Hospital opens purpose-built IVF unit... page seven
PATIENTS are being reminded that the way they access minor injury units will change this April.

From 1 April 2015 the minor injury units at Guisborough and East Cleveland Primary Care Hospitals will no longer be open and anyone from these areas requiring treatment for a minor injury will need to attend Redcar Primary Care Hospital’s urgent care centre.

Redcar’s urgent care centre is open 24 hours a day, seven days a week, and will be offering extended x-ray department opening hours.

The changes were announced last year following an extensive three-month public consultation as part of South Tees Clinical Commissioning Group’s IMProVE (Integrated Management and Proactive care for the Vulnerable and Elderly) programme. To find out more visit www.southteesccg.nhs.uk/get-involved/improve.

From 1 April patients with minor injuries should attend the urgent care centre at Redcar Primary Care Hospital

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Think of flu, think beyond you

THE TRUST achieved its highest uptake rates to date in the NHS flu fighter’s campaign with 75.5% of healthcare workers vaccinated and a total of 5,880 vaccinations given to staff working to support patients and families in our care.

75.5% of healthcare workers vaccinated (5,880 staff)
98% of doctors (699 staff)
68% of nurses, midwives and health visitors (1,931 staff)
72% of other professionally qualified (761 staff)
79% of support to clinical staff (2,489 staff)

This meant we met the national 75% target, which is excellent in terms of protecting not only staff but also their families, our patients and the NHS services we provide.

Ruth Holt, director of nursing and quality assurance, said: “We are delighted with this year’s results and would like to say a big thank you to occupational health, our flu champions and everyone else involved in making this year’s campaign such a success.

“We would also like to thank all the staff who came forward and had their flu jab, the easiest way of preventing any of us from getting flu and helping to keep your patients and your loved ones at home flu-safe.”

Shortlisted for the NHS Employers award for best flu team in 2014, the trust was nationally recognised for the success of the staff flu vaccination campaign. The team went on to win the trust’s star award in the partnership category for their work thanks to the occupational health team, flu steering group members, military personnel and flu champions across the trust. The trust is one of a few to achieve over 75% uptake rates in the country, a testament to the hard work of everyone involved in the campaign. The campaign is now being evaluated and work is already underway on planning another successful campaign starting in the autumn.

“We are delighted with this year’s results and would like to say a big thank you to everyone involved in making this year’s campaign such a success.”
A FIVE-YEAR study led by Middlesbrough surgeon Professor Amar Rangan to determine the best treatment for a broken shoulder – surgery versus no surgery - could lead to significant financial savings.

Together with researchers from Teesside University and the University of York, Prof Rangan - clinical professor in trauma and orthopaedic surgery at James Cook - secured over £1.25m funding from the National Institute for Health Research’s Health Technology Assessment Programme in 2008 to lead the largest randomised clinical trial (ProFHER) to-date on proximal humerus (shoulder) fractures.

The results have now been published in the prestigious international Journal of the American Medical Association (JAMA), and could lead to considerable cost savings for the NHS as the researchers found no significant difference between having surgery – which is being increasingly used - for the more serious types of proximal humerus fracture (broken shoulder) compared with non-surgical treatment.

The current treatment for this increasingly common injury, in people aged over 65, involves either putting the arm in a sling or surgery for the more serious fracture, but clinicians were unsure which treatment had the best outcome.

Professor Rangan, the chief investigator on the five-year project in collaboration with clinicians from 32 NHS hospitals across the country, recruited 250 patients into the trial.

The patients, who were randomly allocated to surgery or no surgery through a service provided by the York Trials Unit, were followed up for two years with data collected at six, 12 and 24 months.

Patients recorded and ‘scored’ their own progress and experiences after treatment on a specially compiled questionnaire. The trial was managed by York Trials Unit, University of York, and The School of Health & Social Care at Teesside University was the trial sponsor.

In total the data for 231 patients – 114 in the surgical group and 117 in the non-surgical group – were included in the primary analysis. This showed that there was no significant difference in self-assessed function and pain between those patients who were allocated surgery and those who were allocated not surgery. Other data showed no clinically or significant differences on measures of health-related quality of life, complications related to surgery or shoulder fracture, later surgery or treatment for these complications, and death.

Professor Rangan said: “A broken or fractured shoulder can be a particularly painful injury and the function of the arm and shoulder can be considerably compromised - people don’t necessarily regain the independence they had before the injury.

“Some of these fractures clearly need surgery but for the majority it was not clear whether surgery was better than treating the injured arm in a sling followed by physiotherapy.

“Essentially this study was designed to find out whether one treatment was better than the other by evaluating the effectiveness and cost effectiveness of surgical versus non-surgical treatment.

“We know the use of surgery is increasing, but our trial has actually shown no significant difference between the two types of treatment which means we now have the potential to change future clinical treatment of this condition considerably.

“Also to have our paper accepted by JAMA – the Journal of the American Medical Association – is a real accolade.”

Dr Helen Handoll, senior lecturer and research fellow in Teesside University’s School of Health and Social Care Institute, added: “This important trial, which has involved a huge team effort over several years, has produced reliable evidence to guide treatment on this common and serious injury.

“Crucially, it will help to reassure patients with these injuries that in most cases they would not do any better if they had surgery. Having such powerful evidence available for this condition is exceptional and it has the potential to change clinical treatment considerably.”

The team intend to publish a separate paper on cost-effectiveness shortly.
EYE outpatients staff have launched an ambitious fundraising drive to bring the very latest leading-edge technology to James Cook.

