Royal visitor opens state-of-the-art cancer centre
Talking Point is your magazine and it is only as good as you make it.

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Talking Point is written and illustrated by the public relations team and designed by Octagon Design and Marketing Ltd.

Octagon specialise in gaining advertising support for magazines so Talking Point is now produced, packaged, distributed and delivered at a minimal cost to the trust.

Special service a success

A TWO-YEAR pilot project which offers dying patients the choice to spend the last few days of their lives at home rather than in hospital has proved a success for many patients.

In 2009 James Cook’s specialist palliative care team (SPCT) was awarded £120,000 from Macmillan Cancer Support to pilot an end of life discharge service.

Macmillan’s investment enabled the appointment of a discharge sister with part-time clerical help to support clinical teams and staff involved in the care and discharge planning of patients who ideally want to spend the last days of their life in their preferred place of care, a key aim of the National End of Life Strategy.

A strong partnership was formed with Teesside University’s CHASE – Centre for Health and Social Evaluation - who carried out a service user evaluation. A key finding was how small the window of opportunity is for achieving a good end-of-life discharge.

Dr Alex Nicholson, consultant in palliative medicine at James Cook, said: “I was delighted Macmillan was so ready to support this important project which would benefit patients suffering from any condition, not just cancer.

“The idea of discharging a dying patient is alien to many caring staff who want to nurture and support patients in hospital. But for some patients this opportunity is really important. Spotting, and using, this window of opportunity is crucial.

“We are delighted that the trust has agreed to fund an expansion to the specialist palliative care team to continue this work.”

Since the project began, 205 dying patients have achieved their wishes and been supported out of the hospital setting for their last few days, usually to their own home but sometimes to a community hospital or care home.

Central to the success of the project has been sister Yvonne Taylor, supported by Macmillan specialist nurses Noeleen Hunter, Jane Walker and Andrea Harris. Kelly Connell provided clerical support with assistance from Amy Lister, clerical support and Alison Wheelhouse, clinical coordinator, in the team. All have gone above and beyond to make the service helpful and supportive for patients and their families at what is a difficult and emotional time for them.

The last words go to a carer interviewed as part of CHASE’s user evaluation: “I was absolutely thrilled to have him home, to have the opportunity was absolutely fantastic and I know my husband appreciated it.”
The Archbishop of York, the Most Revd and Rt Hon Dr John Sentamu visited James Cook, meeting with staff and patients on a ward before preaching at an evening service in the hospital’s chapel, which was attended by around 30 people.

Rev Malcolm Masterman, hospital chaplain, said: “It was delightful to see the Archbishop. His warmth and enthusiasm was infectious and he brought hope and peace to all.”

**Archbishop drops by**

HEART experts at James Cook have implanted the world’s first Ingenio pacemaker.

The Ingenio has a guaranteed battery life of 14 years – almost double the seven to eight year lifespan of an average pacemaker battery – which will reduce the number of replacement operations required by patients.

Consultant cardiologist Dr Nick Linker said: “When your battery runs out you have to have another operation to replace it and obviously every time you have an operation there’s the potential for complications. Having a battery that lasts for 14 years means fewer procedures and fewer complications.

“The Ingenio is very clever; it has a number of novel features but these do not reduce the battery life.”

Retired headteacher Ann Gartside, 67, of Nunthorpe was one of the first patients to receive the new state-of-the-art device at James Cook.

“I have had a pacemaker for 13 years but the one I had fitted in 2005 was reaching the end of its life,” she said.

“Dr Linker said this new pacemaker was being developed that had a guaranteed life of 14 years and I said I was interested. If it means fewer operations then all the better!”

“I’ve seen many developments taking place over the years but this is a huge leap forward and it’s quite exciting to be one of the first to have one.”

Pacemakers have been used to help patients with heart rhythm problems since 1958. If the heart is beating slower than normal a pacemaker can be inserted to speed it up and regulate the patient’s heart rhythm.

