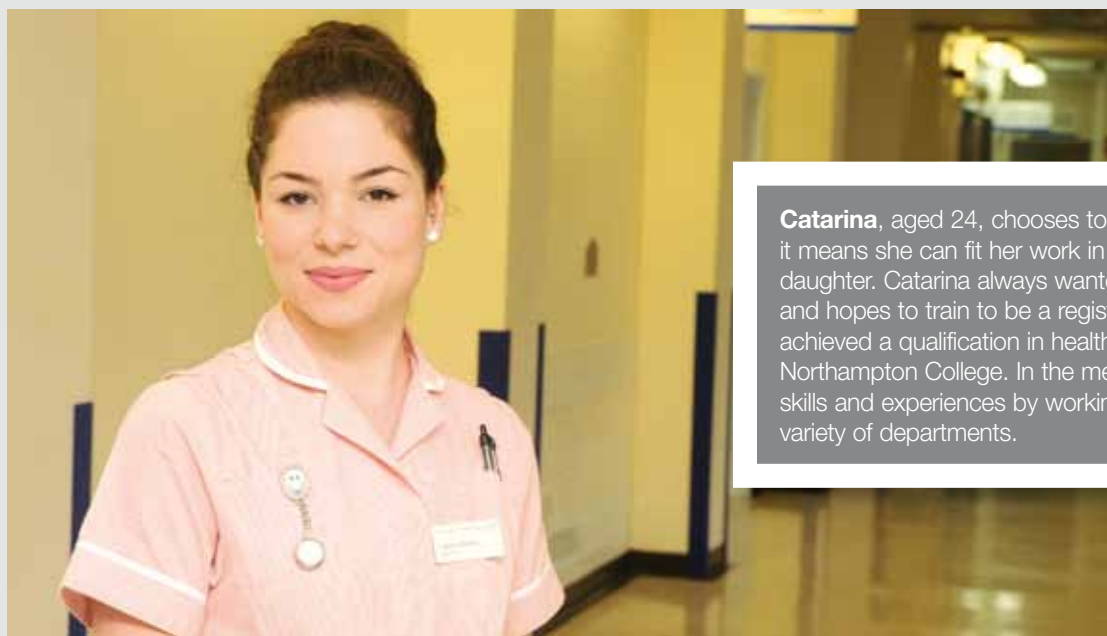
For more information, email debbie.moore@ngh.nhs.uk



Luke, aged 23, is a bass player with a degree in music performance from the University of Northampton. Working on the bank means he can book shifts to fit around his band's gigs. Luke started working in a care home before building up enough experience to work as a healthcare assistant on the bank. He enjoys working in different wards and clinics and says that walking down Hospital Street and saying hello to people he's worked with all over the hospital makes him feel part of a big team. Luke hopes to eventually combine his love of music and health care to work in a music therapy role.



Catarina, aged 24, chooses to work on the bank because it means she can fit her work in around caring for her young daughter. Catarina always wanted to work in a hospital and hopes to train to be a registered nurse, having already achieved a qualification in health and social care from Northampton College. In the meantime, she's building up her skills and experiences by working across the hospital in a variety of departments.



Lois, aged 21, is a student midwife at the University of Greenwich. Working on the bank in a HCA role gives Lois extra income while she's studying as well as getting plenty of relevant experience and skills. She says the different wards and departments she's worked on have always been friendly and make her feel welcome and appreciated. Lois hopes to work here at NGH when she graduates as a midwife.




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Then get in touch with us today!

As Northamptonshire's sight loss charity, we are here to help anyone of any age come to terms, and cope with poor or failing eyesight.

Our community workers can visit you in your own home to offer friendly advice, information and practical assistance. We're here too for parents of visually impaired children, family, friends and carers, who also feel the impact and need support.

Drop-in to our **Sight Centres** in Kettering or Northampton or go on board our Mobile Sight Centre when it's in a town near you. There you can see, try and buy from the wide range of specialist aids and equipment we supply including "talking" items.