The retinal development appeal aims to raise £175,000 to buy additional state-of-the-art equipment to enhance patient care. Top of the wishlist is an optical coherence tomography (OCT) scanner which produces detailed cross-sectional and 3D images of the eye to help clinicians quickly diagnose sight threatening conditions such as macular degeneration, diabetic retinopathy and glaucoma.

Consultant ophthalmologist Chrisjan Dees said: “The new equipment will ensure that we meet future growing demand and continue to provide the high standard of care that our patients have come to expect. “The detailed images from the scanner will help us to quickly diagnose a range of sight-threatening conditions and will benefit patients right across Teesside and North Yorkshire.

“We are urging all our staff and patients to get behind us and help us reach our £175,000 target.”

How you can help:
- Donate online at www.justgiving.com/eyescannerappeal
- Text SCAN51 and the amount you wish to donate to 70070 (eg SCAN51 £5)
- Send a cheque payable to South Tees Hospital Charity (quoting fund D125) to the charitable funds office at The James Cook University Hospital, Marton Road, Middlesbrough, TS4 3BW.
- Visit www.southtees.nhs.uk/charity for fundraising ideas

Paul puts South Tees centre stage

CLINICAL matron Paul Rafferty has helped to put South Tees’ name on the map after chairing a national conference.

Paul chaired the ‘effective ward managers’ event in London, after being recognised for the work he has done around implementing the 6Cs (care, compassion, competence, communication, courage and commitment) of nursing on his own particular ward at James Cook.

“I’ve presented twice at the conference before but this time I was asked to come back and chair it,” he said.

“I feel quite honoured really, particularly as NHS England and the CQC were keynote speakers. It’s great for our own organisation to share what we do.”

The event gave ward managers – or aspiring ones – the opportunity to learn from the experiences of other ward managers and nurse directors.

Paul, who joined the trust as a senior charge nurse, has worked closely with the team on ward 35, which is part of the surgical services centre, to look at practical methods to further develop care and compassion in practice.

Through the work they’ve done, complaints have reduced, patient compliments have increased and staff sickness has gone down. He became the clinical matron for the surgical services centre from 1 April.

The ward was also the first on the James Cook site to be given a green STAQC assessment – part of the trust’s accreditation of quality care scheme – where wards are assessed and benchmarked against national standards set by the Care Quality Commission and local trust policy compliance.
New frail elderly clinics

**WEEKLY** clinics for frail elderly people in Hambleton and Richmondshire have been introduced as part of efforts to reduce unnecessary hospital admissions.

The CCG has invested in the new clinics which are run by the trust on Monday afternoons at the Friary Community Hospital, Richmond, and on Thursday afternoons on the Rutson Ward at the Friargate.

Transport is available for patients who need it and each clinic carries out a full assessment of four patients per clinic involving a team of a consultant geriatrician, occupational therapist, nurse/case manager, physiotherapist and a social worker from North Yorkshire County Council.

Patients are referred by their GP and the assessment looks at a range of factors including the patient's home environment, their communication and nutritional needs, health and mobility and then an individual care plan is developed for them.

Patients typically seen at the clinic are those who will be able to be discharged from care at the end of the assessment with a clear plan in place rather than patients needing an immediate hospital admission or referral onto another specialty.

Aldborough St John GP Dr Mark Hodgson said: “As a GP, I want to do as much as I can to ensure the right care is provided to my patients as soon as possible. By referring patients to this clinic they will receive appropriate support in a timely manner. Feedback from my GP colleagues so far has been positive - while it's still early days it feels like it is a valued service.”

Infectious disease consultant Dr James Dunbar added: “For most frail elderly patients, admission to an acute hospital is not in their best interest. This is an excellent new clinic. Patients are seen within a week and receive a thorough assessment. An appropriate care plan is formulated immediately which allows patients to return safely to their own homes.”

Longer GP opening hours

**PATIENTS** in Hambleton and Richmondshire are currently benefiting from longer GP practice opening hours as part of a pilot scheme designed to improve access to primary care services.

The scheme, known as ‘open for longer’ has been introduced by Heartbeat Alliance - a newly formed group of local GPs who are working together to make improvements to local health services.

It involves GP practices offering extra appointments on different evenings of the week. Weekend appointments are also available and provided from the Friargate Hospital or Harewood Medical Centre, Catterick Garrison - 9am to 1pm.

Appointments will be available to registered patients by pre-booking them through their own surgery in the usual way. Depending on the day of the appointment, it may be that the appointment is provided at one of the other participating GP practices, not necessarily the patient’s registered practice.

Duncan Rogers, local GP and chair of Heartbeat Alliance, said: “It is a fantastic step to launch our ‘open for longer’ pilot in Hambleton and Richmondshire. We’ve had a strong response from the local GP community and we’re working hard to enhance the primary care service local patients receive.

“As part of the pilot we will need to monitor the impact of the extended hours in terms of enhancing patients’ experience of the service, and we will be seeking their feedback throughout.”

The pilot will run until June 2015.

Eye outpatient services

**EYE** outpatient clinics are being reinstated at Whitby.

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A NEW purpose-built IVF unit has opened its doors at James Cook. The state-of-the-art facility brings all reproductive medicine services together in one place and includes its own theatre, lab, tank room, air quality control, recovery area, patient rooms, changing rooms, reception and waiting area.

As demand for fertility services across Teesside continues to grow the development will ensure the hospital can continue to accommodate increasing numbers of patients.

“Previously the unit was divided into different sites within the hospital and shared a theatre with obstetrics and the gynaecology day unit, but now we have our own purpose-built theatre which will treat up to 10 patients a day,” said lead consultant gynaecologist Mr Fayez Mustafa. “We have everything now behind one door which is much more convenient for patients.

“We are very proud of our new unit. It has already successfully treated its first patients and future patients are always extremely impressed when we give them a tour of the new facilities.”