The battery life for most pacemakers is about seven to eight years but the Ingenio pacemaker encompasses new battery technology that gives it a lifespan of at least 14 years.

Designed by Boston Scientific Ltd, the Ingenio has a number of complex features including the ability to increase the heartbeat in response to movement which helps patients feel less tired during physical activity.

Dr Linker added: “It’s nice to be the first hospital to use this device but the main reason I was so keen to start using it is the number of benefits it has for the patient.

“It’s good news for all concerned as it will also save the hospital money in the long run as we will not have to perform so many replacement operations.”
STAFF have been praised for their skill, dedication and professionalism after the trust was named one of the CHKS 40 top hospitals for the twelfth year running.

Chief executive Simon Pleydell and clinical effectiveness advisor Tony Roberts received this major accolade at a London awards ceremony hosted by CHKS, the UK's leading independent provider of healthcare intelligence and quality improvement services.

Celebrating excellence amongst CHKS clients across the UK, the awards are based on the evaluation of 23 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

Chief executive, Simon Pleydell said: “We are delighted to be able to say we have received this award for the twelfth year running. It is a tribute to the skill, dedication and professionalism of our staff and demonstrates their continued commitment and willingness to go that extra mile (and often above and beyond) to deliver a high quality service for our patients.”

Jason Harries, managing director, CHKS said: “Our awards programme provides reassurance to hospital boards, staff and patients that their trust is amongst the highest performers when it comes to data quality, safety and quality of care. I am delighted South Tees is one of our 40 top hospitals for 2012.”

JAMES Cook has become the first in the UK to use a state-of-the-art ultrasound imaging system for patients with abnormal heart rhythms.

Cardiologists at James Cook are the first to combine Cartosound ultrasound imaging with the more widely used CARTO Mapping System to enable them to see detailed images of the heart when treating patients for conditions such as atrial fibrillation.

Atrial fibrillation is a common heart rhythm problem affecting more than 1 million people across the UK. In some patients it can be treated using an ablation procedure where thin wires are inserted into a patient’s vein, usually via the groin, and moved to the appropriate position in the heart so that radiofrequency energy can be used to treat the affected area.

This new ultrasound imaging technology enables cardiologists to see exactly where the catheter is in the heart in real time through a screen in the catheter laboratory, providing more accurate information to help guide the cardiologist to target the correct part of the heart to be ablated.

“In simple terms this new system works in a similar way to a GPS unit in a car,” said cardiologist Simon James.

“It uses ultrasound so we can actually see exactly where the catheter is instead of having to use educated guess work. It’s like someone switching the lights on.

“It is very exciting to be the first in the UK to take advantage of this new technology. We have seen it presented at meetings in America and we have observed doctors doing cases with it in Italy. It makes the procedure quicker and safer for the patient.”
A partnership going from strength to strength

Military staff nurse, sergeant Rob Dews, tells Talking Point about his role in a new regular section about the Ministry of Defence Hospital Unit (MDHU) at the Friarage.

“As a young boy I was always driven by adventure and mischief, and like any other young boy this adventure and mischief meant I had many a visit to the accident and emergency department to tend to my cuts and bruises, and the occasional broken bone. This must have given me my first tastes of life working in such a department. Unfortunately (or fortunately) for my parents my sense of adventure and mischief led me into the Army recruiting office in 1999, where, with this taste for caring and saving lives, I joined the Royal Army Medical Corps as a combat medical technician.

“After a short period of time I realised once again I needed to venture further into the world of medicine and transferred my skills to the Queen Alexandra’s Royal Army Nursing Corps and became a registered nurse.

“Since qualifying in 2007 I have worked both at the Friarage and James Cook and currently work as a specialist nurse in the accident and emergency department.

