

NEWSLETTER FEBRUARY 2017

It has been a particularly busy January, with lots of pressure on health and social care services across the country. Wiltshire has been no different. This has meant our teams being at full stretch whilst trying to play our full part in dealing with the urgent care pressures. Thank you for everyone's continuing efforts.

At the same time as dealing with day to day pressures, we are implementing changes to our work and the way in which the health care services more broadly work. All team members in core community teams now have mobile devices and are getting to grips with them. We are putting in place the plans to improve technology support for Specialist Services teams at present. The MIUs have also been implementing new shift patterns and skill mix as part of a revised opening times.

Our recruitment of additional rehabilitation support workers in the core community teams – which is going well – is part of simplifying the pathways for discharge from hospital by Wiltshire Health and Care teams taking responsibility for all immediate post-discharge needs for an initial period of time. This should reduce the number of people being delayed in an inpatient bed waiting for assessment which could be carried out at home. For those of you involved in this work, this will be a period of change (and testing and refining our processes), but one which is designed to improve patient care.

Finally, I'm delighted that our 'Cover Star' for this month is Helen McCann, nominated by the dietetics team for her support on SystmOne implementation. Keep the nominations coming in!

Thanks for all your efforts, and for embracing changes as they are implemented. We can't improve care without everyone being part of it, so I would encourage you to get involved and speak up when you think we can do it better.

Many thanks

Douglas



Cover star – Helen McCann, Chippenham

Helen has been supporting the dietetic department with our statistics, out-patient and electronic information systems for many years. Most recently she has managed the change-over of NW&S Dietetics to SystmOne and despite numerous hiccups she has remained calm and helpful. She has a great understanding of the programmes and has worked tirelessly to get all teams up and running. Nothing is too much trouble and her problem solving skills are superb. We could not have done it without her. Thank you so much Helen from all of Dietetics.



Training Modules

Please see below the remaining modules at UWE which are free to Wiltshire Health and Care. If these places are not utilised, the CCG will offer them to alternative organisations.

Please contact Gabrielle Tilley (Training and Development Manager) if you are considering applying for any of these courses. Details of the courses can be found on the UWE website. These modules are for all registered clinicians only.

Funding for next year will be extremely limited.

	Start date
Complexities of caring for older people	24.2.17
Chronic and acute care management of COPD	8.3.17
Motivational Interviewing	4.4.17
Advanced cardiac care	5.4.17
Physical assessment and clinical reasoning	12.4.17
Fundamental principles of dementia care	21.4.17
Emergency Practitioner	4.5.17
End of life care	3.5.17
Communications skills, in supportive and end of life care	9.5.17
Care of adults with diabetes	17.5.17
Minor illness and minor injury in children	2.6.17



ERoster Changes

Allocate Health Roster version 9 is Wiltshire Health and Care current Eroster system, which supports teams to create, develop and implement rostering, generate staffing reports and inform monthly payroll of any payroll requirements. This is also the system which we manage and co-ordinate our flexible workforce through (Bank).

In April 2016 we were notified by Allocate Health Roster that they no longer are able to support the version 9 from maintenance and management perspective as they have developed a new version (Allocate Health Roster version 10) and this will supersede version 9.

In light of this, a project has been initiated to support the upgrade of the Allocate Health Roster system from version 9 to version 10. The full implementation of version 10 is due to happen at the end of March 2017, however there are many processes that need to be undertaken to ensure that the migration goes smoothly. Charlotte Bull (Temporary Workforce Co-ordinator) has been seconded into a project team to support the migration, utilising her expertise of this system and our ways of working, to ensure that the system is best fit for us and our requirements. The Temporary Workforce Co-ordinator role will be backfilled by the Flexible Workforce team in GWH during the length of the project, a further communication will go out closer to the time with contact details and effective date of change.

During the migration and implementation stages of the project local champions from the teams will work with Charlotte in rolling out training, user support and to be a contact for first line support for users of the system.

There will be a requirement during the migration for the system to be closed down to support the data moving across to the new version and then re-launching in the new version. This will be approximately for 1 week, a guide will be sent out to teams with an alternative process during this period of time.

After migration to version 10 has taken place, we will scope out a programme of works to ensure that we are using the system to its full potential. For example, we are already exploring how some of the activities we carry out manually could be automated to save time and resource.