The unit offers both NHS and private fertility treatment to people in the North of England and has one of the best success rates in the country. It offers a comprehensive service including advanced techniques such as egg freezing, oncology freezing (freezing eggs/sperm of cancer patients) and surgical sperm extraction.

For more information on reproductive medicine services at James Cook visit http://southtees.nhs.uk/services/reproductive-medicine/

Front cover pic: The reproductive medicine team in the new IVF unit at The James Cook University Hospital
Funding boost provides complementary therapies for MND patients

PATIENTS with motor neurone disease (MND) can now benefit from free complementary therapies at the Trinity Holistic Centre.

The centre, which has previously only provided free treatments to cancer patients, has joined forces with the Mike Findley MND fund to extend its services to anyone suffering from the progressive neurological condition.

“It's a big thing because it could pave the way nationally,” said Mike Findley, who was diagnosed with MND 10 years ago.

“There has not been a lot of research into the benefits of complementary therapies for MND patients and at the end of the project a report will be shared with the MND Association.

“I'm genuinely excited, and hopefully it will open a few doors.”

Based at James Cook, the Trinity Holistic Centre helps thousands of patients every year by providing therapies such as massage, acupuncture and reflexology to support their treatment. The centre also offers private clinics and classes to help raise much-needed funds.

“We have known for a while that what we do for people with cancer we could do for others and this is a brilliant opportunity for us to dip our toe in the water and see if we do have some impact,” said Heather McLean, the centre's business manager.

The Mike Findley MND fund, which celebrates its tenth anniversary this September, has raised an amazing £155,000 since its launch in 2005. Last year it was named as one of the chosen charities of former Redcar and Cleveland Mayor Vic Jeffries and it is this extra funding that has enabled Mike and his wife Judith to approach the Trinity Holistic Centre and hand over a cheque for £2,500 to fund the first 100 complementary sessions.

“It's a special year so it's great that we can do something different,” said Mike.

“The majority of the money we raise goes to research but we also like to help local people and this will give people something to look forward to and a chance to relax.”

To find out more about the Trinity Holistic Centre visit southtees.nhs.uk/services/trinity-holistic-centre or for more details on the Mike Findley MND Fund go to mikefindleymndfund.com/
A HI-TECH robot is helping to ensure patients at James Cook get their medicines quicker.

The state-of-the-art automated system, based in the hospital’s main pharmacy, dispenses and labels a required drug in just seven seconds.

As well as increasing the speed at which medicines are given out to inpatients, using the robot will also allow the pharmacy team to redesign the services they provide to patients, supporting more staff to work on the wards.

Director of pharmacy Jacqueline Miller said: “Robotic dispensing is becoming commonplace in hospital pharmacies across the UK and the benefits it brings to service delivery are proven. This new addition to our team will help us to deliver a faster and more efficient service to our patients.”

The new robot will be used for dispensing discharge prescriptions, supplying medicines for named inpatient use and providing stocks to wards and departments.

Costing just over £200,000, automated dispensing systems (ADS) automate the storing and picking of products and the labelling stage of the dispensing process. Most of the stock will be stored inside the robot, with items all individually bar-coded and scanned to identify the product and the pack dimensions.

The pharmacy’s stock control system is connected to software which triggers the system to ‘pick’ an item during the medication supply process using a robotic arm. Once picked, items are transferred directly to the requesting station by a conveyer belt and it is estimated around 350,000 items will be dispensed by the robot each year.
Heart team recruits 100th patient to trial

BEATRICE Tate has become the 100th patient to sign up to take part in a leading-edge heart valve trial at James Cook.

Funded by the National Institute of Healthcare Research, the MAVRIC trial is a £250,000 research project comparing keyhole surgery to conventional surgery for patients requiring aortic valve replacements – the second most common type of heart operation.

Patients taking part in the trial are randomly selected to receive either the new keyhole procedure or the more conventional treatment to enable surgeons to compare clinical benefits such as recovery times.

Cardiothoracic surgeon and chief investigator for the project Enoch Akowuah said: “We have been recruiting since April 2014 and the response has been fantastic. We are aiming to recruit 220 patients in total so we are already more than a third of the way there.

“And the trial is attracting new patients to the region from across the country who would have had treatment elsewhere.”

Beatrice of County Durham said it was very exciting to be told she was the 100th patient: “I hope it’s a lucky number!” she said.

“I don’t mind taking part because it’s for research and it’s going to help people in the future.”

Research sister Heather Robinson said: “We are very grateful to all the patients who have supported this trial and look forward to seeing the results in 2017”.

Mr Akowuah added: “It has been a real team effort and I would like to thank all the cardiologists in the region who have forwarded us patients and all the nursing and research staff at James Cook who have helped ensure everything runs as smoothly as possible.”

We need your help to improve local cancer services

IF YOU have been affected by cancer and would like to help improve local cancer services then why not consider joining the South Tees NHS cancer patient and carer group?

The group is made up of patients and carers from the Friarage and James Cook hospitals as well as some of the NHS staff who work in cancer services.

Cathy Peacock, who chairs the group, joined with her husband Trevor, who was treated for gastro oesophageal cancer at James Cook, because she wanted to do something interesting, useful and close to her heart.

“As a group we want to work with the NHS in positive and constructive ways to improve cancer services for everyone,” she said.

“Patients and carers have valuable insights to give because they are or have been on the receiving end of treatment and care.”

Vice-chair and patient Jon Winn said he joined the group because he wanted to give something back to the team that did everything they could to make him well again.