“Many people get confused when I introduce myself as a military staff nurse as most people don’t understand the concept of military nursing within the NHS. Well it’s very simple, since the closure of military hospitals nurses have needed to continue to practise and develop their skills ready for war. The government decided the best way to achieve this would be to employ us within certain NHS trusts across the country.

“So we are regular serving soldiers, nursing within the trust to meet the needs of the regiment. How does that benefit the trust? Well it does in a number of ways. All our nurses and allied health professionals are fully trained to the same standard as our civilian colleagues. In most departments we provide several nurses for one position, and a vast amount of our nursing staff have been deployed to operations in Iraq and Afghanistan, who bring back a wealth of experience and new and innovative nursing skills and ideas. War and medical advancements unfortunately go hand in hand but these developments have led to amazing results in trauma care.

“With five previous operational tours and recently returning from Afghanistan, working in the emergency department in Camp Bastion where the patient care is second to none, the experiences and skills I have developed out there I can now transfer into the accident and emergency department at James Cook. This enhances patient care and the treatment of injured patients.

“I honestly believe the inclusion of military nurses and healthcare professionals across South Tees can only improve patient care and gives us the opportunity to pass on our experiences, but it also offers us the opportunity to learn and develop from our civilian colleagues’ and patients’ knowledge and experiences to enhance nursing within the trust.”
Royal visitor opens state-of-the-art cancer centre

A ROYAL seal of approval has been given to the trust’s £35million cancer redevelopment.

Princess Alexandra officially opened James Cook’s new stand-alone radiotherapy centre in May and spent lots of time chatting to everyone!

The state-of-the-art Endeavour Unit is part of a £35m service expansion that places our Middlesbrough hospital among the best in Europe for cancer treatment.

The unit is also one of the first in the world to treat patients on three Elekta Agility linear accelerators – £1.5m machines used to give radiation treatment.

Fiona Milnes, radiotherapy services team leader said: “Demand for cancer services is increasing all the time and this expansion gives our patients access to the very latest technology in a purpose-built unit which will really put James Cook on the map.”

Grandfather Harold Winspear is the first patient to be treated on the new equipment and chatted to the princess before she officially opened the new unit.

He said: “She was lovely and very down to earth, asking about my treatment and how I was. It is a great centre - the staff and the facilities are great.”

Before heading to the Endeavour Unit, Princess Alexandra - daughter of The late Duke and Duchess of Kent and cousin to The Queen - visited the hospital’s chemotherapy day unit which was extended and refurbished, chatting to patients and the clinical team.

She later unveiled a plaque in the Endeavour Unit and received a small gift from the chairman Deborah Jenkins – a paperweight.

“She was lovely and very down to earth, asking about my treatment and how I was.”
Central e-rostering system goes trust-wide

FROM last October, the trust rolled out centralised e-rostering across 33 of the larger wards and departments in the James Cook and Friarage hospitals as part of a six-month pilot project.

Now following a review, the system is being rolled out even further, including into some of our community hospitals.

For those unfamiliar with the process, electronic rostering (or e-rostering) is simply an electronic way of efficiently managing when nursing staff are needed to work and at the trust, a core team was set up to put into place a centralised system.

Their aim is to help produce more efficient rosters of existing registered and non-registered nursing staff thereby reducing reliance on expensive and higher risk bank and agency staffing.

In turn, this also contributes to the patient safety and quality agenda by helping to ensure the appropriate levels of skilled and trained staff are working in the right areas to deliver high standards of patient care.

Other key benefits include reduced administration for ward managers thus releasing time to care and affording ward managers more opportunity to clinically supervise staff and monitor patient care and standards.

Already through this system, the trust has been able to review the working practices within the nursing and midwifery teams.

For example, some clinical areas’ shifts and staff start and finish times had been created based on individual staffing needs, resulting in some divisions standardising shift start and end times.