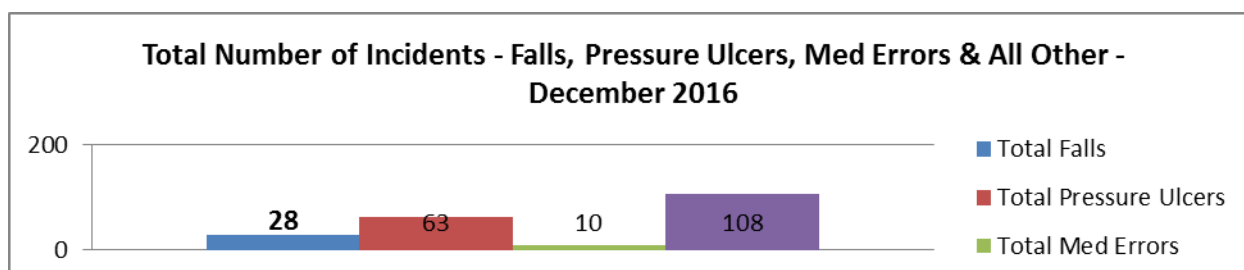
If you have any further questions in the meantime please do not hesitate to contact either myself or Paula Lye, Project Officer.

Thank you for your support with this project.

Hanna Mansell – HR Business Partner



Quality Monitoring



Monthly PALS Report ICH – December 2016

Directorate	Qtr. 2	Oct-16	Nov-16	Dec-16	Qtr. 3
Concerns received	8	4	1	1	6
Response time		100%	100%	100%	100%

ICH	Qtr. 2	Oct-16	Nov-16	Dec-16	Qtr. 3
Number of complaints received in month (Low - Moderate)	19	4	4	5	13
Number of Reviews received (Low - Moderate)	0	0	0	0	0
Total number of complaints closed in month (Low - Moderate)	16	2	4	4	10
Number of complaints closed in month met 25 working days (Low - Moderate)	10	0	2	3	5
Exceptional circumstances (Low - Moderate)	2	2	1	0	3
Performance Indicator	80%	80%	80%	80%	80%
Response Total 2016/2017 (Low - Moderate) complaints	75%	100%	75%	75%	80%

Number of complaints received in month (High - Extreme)	0	0	0	0	0
Number of Reviews received (High - Extreme)	0	0	0	0	0
Total number of complaints closed in month (High - Extreme)	0	0	0	0	0
Number of complaints closed in month met 25 working days (High - Extreme)	0	0	0	0	0
Exceptional circumstances (High - Extreme)	0	0	0	0	0
Performance Indicator	80%	80%	80%	80%	80%
Response Total 2016/2017 (High - Extreme) complaints	-	-	-	-	-

Compliments

There were x208 compliments received in December 16

Friends and Family – December 16

Well done to all for your hard work 99% patients are likely to recommend Wiltshire Health and Care, 320 patient responses.

Safeguarding

In December 16 there were 9 concerns raised by ICHD staff, non-concerns were raised against WHC

What's Coming Up

- ICHD QACG Meeting – 08/02/17
- Harm Free Care Focus Group – 09/02/17
- Policies and Procedures Group – 21/02/17
- Workforce and Development Group – 20/02/17

February is the shortest month of the year because the Roman emperor Augustus took one day from February and added it to August—a month that was named after him.



Fun facts about February:

The birthstone is Amethyst.

Two zodiac signs for February are Aquarius and Pisces

The month has 29 days in leap years. In common years the month has 28 days.

Viola and Primrose are the birth flowers.

On February 6, 1952, Princess Elizabeth became Queen Elizabeth II of Great Britain.

February 14 - Valentine's Day

February 21 - International Mother Language Day

February 28—Shrove Tuesday

Pancake Day, also called Shrove Tuesday, Fat Tuesday and Mardi Gras (which is French for "Fat Tuesday"), is the last day of feasting before Lent begins on Ash Wednesday. It's called so due to the tradition of eating pancakes on the day. This tradition comes from a time where any rich foods were eaten on the day before Lent, and fasting begins. The date can vary from as early as February 3rd to as late as March 9th.

Low Calorie Pancakes

Ingredients

115g plain flour

2 x medium eggs

300ml skimmed milk

90 ml Water

Small amount of oil

Blueberries for décor

Method:

Combine the milk and a little bit of water in a jug.

Sift the flour into a bowl and make a well in the middle.

Break the 2 eggs into it. Begin whisking the eggs incorporating the flour as you do so.

Gradually add the milk and water mixture, still whisking, until all the liquid has been added and you have formed a smooth batter.

Heat a frying pan over a high heat with small amount of oil until hot.

Put 2 tablespoons of batter into a ladle and add to the centre of the pan.

Check when edges become loose (about 20 seconds) and the batter has solidified, then with a pan slice, turn the pancake over and cook for a few more seconds.

Remove from pan onto a warm plate.

Serve with a topping of your choice!