“Cancer affects just about everyone in some way or another,” he said. “Not everything is perfect but there are a lot of dedicated, enthusiastic people who are

Excellent’ cancer services lead to trust being chosen as a cancer ‘buddy’

SOUTH Tees is among the first to be part of a pioneering “buddy scheme” to help other NHS trusts in England to improve cancer patients’ experience of care.

In the most recent national cancer patient experience survey, the trust had its best ever results, with nine out of ten cancer patients rating their care at James Cook and the Friarage as “very good” or “excellent” with some departments achieving 100% patient satisfaction in a number of areas.

Now after being ranked one of the most highly rated trusts in England by patients, we will be mentoring University Hospitals Bristol NHS Foundation Trust over the coming months to help them learn from what we do and help to improve their patients’ experience of care.

The buddy scheme is being run by NHS Improving Quality - the national NHS improvement organisation – with the aim to spread and accelerate innovative practice via peer to peer support and learning.

It is hoped this will lead to a reduction in national variation in cancer patients’ experiences.

All the trusts involved have volunteered to take part in the improvement programme.

Beatrice Tate is the 100th patient to sign up for the MAVRIC trial. She is pictured here with research sister Heather Robinson (right) and physiotherapist Tracey Hauxwell.
Up to improve lives

doing their best to provide a great service, they need and deserve our support to improve those services."

South Tees NHS cancer patient and carer group was launched four years ago and has worked on a variety of projects including:
• The refurbishment of the Trinity Holistic Centre
• Improving access to the travel office
• Improving food on the chemotherapy ward
• Speaking at staff conferences
• Improving communications for treatment options and research trials
• Participating in the trust review of patient information
• Ensuring the involvement of carers when diagnostic test results are given
• Improving facilities for teenagers and young adults

Lead cancer nurse Nicky Hand, said: “The cancer patient and carer group has done a huge amount of work to enhance the patient experience and it would be great to see even more people getting involved.“

Meetings are held at the hospitals four times a year and the next one takes place at James Cook on 16 April from 9.30am to 11.30am.

Anyone who is interested in supporting the group can contact Cathy on catharinepeacock@me.com, 07887 363901 or 01969 624562 or Jon on jdw5512003@yahoo.co.uk.

MBE honour for Army officer

AN ARMY officer who helped save countless lives in war-torn Afghanistan has been officially honoured for his humanitarian efforts.

Major Duane Fletcher – second in command of nursing at the Friarage - was awarded the MBE after developing the first fully-functional Afghan-run trauma centre in Helmand province.

He was deployed to Afghanistan to mentor a fledgling Afghan medical facility in Shorabak run by the Afghan National Security Force and, taking charge of the medical mentoring team,

“Gaining the trust and respect of the Afghan Army was vital.”

Nicky Hand, Macmillan lead cancer nurse at the trust said: “We’re really pleased to be part of this important project and are looking forward to working with Bristol. It’s about learning from each other and I’m sure both sides will learn a lot from this experience.“

We are now working with Bristol to develop improvement plans specific to their individual needs and at the end of the scheme, an evaluation will be carried out to measure the impact of the improvement plans with a report published towards the end of the year.

Jane Whittome, Head of NHS Improving Quality’s Experience of Care programme said, “All the trusts taking part in the buddy scheme – on both sides - are demonstrating an outstanding commitment to improving cancer patients’ experience of care.

“They clearly recognise the opportunity to work with peers in order to share learning and join a learning community in order to implement change and spread innovative practice.

“It is important that where we know we can improve NHS services, we do everything we can to help organisations to make that happen in a supportive, not punitive, way. I’m looking forward to evaluating the impact of the programme later this year.”

Major Fletcher, who lives in Bedale, joined the Army aged 16 and went into the Queen Alexandra’s Royal Army Nursing Corps to train as a registered nurse before specialising in trauma orthopaedics in 1996. He was commissioned as an officer in 2001.
NON-ALCOHOLIC fatty liver disease (NAFLD) is a build-up of fat in the liver from a condition other than alcoholism. It covers a spectrum ranging from simple steatosis (fatty liver) to non-alcoholic steatohepatitis (NASH) - liver inflammation and damage caused by a build-up of fat in the liver and cirrhosis in patients suffering from obesity related metabolic syndrome. Among the UK population about 33% have NAFLD and 2 to 5% have NASH. Now the commonest cause of liver disease in the west it accounts for a growing proportion of patients undergoing liver transplantation (15 to 20%).

Use of bariatric surgeries to achieve rapid weight loss may result in improvement of tissue change in the liver and liver function tests, but risk of the most common type of liver cancer – hepatocellular carcinoma (HCC) - remains, which is not typical without signs of liver disease.

Case study
A 47 year old female patient visited gastroenterology outpatients department at the Friargate Hospital and was found to have a large cancerous growth without any evidence of cirrhosis of the liver. She presented with a progressively enlarging stomach, swollen feet and low back pain, which she had been affected by for several weeks. Following an ultrasound scan of her stomach blood clots were found in the major blood vessels supplying the liver. While investigating the cause of the blood clots, a large 8cm cancerous growth was found on one of the lobes of her liver which extended into a major blood vessel.

What was particularly striking about this patient’s case was she did not progress through the normal course of liver disease which would eventually result in liver cancer.

The patient had previously undergone bariatric surgery for weight reduction in 2007 and her background medical history included long standing diabetes and obesity. She achieved a weight loss of 45kgs and was doing well until her recent visit to hospital.

Learning points
The study revealed the affect of rapid weight loss on fatty liver related outcomes following bariatric surgery are not entirely clear. Even though there are reports of improvement in microscopic tissue changes in the liver following bariatric procedures, these patients remain at risk for liver cancer.