In summary, the six-month pilot has:

- Allowed better management of staff hours and automatically rostered correct skill mix
- Created fairer rosters
- Reduced staff costs – in particular NSHP spend
- Ensured accurate payroll
- Reduced the administration burden in some ward areas
- Provided accurate and clear visibility of staff hours worked / owed / owing

“We are looking forward to extending this project to a wider group of wards to ensure we are using our staff fairly, safely and cost effectively.”

The views of those who piloted it...

Sandra Robinson, ward 26
“Key to its success is for the ward manager being well prepared and working closely with the e-rostering team to get the template and rules right.”

Joanne Elliott, ward 28
“In all honesty, I didn’t feel the pilot was of great benefit to me as I still had to spend time on the roster after initial completion to ‘tweak’ it and I always try to ensure holidays etc are balanced anyway.

“However I can see how it would benefit other areas particularly those with high levels of flexible working requests and managers who are not in a supervisory role.”
Frequently asked questions by staff

Will I get my requests?
Yes. The current process will not change and all requests will be through the same process – use of Employee on Line.

Will my flexible working arrangements be honoured?
Yes. Any agreed formal flexible working arrangements will be honoured as per current process – this will not change.

Who will lay down the roster?
Your senior sister will do this as per normal process – this will not change.

Who will approve my requests for leave etc?
Your senior sister will approve/decline any requests based on ability to ensure clinical cover for rosters, ensuring safety at all times.

Will the senior sisters be able to see the rosters before they are printed and given to staff?
Yes. Once the roster is produced and first approved by the e-roster team, the team will then email the ward manager to inform them that the roster is ready to second approve.

Can I request any changes to the roster?
Yes. Once the roster is published there will be a one-week window in which the roster can be changed but the changes must be like for like changes – for example, Band 5 for Band 5. The change will only be allowed if it does not impact on the roster key performance indicators which are being monitored throughout this process. After this one-week window, the roster will be locked until it is just about to be worked.

The e-roster team will make prospective changes to the roster before it is worked and this will be closely monitored.

Who will make changes to the roster while it is being worked?
The senior sister/junior sister/nurse in charge of the wards will make amendments to the rosters as they are being worked. All changes will be monitored once the roster has been finalised and a copy of the roster key performance indicators will be taken after it has been finalised to assess the impact of all changes to the roster.

Does the senior sister still finalise the roster for payroll?
Yes. This must be done weekly to monitor sickness absence for the previous week – Monday to Sunday - and must be completed before close of play of Tuesday the following week so the extract can be sent across to payroll team.

It must also be done monthly for the payroll extract and this must be completed by the 5th of the following month to ensure enhancement payments are received in time.

How has the e-roster team been preparing for the takeover of the production of the rosters?
The e-roster team are currently contacting all of the 35 wards/departments. Senior sisters are reviewing templates, flexible working agreements, staff preferences around shifts etc.

A further 35 wards/departments will move to centralised e-rostering and the team is currently preparing for this extended piece of work, working closely with ward managers and senior nurses. For further information contact extension 55591 (JCUH).

“Provided clear, immediate and accurate management reports related to staff – sickness, training time, annual leave taken etc

Provided staff access to the system

Ensured a standardised approach to rostering

Assistant director of nursing Alison Smith said: “We are looking forward to extending this project to a wider group of wards to ensure we are using our staff fairly, safely and cost effectively and gaining the maximum benefits from the e-roster system.”

“A roster timetable has been produced, detailing the date that each roster will need to close to requests.”

How far in advance do I need to get my requests in?
A roster timetable has been produced, detailing the date that each roster will need to close to requests. Please ask your senior sister for details.

Will the e-rostering team meet the deadlines for roster production?
The production of the roster relies on the ward manager reviewing the compliance of the headroom and also ensuring that all requests for annual leave, study leave, and days off are approved and the roster then closed to requests by the agreed deadline.
Staff celebrate the Queen’s diamond jubilee

TRUST staff got in the jubilee spirit, with special events at the trust’s hospitals, decorating their departments and celebrating in style. Talking Point features some of them below:

Jubilee cupcakes

PATIENTS at James Cook enjoyed specially decorated cupcakes to celebrate the jubilee thanks to Carillion’s catering department staff who baked around 650 of the tasty treats.