Helpline: **01604 719193**
Email: helpline@nab.org.uk
www.nab.org.uk
Registered Charity no. 201240

We are now taking registrations at both our Northamptonshire Day Nurseries

Please call 01604 628444 or email nene.valley@childbase.com

Nene Valley Day Nursery and Preschool,
General Hospital Complex, Cliftonville,
Northampton NN1 5BD



"Children's learning is promoted excellently by an enthusiastic, motivated and highly qualified team of staff who understand the importance of working with children's interests. They consistently provide an exceptional variety of interesting and challenging activities that promote children's learning through play."

Ofsted inspection 2013, www.ofsted.gov.uk

Please call 01536 520075 or email windermere.nursery@childbase.com

Windermere Day Nursery and Preschool,
Haweswater Road, Kettering,
Northants NN16 8XB



"Staff are excellent role models and empower children to take responsibility for themselves as they learn to listen to others, share and take turns. Praise and encouragement supports children to develop high levels of self-esteem."

Ofsted inspection 2016, www.ofsted.gov.uk

We would be delighted to show you around

www.childbasepartnership.com

Ref: 15/01/16

The home of outstanding in Northamptonshire



PEARCE LEATHERWORKS - NORTHAMPTON

Stunning development of Art Deco inspired homes. The development is within a few minutes of the bustling historic town centre, with its wealth of bars, historic hosteleries, restaurants and superb shopping facilities which are based around the impressive Grosvenor Centre. Only 4 bedroom homes remain from £315,000.

Call **01604 413474** for more information



LITTLE STANION - CORBY

Traditional and elegant homes located on Long Croft Road to the south-west of Corby and on the edge of Stanion Village. Little Stanion benefits from being in beautiful countryside, with several country parks within the immediate proximity. There are only a few 3 & 4 bedroom homes available from £175,000.

Call **07825 638732** for more information



FINEDON PARK - FINEDON

Nestled to the east of Northamptonshire, historic Finedon offers country life with the benefit of being connected to all the excellent facilities of surrounding towns and cities. The town itself offers all the amenities you could need with the larger towns of Kettering and Wellingborough only minutes away. 3 & 4 bedroom homes start from £177,500.

Call **01295 201062** for more information

STUNNING NEW DEVELOPMENT



POWER HOUSE - Northampton, a stunning collection of 1 and 2 bedroom Art Deco apartments. The apartments are a sympathetic conversion from the original listed building that was located on the site. We don't expect them to be available for long, so get in touch today - **01604 413474**

Also coming soon - LITTLE COLLIERIES - Corby, a Development of 48 3, 4 & 5 bedroom homes.

OUR NORTHAMPTONSHIRE LOCATIONS



Lagan Homes, established 1983, is an award winning developer with an impressive portfolio of completed developments across the UK and Ireland. Part of the Lagan Group, one of the largest privately owned building materials, engineering and construction groups in Ireland. Our objective is to transform innovative and creative designs into practical and stylish homes. Our commitment remains focused on complete customer satisfaction.

For more information visit www.lagan-homes.com

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LaganHomes



NEW LOOK FOR MAXILLOFACIAL DEPARTMENT

The final phase of the Maxillofacial department's refurbishment was completed in the summer, concluding a project that sister Anne Hicks had first put forward 13 years ago.

"The department is in one of the oldest parts of the hospital," said Anne, "and it was certainly showing its age until the first three treatment and surgery rooms were modernised around three years ago. This year the other rooms were completed and we now have a department we can be very, very proud of."

The work was not without its problems, caused partly by the age of the building, and also by the need under health and safety legislation to install a massive £75k installation plant in the adjoining staff car park.

"I'd like to thank everyone who helped make this become a reality," said Anne. "The

Northamptonshire Health Charitable Fund provided over £2,000 for new waiting room chairs, and the Facefax charity gave us £1,936 for new clinician and patient chairs in the treatment rooms.

"Thanks also to our colleagues in Estates, Tony O'Donovan, Neil Banyard and Richard Diggle – and Turners the contractors who did much of the work. We're all very grateful for the huge improvement – and so too are our patients, many of whom are regulars and have noticed and commented on the difference."

And Anne's contribution to the project through her drive and perseverance has not gone unnoticed either. She's one of six members of staff shortlisted for their outstanding contribution to the hospital in this year's Best Possible Care Awards. Read our next issue in December to find out how she got on!