Doctor Dhanoop Mohandas said: “Even though theoretically several measures have been suggested for weight reduction in obesity such as exercise, drug therapy, surgical interventions (bariatric surgery and banding) these patients remain at risk for liver cancer and may require regular follow up to monitor any changes.”

Doctor Ghada Suliman who also worked on the case study, said: “Each individual is different in terms of how their bodies react to different illnesses and the key to treatment is early recognition, diagnosis and treatment.”
Departing Maureen welcomed first patient

MAUREEN Piggott has left the trust after 35 years’ service to Teesside hospitals.

She began her training back in 1978 and was part of the surgery team at North Ormesby before moving across to the then new South Cleveland Hospital in 1981.

Maureen, who has been a night sister since 2001, was pictured in the Evening Gazette welcoming the first patient to the Marton Road hospital.

Maureen, who is moving to London, said: “Medicine and procedures may have changed over these thirty-odd years, but the staff are still the best. They are so caring and conscientious. They are the reason I’ve stayed in this job for this length of time”.

On behalf of the patient flow team, Elaine Lloyd added: “Maureen is a well-respected and caring member of the bed management team. Her knowledge and calm manner has offered years of support to patients, staff and colleagues. She is known for her wicked sense of humour and we will miss listening to her amazing stories. We all wish her well in her new career in London. Their gain will be our loss.”

Colleagues wish Maureen well at her leaving lunch

Time to focus on undernutrition

CARE homes across Middlesbrough can now take advantage of a new training package which helps to prevent undernutrition for residents.

The focus on undernutrition package is commissioned by Middlesbrough Council Public Health and delivered by the trust’s health improvement team. The training package is designed to improve overall nutrition and reduce the cost of supplying supplements to care home residents.

Carolyn Hill, health trainer said: “Undernutrition can occur as a result of many factors but the earlier it is identified the easier it is to treat.

“This is addressed by effective use of our Malnutrition Universal Screening Tool, following a nutrition care plan and supplying all residents at risk of undernutrition with fortified meals, snacks and drinks every day.

“Working with care homes to identify the risk of undernutrition is very important in ensuring delivery of good quality and longer lasting care. The benefits to resident’s quality of life are endless. The package not only looks at the practices of the home, but also identifies training needs and supports staff in new ways of working.”

Chris Churchill, manager of Belle Vue Care Home, the first focus on undernutrition accredited care home in Middlesbrough, said: “The focus on undernutrition package has been very beneficial to both the residents and staff.

“It has given our staff the knowledge and skills to monitor each resident’s weight and put in place the nutritional needs of individuals when required. The course has been worthwhile and I would like to congratulate all my staff on achieving this award.”

Jo Bielby, project lead for Focus on Undernutrition added: “The training of care home staff on the early identification and treatment of undernutrition is vital and allows care homes to embed good nutritional care into everyday practices.

“The six-week catering course is invaluable in providing the homes catering staff and care home manager with the knowledge and skills needed to deliver a food first approach to nutritional care in the home. The topics covered are basic nutrition and menu planning, special diets including diabetes, fortified, altered consistency diets (planning and preparing pureed and moulded meals), dementia and high fibre diets.”

(Left to right) Andrew Anderson, Jo Ward and Carolyn Hill health trainers, Chris Churchill, registered nurse manager; Allison Lightfoot, and Maureen Dunn, senior carers, Trish Hamilton, registered nurse and Shaun Mottram, head cook outside Belle Vue Care Home
SOUTH TEES has joined a massive social media movement launched by a terminally ill doctor to boost compassionate care.

The ‘Hello my name is...’ campaign was spearheaded by Dr Kate Granger, a young hospital consultant from Yorkshire who became frustrated with the number of staff who failed to introduce themselves to her when she was in hospital.

Dr Granger, 33, has terminal cancer and has made it her mission in whatever time she has left to get as many members of NHS staff as possible pledging to introduce themselves to their patients.

Her worldwide campaign on social media platform Twitter is inspiring nurses, doctors, therapists, receptionists, porters, domestics and staff in all roles including those from South Tees.

The trust was one of over 100 NHS organisations to collectively launch ‘Hello my name is...’ campaigns in February 2015.

The campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly.

Kate talks about this as “the first rung on the ladder to providing compassionate care” and sees it as the start of making a vital human connection, beginning a therapeutic relationship and building trust between patients and healthcare staff.

Staff from James Cook and Friarage hospitals and community services pledged their support with many adding photographs to the trust’s website Twitter feed and Facebook pages to help spread the word.

Karen Harwood, lead nurse for the patient relations department said: “Sometimes it’s the smallest things that can make the biggest difference and taking the time to introduce ourselves to our patients is something everyone at the trust can do.

“We’re also reminding staff to introduce colleagues who are taking over an individual’s care following a shift change so our patients and their families always know who is looking after them, which in turn will help them to relax and feel safe while in our care.

“And we are encouraging staff to ask each patient how they wish to be addressed and to ensure their name badges are always visible.”

You can support Dr Granger’s campaign on Twitter by sending her a message at @GrangerKate, including your name and the phrase #hellomynameis. To find out more visit www.hellomynameis.org.uk/home.
THE SURGICAL preoperative assessment team, alongside anaesthetic colleagues Gerry Danjoux, Andy Pollard and Rhiannon Hackett, won first and third prize following presentations of recent studies at the Pre-operative Association’s national conference in London.

One study was around pre-operative exercise. Inactive lifestyle is becoming increasingly common in today’s society and is associated with an increased risk to patients during or following anaesthesia and surgery. Exercising before planned surgery is an effective and safe way to improve fitness and reduce risk. The project evaluated activity levels and perceptions of personal fitness.