Jan Kelly, patient catering manager and Christine Hunt, food production assistant with the jubilee cupcakes

Jubilee feast

THE FRIARAGE celebrated the Queen’s Diamond Jubilee with a regal lunch for patients - cooked up by the catering team.

Stealing the crown and glory of the day was the high tea which included a royal selection of sandwiches, scones, Victoria sponge and Battenberg cakes. The special jubilee menu was designed by the clerical team and included details about Queen Elizabeth and her life.

Friarage queen – Jean with clinical coding staff and Paul

Clinical coding’s Queen Kate

AS WELL as celebrating the Queen’s Jubilee, clinical coding staff at the Friarage have their very own Queen – Kate Leadbeater - who recently celebrated her 60th birthday. Kate has been at the Friarage for 32 years, 26 of them in coding to the present day.

The department even has its very own knight in shining armour – Paul Foden clinical coder from James Cook - who frequently visits to help out when they are short staffed so it is very apt he joins in to celebrate two special ladies.
Chris wins a lifetime achievement award for her work in palliative care – and puts it all down to teamwork

NURSE consultant Chris Ward has won a coveted lifetime achievement award for her work in palliative care.

Chris, who leads the palliative care team in Hambleton and Richmondshire, received the ‘International Journal of Palliative Nursing’ accolade for the contribution she has made over the last 22 years in her profession.

“I’m the sort of person that comes to work to do a good job - and to be recognised for doing something that I really enjoy is quite amazing – but I couldn’t have achieved what I have without a fantastic team around me,” she said.

“Probably even more important are the patients and carers who are a huge inspiration to make me want to make a difference.”

Chris became the first Macmillan clinical nurse specialist in palliative care in Hambleton and Richmondshire in 1990, setting up the hospital-based Macmillan nursing service which has since become a multi-skilled team spanning hospital and community and including nurses, doctors, dieticians and occupational therapists.

She graduated from Macmillan nurse to Macmillan palliative care team Leader in 1999, lead nurse for cancer and palliative care in 2002 and nurse consultant in adult palliative care – her current post - in the same year.

During that time she has developed university and in-house teaching programmes in palliative care and established the gold standard frameworks (GSF) in primary care locally.

She has also led the development of a local chemotherapy service, established a specialist palliative care team clinical network in North Yorkshire and co-authored the North East Cancer Network guidelines. She holds honorary visiting lectureships with the University of York and the University of Teesside.

Chris added: “I’m proudest of my work in helping cancer patients with spinal cord compression. What started out as one incident where the outcome had not gone well spurred me on to try and make a difference, initially for local patients but hopefully now it will influence patients throughout England as I sit on the NICE steering group.

“It is one of my passions and if we can prevent a few more patients from being paralysed for the remainder of their lives, then I think that’s a huge achievement.”

Chris, who is based in the Rutson Hospital in Northallerton, and her team have also made progress in helping people to die in their preferred place of care with around 80% of its patients now achieving their choice, with the support of non-specialist colleagues.

She describes her next big challenge as ensuring the palliative care that most cancer patients have learned to expect, is also extended to other end of life care patients. “We are getting better at that but a lot of that is down to identifying the patients who are likely to be in their last six to 12 months of life – and that’s particularly challenging for people who don’t have cancer. Collaboration with GPs, district nurses and ward staff is the key.”

Ward 11 celebrates and the patients loved it!

STAFF provided a happy environment for elderly care patients on ward 11 at James Cook with jubilee themed decorations, music playing dating back 60 years and special treats.

The patients enjoyed joining in the celebrations and relatives and carers were pleased their loved ones could be part of the jubilee celebrations even though they were in hospital.
NEONATAL nurse Jo Chubb carried the Olympic torch with pride on the Middlesbrough leg of its journey.