Maxillofacial sister Anne Hicks



Gift bags donated to cancer ward

We're very grateful to local charity The Lewis Foundation for a donation of hundreds of gift bags including jigsaws, radios and toiletries for patients receiving treatment on Talbot Butler Ward. The gift packs were donated to the hospital's Talbot Butler Ward by local charity The Lewis Foundation.

Lee and Lorraine Lewis were motivated to set up the foundation following their experience when Lee's mother became ill and spent time in various hospitals, including NGH. They noticed that many patients spent time alone without visitors and with little to occupy them in between treatment sessions.

They decided to fundraise and use the money to buy items and equipment that would address patients' boredom and make their hospital stay more comfortable. To find out more about the foundation or to make a donation, visit their website www.thelewisfoundation.co.uk

THANK YOU FRIENDS!

Friends of NGH charity donates over £17,000 to NGH departments

We're saying a big Thank You to our Friends of NGH volunteers, whose fundraising recently enabled them to make ten donations to hospital departments amounting to £17,610.

Outgoing chair Maggie Hayes presented cheques of £4,000 to Paddington ward to purchase two

foldaway beds for parents, to Hawthorn ward for a cardiac monitor, and to gynaecology for the installation of a sky window. Seven other departments also benefited from donations to buy a blood pressure machine, handheld Doppler probes, two ultrasound machines, a sofa bed, dressings trolley and an ice machine.



Maggie Hayes present Debbie Moore with a cheque for £900 to buy an ultrasound machine for the hand therapy department



Friends of NGH manager Sheila Baker, Maggie Hayes and new chair Tony Croft



This year's long service awardees were recognised for a total of 150 years service to this hospital. Wendy Bond who works in the Friends' shop and has been an NGH volunteer for over 20 years, was one of several volunteers who received long service awards from the mayor Cllr Christopher Malpas



Reed gifts will help dementia patients

Thank you to staff from Reed recruitment, who have donated memory and activity material to help stimulate patients with dementia being cared for on Cedar ward.

Reed payroll manager Emily Paramore said: "We have various charity days throughout the year, and we've previously donated Christmas presents for the children's wards. Alzheimers is very close to my heart, as my gran died of it last year, and my dad has been diagnosed with it as well. I've also signed up to be a dementia friend." Poppy Spicer, who has worked on the ward for seven years, first as a healthcare assistant and now as a student nurse

due to qualify in October, said: "All these items will help us engage with our patients, and lift their morale a bit if they're not having a great day." Ward sister Stacey Cheney added: "We try and make sure that patients don't sit in their pyjamas all day, as the days would all roll into one. Even though they're in hospital we try and keep them in a daily routine - putting clothes on, having set meal times, a bit of a walk and then a rest period. These gifts from Reed recruitment will help to keep their minds active, and we're very grateful for this thoughtful donation."

Thank you...

... for thinking of making a donation to the NGH charity. We would like you to know that any gift received from you will be used carefully and sensitively.

You can make a donation for a specific NGH department or towards an ongoing appeal.

Online - please visit our Justgiving webpage at www.justgiving.com/ngh which is a quick, secure, and tax-efficient way of donating.

By post - please make cheques payable to Northamptonshire Health Charitable Fund and post to: Northamptonshire Health Charitable Fund, Northampton General Hospital, Cliftonville, NN1 5BD. (Please let us know if you would like to donate to a specific department)

Mastercard, Visa, Visa Delta, and Switch, payment by credit and debit card can be accepted through the post or over the phone.

Regular Giving - you can donate to us on a regular basis by setting up a **standing order**. Please call us for more information. You can also set up a Direct Debit via JustGiving.

Payroll Giving - you can arrange with your employer to deduct a set amount each payday to give to our funds. This deduction is made before calculating your taxable pay, which reduces the amount on which you pay tax.

Gift In Your Will - please give us a call to find out how to make a gift in your will to NGH.

Gift Aid - remember if you are a UK taxpayer we can claim an extra 25p for every pound you donate from the Inland Revenue under the Gift Aid scheme. This won't cost you a penny! Please just let us know that you would like to claim Gift Aid when you make your donation.