The team also examined how much time patients currently spent exercising, barriers to exercising regularly and the patients’ receptiveness to exercise advice. The results showed relatively low levels of activity amongst our patients even though the patients perceived themselves as reasonably fit. There were however a high number of patients who were prepared to receive advice and increase their level of exercise.

The team are now going to distribute exercise information leaflets and give verbal advice to reinforce the benefits of exercise in reducing risk. The impact of this guidance will be assessed and evaluated to allow the team to continuously work with the patient to improve outcomes.

The second study was around improving our assessment and diagnosis of obstructive sleep apnoea (OSAS). Using the recently-introduced STOP BANG screening tool, the aim of the study was to evaluate the numbers of patients triggering a potential referral to our sleep medicine unit which would allow us to plan with the patient to reduce their risk.

Debbie Robson, preoperative assessment manager said: “Despite the hard work that went into the studies alongside preparing and presenting these pieces of work, it was an ideal opportunity to showcase what can be achieved with excellent inter-professional working.

“We are all delighted – it is recognition of this sort and at this level that drives us to continue working to improve patient safety, care and experience, especially in such challenging times as a trust.”

Double success for pre-op team’s innovative work

From left: Jen Grogan, Vicky Goodridge, Debbie Robson, Debbie Leadbitter, Andy Pollard, Julie Marsay and Marie Horner

Maureen Bates, who took part in the study on increasing exercise and reducing risk, steps on an exercise bike watched by research sister Louise Cawthorn and consultant anaesthetist Professor Gerry Danjoux

Pauline says goodbye to the NHS after 37 years

PAULINE Bennison – clinical coding auditor - has retired after 37 years working in the NHS, 27 for the trust.

Pauline joined the NHS as a medical records clerk at Scarborough General Hospital in 1977. She joined South Tees in 1987, initially working in the maternity hospital medical records department before moving over to South Cleveland Hospital when it closed. After 21 years in medical records, she fancied a change and tried her hand at clinical coding, qualifying in 2004 and later becoming a qualified coding auditor.

Diane Royle, assistant clinical coding manager, friend and colleague said: “Pauline was known as being ‘the one’ to go to for all coding knowledge in the department and was relied on by many. A very kind lady she will be greatly missed by all of her friends and colleagues. We know she will thoroughly enjoy her free time and will fill it with lots of artistic hobbies she loves to do. We wish her all the very best in her retirement and for the future.”

Pauline (holding flowers) with friends and colleagues
TESCO Middlesbrough Distribution Centre in Teesport has chosen South Tees Hospitals Charity as their charity partner. They have decided to support The James Cook University Hospital following a visit by three members of staff from the centre, Joe Parker, Dave Martin and Beza Tessema.

Joe said: “Tesco pride themselves on being part of the local community and the staff are keen to support the hospital which is a such a local, worthwhile cause.”

Suzi Campbell from the charity said: “We are delighted Tesco Distribution Centre has chosen us as their charity partner. We know with the generous support of staff our wards and departments will benefit and we are sure our partnership will be a great success and are very grateful for their support.”

To see what exciting things are planned and for further information check out James Cook’s facebook page or twitter @STeesCharity.

We feature below a small selection the fantastic fundraisers who have helped us recently. If anyone is interested in fundraising contact the charity team on 01642 854160 or visiting their website at www.southtees.nhs.uk/charity. You can also keep up to date with the latest on South Tees charity on twitter @STeesCharity.

**James Cook to benefit from Tesco’s support**

**Fabulous four**

**Kelly loses hair to thank staff for amazing care**

PATIENT Kelly Johnson bravely had her head shaved to thank dedicated hospital staff for the amazing care and support she received during her treatment for cancer and her on going care. Brave daughter Charlie helped shave her mum’s hair and thanks to generous sponsors £1,284.49 was raised for radiotherapy and oncology’s star fund which benefits patients and their families.

**Couple’s golden run helps patients**

THE MOOR and Dales vintage tractor run through the scenic Yorkshire Dales raised a fantastic £780 for Hambleton and Richmondshire rheumatology service. Doug Mould and wife Margaret generously asked friends to donate money to the service instead of buying them presents when they celebrated their 50th wedding anniversary.

**Fundraising wheels are turning**

The fat lads on bikes and phat lasses in trainers mammoth fundraising mission to help ward 14 at James Cook raised a whopping £6,800 at their launch ‘Phoenix nights’ at Eston Labour Club. It was an amazing night, great fun and everyone enjoyed themselves. To see what else they are up to and for further information check out www.fatladsonbikes.com

**Mags says thanks**

JAMES Cook’s breast care unit has received a fantastic £1,001 boost thanks to patient, Margaret (Mags) Gosling. A patient since July last year, and feeling good in herself and on the mend, Mags wanted to give something back to thank her wonderful consultant - Mr Imtiaz Cheema - and the fantastic breast care nurses. A big thank you to her generous colleagues from Epax Pharma for their support.

**Together we do the amazing**
Blue is the colour for discreet dementia identification

MARCH saw a new trial of blue ‘forget me not’ pillow cases on Romanby ward at the Friarage Hospital.

One hundred blue pillow cases were donated through the generosity of the Carillion laundry team who regularly fundraise to support improvements in patient care across the trust.

The idea has been adapted from work carried out by colleagues working at University Hospitals Coventry and Warwickshire NHS Trust.

It is hoped the blue pillow cases will provide staff with a discreet way of identifying those patients who have confusion or memory problems. It’s hoped the use of the different coloured pillow case will provide staff with a visual prompt which will remind them additional support, help and reassurance may be needed.

The pillow cases will be allocated to patients who have a completed ‘forget me not’ card. This card details important information about the person with memory problems and is completed by a carer or family members who know them best.