Jo, who works in James Cook’s neonatal unit, was nominated for this special honour by former colleague, Sue Seargeant who thought Jo should be part of the special event in recognition of her fantastic fundraising efforts over the years and for changing careers to become a neonatal nurse after daughter Emily needed medical help.

Jo started her working life at 16 as assistant engineer/design draughtsperson for an engineering company along with Sue who was department clerk, and they have been friends for about 12 years.

For Emily’s first two years of life, Jo spent most of her time at various hospitals - including James Cook’s neonatal unit - and being in hospital became part of Jo’s normal family routine.

At one of Emily’s hospital admissions in September 2002, a nurse made a comment: “You do all these things for Emily, why don’t you consider retraining?” This prompted the idea of Jo becoming a nurse and after undergoing nurse training at Teesside University she qualified and started work at the Friarage’s special care baby unit before joining neonatal.

Charity work has always been part of Jo’s life and she began taking part in sponsored sporting events at school and trying new things. After Emily arrived in the world this didn’t change and Jo has supported lots of charities and taken part in numerous fundraising events over the years, many of them sports related.

This includes Zoe’s Place, Cancer Research UK and Sports Relief, and she has swum the distance of the English channel for spinal injuries charity Aspire, which got a few gasps from family and friends.

Jo is currently helping Walk the Walk national charity raising money and awareness of breast cancer while the participants get fit and have fun. She said: “Carrying the Olympic torch was a wonderful experience that I will never forget and definitely an overwhelming once in a lifetime opportunity.

“I now work in an area of nursing I love and can give something back to those in a similar situation. I find it hard to view what I do as anything extraordinary as I feel have only done what most mums would, take care and provide for their children. So I find it immensely humbling to think that what I do and have achieved was noticed by a friend and acknowledged, I still don’t think it has sunk in.”

HEALTHCARE assistant and athletics coach, Rick Betts, carried the Olympic torch on the last Stockton leg of its journey.

Rick, who works in the operating theatres at James Cook was nominated for this very special honour by the parents of one of the many young athletes he coaches at Middlesbrough’s Clairville Stadium.

Robin Cameron thought Rick should be part of the event in recognition of his fantastic coaching, officiating and team managing efforts over the last 30 years.

A programme manager with NHS Connecting for Health, Robin said: “Rickman (Rick) Betts is a legend in grassroots athletics in Teesside and as one of the youth coaches with Middlesbrough (Mandale) Athletics Club.

“He has spent years coaching, training and, ultimately, inspiring generations of teenagers giving them focus, self-discipline, goals and ambitions - some from among the most disadvantaged backgrounds in the United Kingdom. Rick has a natural manner, firm and fair that teenagers both respect and respond to, in ways parents often cannot do.

“As a parent, it is humbling to see the fondness they develop for him and the way he fosters team spirit and team pride for each other. I nominated Rick for the hours that he sacrifices selflessly, week in, week out, in all weathers, for no personal reward other than to see his teenagers compete, grow and win. I know many of the kids overflowed with pride seeing Rick carry the Olympic torch.”

Rick has also spent the last 12 years until recently working as a voluntary union representative for the trade union Unison representing many members of staff at all grades across the trust.

Check out more Olympic stories in...
He also has the double honour this year of working as part of the timing and scoring team at the Olympic Games in Stratford, having already visited the capital three times for various training events including the test event at the stadium in May.

His first shift inside the Olympic Stadium will be during the showcase event of the Olympics, the men’s 100 metre final. He is anticipating a good race and possibly a new world record from the country of his father’s birth, Jamaica.

Rick said: “I now work in an area of the trust that I love and find very rewarding and with some great team members. I am grateful to my department for allowing annual leave, sometimes at late notice, for me to complete my training commitments for the games.