Call us on **01604 545857**

HINDSIGHT



FROM THE ARCHIVE

By NGH Archive volunteer Sue Longworth



Presentation of badges to NHR members at NGH by Lady Mary Manningham-Butler (year not known)

National Hospital Service Reserve

Our National Hospital Service Reserve division was established following the Civil Defence Act 1948 and recruitment began in November 1949. The aim of the NHR was to have trained nurses and auxiliaries for future conflicts and national emergencies. Trained nurses and midwives would be recruited through the hospital systems. Nursing auxiliaries came from St. John's Ambulance and the British Red Cross.

These were the operational classes that were planned:

- ▶ Casualty transit centres
- ▶ Cushion hospitals – for short term urgent care
- ▶ Base hospitals – in safer areas for long term care
- ▶ Blood transfusion services
- ▶ First Aid service
- ▶ Mobile First Aid centres – act as depots and cleansing units

Recruitment in the county was very slow to take off and it wasn't until the early 1950s that numbers started to climb. In fact the first number to be recorded in the hospital's annual report

was in 1957 when it was stated that we had 59 trained nurses and 307 auxiliaries in the reserve. Despite the low numbers these nurses attended regular training, lectures and drills to keep up their skills.

The lectures covered a wide range of emergency situations both in the hospital and field settings. Study days were held locally and in surrounding counties, including Buckinghamshire and Oxfordshire as well as several RAF stations. The First Aid Units would hold annual competitions and frequently won prizes for our region.

In 1968 the NHR was disbanded following an Act of Parliament. The Civil Defence Corps today still maintains an Ambulance and First Aid Division.

To learn more of our part in this time of local history taking us through the era of the 'Cold War' period, visit the NGH Historical Archive. We are open on Wednesday mornings between 8am – 1pm. Please telephone 01604 544868 or email historical.archive@ngh.nhs.uk to make an appointment.



Insight

Autumn 2016 | Issue 60

Keep in touch

NGH has over 2,000 followers on Twitter and over 7,100 people have liked our Facebook page. If you're not yet one of them, here's how you can get updates about the hospital and the great work of our employees:

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

Until our Winter issue in December, please keep up to date with NGH news on our website www.northamptongeneral.nhs.uk where you will also find all back issues of Insight.

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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.

We are very grateful to the supporters of Northamptonshire Health Charitable Fund for their sponsorship of the magazine in 2016.

Win free theatre tickets

Buddy

Buddy tells the enduring tale of the musical icon's meteoric rise to fame and his final legendary performance at the Surf Ballroom in Clear Lake, Iowa, before his tragic and untimely death at the age of 22. In 18 short months the Texas-born boy revolutionised the face of contemporary music influencing everyone from The Beatles to Bruce Springsteen.

The production boasts a multi-talented cast including Glen Joseph and Alex Fobbester (who alternate the role of Buddy Holly). They present two terrific hours of music with over 20 of his greatest hits, including the timeless classics *That'll Be The Day*, *Peggy Sue*, *Oh Boy* and *Rave On*, with the Big Bopper's *Chantilly Lace* and Ritchie Valens' *La Bamba* completing a stellar musical line-up

Buddy: The Buddy Holly Story takes to the Derngate stage from Monday 7 to Saturday 12 November at 7.30pm with matinees at 2.30pm on Wednesday and Saturday. Tickets for this unmissable evening of family entertainment are priced from £16 to £33* and can be booked by calling Box Office on 01604 624811 or online at www.royalandderngate.co.uk.

* A charge of £3 applies for all transactions over £15. Does not apply to Groups, Friends or Disabled Patrons, and is per-transaction, not per-ticket.

For your chance to win two free tickets to the opening night of *Buddy* on Monday 7 November at 7.30pm, answer the five questions below. Send your entry to arrive by Friday 21 October to peter.kennell@ngh.nhs.uk - or by post to Insight magazine, Communications, NGH, Cliftonville, Northampton NN1 5BD.

ROYAL
DERNGATE &



- 1 **Who** carries out the newborn hearing screening test featured in one of our videos?
- 2 **What** is the telephone number of our volunteer services team?
- 3 **Where** can you donate your old or foreign coins to help our dementia patients?
- 4 **When** can you see *Buddy* at the Royal & Derngate?
- 5 **How** many different countries were members of our staff born in?

▶ The winner of the *Chitty Chitty Bang Bang* tickets in our last competition was Charlotte Littlewood.

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