Hospital staff, including doctors, nurses, porters, housekeepers and physiotherapists, are then able to use this person-centred information to plan and implement care more effectively.

The staff in the sewing room have also been making sensory blankets for patients. Made from various textures and tactile objects to provide directed stimulation of the senses, the sewing room staff have donated both time and materials to create these blankets.

They are being used under supervision and guidance for patients identified as needing increased or re-directed stimulation. Patients who are benefiting from using the blanket include those with a learning disability and people with advanced dementia.
It’s bowel cancer awareness month

THE TRUST’S bowel cancer support group meets four times a year at the Trinity Holistic Centre at James Cook.

The group supports patients and their families who have been affected by bowel cancer from across the Tees Valley and Hambleton and Richmondshire areas. The meetings offer a friendly, relaxed and supportive atmosphere to help patients and their families cope with the diagnosis and treatment of bowel cancer.

The next meeting is on Thursday 4 June from 2pm to 4pm. For more details contact the colorectal specialist nursing team on 01642 854847.

Facts

BOWEL cancer is the third most common cancer in the UK today. Although more than seven in 10 of the people diagnosed with bowel cancer are aged 65 and over, bowel cancer can affect anyone at any age.

The most important fact is that, if diagnosed at an early stage, bowel cancer can be treated very successfully in over 90% of cases. There is no clear reason why some people develop bowel cancer while others do not.

You can reduce your personal risk of developing cancer by these lifestyle choices:

- **Smoking:** Long-term smokers are more likely than non-smokers to develop bowel cancer.
- **Obesity:** After not smoking, maintaining a healthy weight is the most important thing you can do for cancer prevention.
- **Activity:** Being physically active uses up extra calories and helps you avoid gaining weight. It also helps food to move through your digestive system more quickly.
- **Alcohol intake:** Bowel cancer has been linked to a heavy intake of alcohol. The more you cut down, the more you reduce your risk.
- **Diet:** Make sure you eat healthily with plenty of dietary fibre from whole grains, fruit and vegetables, reducing red and cured meats.

Symptoms

- Bleeding from the bottom (rectal bleeding) or blood in your poo
- A change in your normal bowel habit, such as diarrhoea or constipation that happens for no obvious reason and lasts longer than three weeks
- Any, unexplained pain or lump in the tummy (abdomen) or back passage.
- Feeling that you have not emptied your bowels properly after a bowel motion.
- Unexplained weight loss
- Unexplained tiredness, dizziness or breathlessness.

Most people with these symptoms do not have bowel cancer, but your GP will certainly want to see you and may refer you or do further tests to rule it out.

Screening programme

BOWEL screening tests are mailed out automatically to all UK residents registered with a GP, once they reach age 60 in England, Wales and Northern Ireland.

Screening can detect bowel cancer at a much earlier stage, before people are experiencing any obvious symptoms.

If you are eligible to begin screening but have not received a test kit, contact your national helpline for more information.

UK National Bowel Screening Helpline: England: T 0800 707 60 60
www.cancerscreening.nhs.uk
Countdown to scanner appeal target

OUR ambitious appeal to raise £2million for an MRI (magnetic resonance imaging) scanner at the Friarage is in its final year and we are over the halfway mark.

Be part of the £2m party by getting involved or taking part in some of our upcoming events. If these events are not for you, why not take on a new challenge and new adventure and help raise money for the scanner appeal at the same time.

Donate online at: justgiving.com/FriarageMRiscannerappeal. Alternatively you can contact the appeal office telephone on 01609 764936 or email judith.masterman@stees.nhs.uk, or contact our appeal partners, the Friends of the Friarage Hospital on 01609 762013.

Also featured below are some of the events, local people and businesses who have supported the appeal so far. For more details visit www.friargescannerappeal.org.uk or check out twitter @STeesCharity.

Events calendar

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Venue</th>
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</thead>
<tbody>
<tr>
<td>Fundraising market stall</td>
<td>Saturday 11 April</td>
<td>Northallerton high street</td>
</tr>
<tr>
<td>Coffee morning</td>
<td>Wednesday 29 April</td>
<td>Northallerton town hall</td>
</tr>
<tr>
<td>Bubble football match</td>
<td>Saturday 16 May</td>
<td>Northallerton Football Club</td>
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<tr>
<td>Great North Swim</td>
<td>Sunday 14 June</td>
<td>Lake District</td>
</tr>
<tr>
<td>Lyke Wake walk</td>
<td>Friday 5 June</td>
<td>North Yorkshire Moors (weather dependent)</td>
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<tr>
<td>M&amp;Co fashion show</td>
<td>Wednesday 24 June</td>
<td>M&amp;Co store Northallerton</td>
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<tr>
<td>Home grown food festival</td>
<td>Sunday 28 June</td>
<td>Applegarth playing fields</td>
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<tr>
<td>Northallerton Carnival</td>
<td>Sunday 5 July</td>
<td>Northallerton high street</td>
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<tr>
<td>The Dales Trail</td>
<td>Saturday 19, 20 September</td>
<td>Romanby Golf &amp; Country Club Northallerton</td>
</tr>
<tr>
<td>Catterick races</td>
<td>Saturday 19 September</td>
<td>Catterick Racecourse</td>
</tr>
</tbody>
</table>

Contact the appeals office for further information on any of the events.

Fabulous three

Massive boost to appeal thanks to Friends

THE FRIENDS of the Friarage Hospital’s fundraising dinner for the scanner has raised an amazing £21,000. Special guest and after dinner speaker - The Rt Hon William Hague MP - gave an exclusive talk on his 26 years as an MP. Thanks to the generosity and support of everyone involved the event was a huge success.