“I was very surprised to be nominated for the honour of carrying the torch and even more surprised to be selected for it from so many worthy applicants. My coaching work is also very close to my heart as the thrill I get from seeing young people from all walks of life exceed what they thought was possible when they first join my group will never cease to give me great satisfaction.”

On his double Olympic honour, Rick said: “It was fantastic to see so many people turning out to see the relay – thousands were all clapping and cheering as I ran the last leg in Stockton. It was also lovely to see the smiles on the young children’s faces, as I went onto the children’s wards with my torch the following day.

“To be selected for the torch relay and as a member of the volunteer workforce in the Olympic Stadium during the games is beyond my wildest dreams, I think the only thing that could top that is one day one of the athletes I coach representing Great Britain on a global stage and winning their own medal.”

Rick wore a sunflower on his uniform during the run in memory of former Unison colleague, Margaret Toase, and in support of the work done by Teesside Hospice. He will be handing over his torch to Macmillan Academy which his youngest son attends.

LINDA Sidgwick, team leader for learning difficulties physiotherapy service based at West Acklam Centre, was asked to attend the special Olympic national indoor athletics championship to present medals to the athletes.

The honour was in recognition to Linda, who has been involved with the special Olympic movement since first being selected to attend the special Olympic world games in North Carolina as one of two physiotherapists for the UK team in 1998.

Linda was lead physiotherapist for Team GB in the world games in Ireland in 2003 and again in 2007 for the world games in Shanghai, as well as at national and European events during this time.

She said: “Presenting the medals was totally different to the role I am used to, but was no less rewarding and viewed with the same degree of privilege as supporting and enabling the athletes to continue to compete following injury at major games events.”

Linda has now been asked to join the recently formed ‘Health and Well-Being’ Committee at the National Headquarters of Special Olympics UK in London, which sits two to three times a year.
Truly inspirational was how Jane Cummings, chief nursing officer for England, described South Tees nurses and midwives at this year’s Nightingale Awards.

She said: “If people can come here and learn things from you, as you have from others, the world will be a better place.”

This year the theme was “I see the person in every patient” so it was quite fitting that the overall winner was staff nurse Kim Barstow of ward 3 who has worked hard to enhance the experience of patients with dementia and offer support to their families.

Kim has worked for the trust for nearly three years and has developed a special interest in improving the care dementia patients receive.

She was nominated by a range of staff for her “hard work, commitment and enthusiasm” and for being passionate about patient care.

Kim led the way in implementing the Alzheimer’s Society’s “This is me” initiative on the ward which pulls together information and photos about each patient’s life to generate discussions and enable professionals to see the real person behind the dementia.

Clinical Matron Beth Swanson was among those to nominate Kim. She said: “Changing the culture of a whole ward is not an easy task… Kim facilitated this skillfully and with enthusiasm.

“Kim’s passion and leadership is helping to improve care and she is truly an inspiring nurse and future nurse leader.”

Kim said: “I cannot put into words how honoured I am to win such an award. For me I was just doing my job and could not do this without the great team I work with.

“We have developed training around what it feels like to have dementia, experiencing some of the deficits often expressed by patients with dementia, communication, anxiety etc. Getting the staff to truly have empathy with this disease was part of breaking down barriers.

“We have also looked at the environment and are in talks to have the ward decorated in a more dementia friendly when the ward block is re-modernised.”

The Nightingale Awards recognise the unique and important contribution nursing and midwifery makes to patients and their families on a day-to-day basis.

Patients were invited to share their stories with Linda Oliver talking about enhancing the care of the blind and visually impaired, Jen Lappin sharing a story of cancer, care and compassion and Nicola Simmons telling how staff at James Cook pulled out all the stops to make sure her daughter Hannah, who has to be permanently attached to a life support machine, got her birthday wish to go swimming.

This year the awards, which took place at Middlesbrough Teaching and Learning Centre, even got a number of mentions on the social networking site Twitter.