Bells ring for scanner

THE NORTHALLERTON hand bell ringers have raised a fantastic £850 from collections at their performances at local events. Chairman, Glenys Leach, who presented the cheque said: “Everyone has been so generous - the scanner appeal means such a lot to people.”

Helping hand from clean team

CARING domestic services staff at the Friarage’s fundraising efforts have benefited the scanner appeal. Keen to show their support for the hospital they raised £549 from raffles at Easter and Christmas last year. A big thank you to the team and all the generous hospital staff who bought tickets for their support.
NURSING staff can now show their caring qualities with a touch of competitiveness after a board game focusing on these attributes has been produced by a team of Teesside-based nurses.

A group of senior nurses and clinical matrons, including Karen Harwood, came up with, and developed, the idea of ‘Who Cares Wins’ while working on the wards and departments at James Cook and the Friarage.

Karen, lead nurse in patient relations at the trust, said: “The game has been designed to help highlight and address key patient safety issues while promoting learning in a way that is interactive, fun and memorable. It has taken some time to get it to this point but, as a team, we are really proud to see it as a finished board game.”

The concept was taken up by NHS Innovations North and Catherine Reed at the trust, who supported the team with a successful £5,000 bid to the Academic Health Science Network. This helped turn their initial plans for the game into the glossy, boxed board game it is today.

Anna Taylor of NHS Innovations North added: “We are delighted to support South Tees Hospitals NHS Foundation Trust to take their innovative ideas forward and it is fantastic to see improvements that help improve the way training and education is delivered. This innovative training game is one of many that have been entered in the Bright Ideas in Health Awards 2015.”

The game was launched at the Durham and Teesside patient safety conference, on Tuesday 31 March where around a dozen boxed games were offered for sale to any interested parties.

The trust is also looking into the idea of creating an application to enable the game to be played on mobile devices so it is easily updated and more widely available.

Who cares wins: Fancy a game?

Nursing staff Karen Million, Emma Miller, Rachel McNally and Paul March at James Cook, try out the game during a break

Jackie’s fewer Friarage days

JACKIE Codd started work in 1977 for Northallerton Health Authority and worked at the Friarage in the sterile services department before moving to theatres as a trainee ODA in 1987.

Jackie qualified two years later and became a senior ODP in 1991, a role she is now retiring from. She plans to spend more time with her husband who is also retired. They love going on holiday to the Greek Islands and visiting classic motorbike shows all over the country.

Jackie said: “The Friarage has always had a special quality, a feel to it which people from outside can’t understand. It’s a friendly, family atmosphere where you can feel safe and well cared for. I am privileged to have been a small part of that for nearly forty years. How rewarding to be allowed to come alongside patients who are ill, vulnerable and frightened and try to reassure them. Sometimes the work is very humbling.

“I’ve really enjoyed all my time in theatre and have worked with some lovely people who have become friends. I will miss them but coming back for two days a week will enable me to have the best of both worlds.”

Jackie with her Friarage theatre colleagues
If you can’t stand the heat, beware the Dragons’ Lair

A DRAGONS’ Den style competition was hosted by the research and development team inviting colleagues to battle it out for a research grant.

Four outstanding candidates were shortlisted from a strong field of entries and the fiercely competitive event attracted a wide audience to James Cook’s academic centre. The aim of the Dragons’ Lair event was to help researchers develop grant applications that would be competitive in national grant award programmes, as well as publicising the varied roles of the R&D department.

A panel of “dragons” were hand-picked for their potent mix of research savvy, hard-headed business acumen and no-nonsense commentary. The panel was led by non-executive director of the trust board, Jonathan Smith. To his left was Ruth Holt, director of nursing. These two battle-hardened veterans of the boardroom made it clear from the start that they knew exactly what was expected of a dragon.

Not to be outdone, our three high profile clinicians - Professor Gerry Danjoux (anaesthetics), Professor Amar Rangan (orthopaedics) and Mr Enoch Akowuah (cardiothoracics) - quickly picked up the pace with astute critical analysis of trial design and brought to the table national and international reputations for research excellence.

First of the contestants was Mary Garthwaite representing urology in a collaborative project with Professor Jenny Southgate of the University of York with a proposal to develop therapies for patients with bladder pain.

Next in line was Rob Ellis representing dermatology with a proposal to look at the association of heavy metal exposure (elemental rather than musical) with malignant melanoma. The next candidate, Mike Tremlett (pictured right) from anaesthetics, was joined by Dr Anna Weighall and Dr Hannah Nash from Leeds University to present a project examining the effect of early adenectomy (surgical removal of all or part of a gland) on sleep quality and cognitive development in young children.

The final contestants were Paul Baker and Elke Kothmann from orthopaedics and anaesthetics proposing a study looking at the use of iron infusions to improve outcomes for patients with hip fractures.

Debate continued until the final bell but it was Mike Tremlett’s team who took the top spot winning a one-year salary for a researcher to develop data to support their application for a national grant programme.

Mike said: “The funding will allow us to begin this important study which has significant implications for many young children locally and nationally.”

The event was developed by Jo Cresswell, deputy R&D director and organised with Andrew Owens, R&D director, Beth Watts PA to R&D team and Joe Millar, R&D deputy manager.

Jo said: “Well done to all concerned, and a special acknowledgement to our fantastic dragons who had spent a lot of time making sure that all projects were given due consideration.”

Andrew added: “We welcome everyone to get in touch to talk about their ideas and aspirations. We are here to help our incredible researchers achieve their goals.”

The research and development team offers a wide range of support to staff members who wish to get involved in research. Please visit the R&D intranet or contact researchdevelopment@stees.nhs.uk for further guidance.
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