Guest speaker Dr Helen Bevan from the NHS Institute for Innovation and Improvement, summed up the day’s events by tweeting: “@SouthTees…you lead the NHS in innovation and improvement but you don’t recognise how special you are.”

Congratulations to all the winners:

- Student nurse/student midwife, cadet nurse or student operating department practitioner – Josie Hitchin, student nurse
- Healthcare assistant/assistant practitioner – Clare Donnelly, healthcare assistant
- Staff nurse/staff midwife and operating department practitioner – Kim Barstow, staff nurse
- Sister/charge nurse – Vicky Garriock, children’s community nursing sister
- Specialist nurse/specialist midwife – Annmarie Riordan, Macmillan specialist nurse
- Senior nurse – Val Gair, matron for theatres and anaesthetics
- Team award – Hambleton and Richmondshire specialist palliative care team
- Poster winner – Anne Marie Hall, clinical matron for surgery
- Friends of the Friarage award – nursing team, intensive therapy unit, FHN
- Matrons’ award – Michael Carr, charge nurse
- Military award – staff sergeant Victoria Quigley
- The Debbie Ford memorial award – paediatric intensive care team
- The Elaine Thorpe memorial award – Rose Joy, community midwife
- The McCormack patients’ award – ward 19, JCUH
- Director of nursing’s lifetime achievement award – Margaret Toase
- Mentor’s award: Practice mentor – Dawn Appleton, staff nurse
- Mentor’s award: Practice placement – ward 21 and PDU team
Golden year for kidney patients

2011 was a fantastic year for kidney patients at James Cook – for the first time we celebrated over 50 patients having a successful kidney transplant.

Kidney disease affects a huge number of people in the UK. It can affect people at any age and has many different causes.

A small number of people with kidney disease develop kidney failure and need dialysis or kidney transplantation. Medical evidence shows people survive longer and feel better if they have a kidney transplant sooner rather than later.

There are two ways a kidney becomes available for transplant. The most common is when someone dies and their kidneys are healthy they can be given to someone else. The other is when a living person chooses to donate a kidney to a relative or friend, or as a gift of life to someone they do not know (altruistic kidney donation).

The renal unit’s living kidney donor team of dedicated doctors and nurses help prepare patients for kidney failure and transplantation and a dedicated new clinic has been set up to make the process more helpful and efficient.

Last year, 55 patients had kidney transplants - 34 from those who died and 21 living kidney donations (from spouse/partner, brothers, sisters, mums and dads, sons and daughters, friends and altruistic). This is a significant achievement and a tribute to the team’s hard work and effort in helping and supporting patients and their families through the process.

People needing a kidney transplant are asked to talk to their friends and relatives about living kidney donation and anyone considering donation talks to a specialist transplant nurse. Not everyone can be a kidney donor and potential donors visit the unit, learn what being a kidney donor means and have health tests.

If you have a friend or relative affected by kidney disease and would like to know more about living kidney donation please contact sister Alison Callaway on 01642 854732, extension 54732. The NHS website www.organdonation.nhs.uk gives more information and patient stories.

JUDY Bain arrived home to a mountain of ‘get well’ and ‘you’ve been brave’ cards. She was overwhelmed by kindness and did not feel ill, sore yes, but brave certainly not – she had just donated a kidney to her precious daughter Lou.

Lou was born in 1975 and diagnosed with cystic fibrosis, a genetic disease which still claims the lives of many young people. By 20, her lungs were destroyed and she needed a lung transplant.

After 18 desperate months Lou’s life was saved after a caring family gave consent for organ donation.

“The sunshine came back into our lives and we will never forget this special family. After a rocky post-operative recovery, Lou thrived and enjoyed a life she had long been deprived of,” said Judy.

However after several good years, Lou began to have problems and was in renal failure. Her devastated family met the renal team at James Cook and decided one of them would like to become a living kidney donor.
The things we do for love

Initial tests showed Judy was the best match and, with the support of Dr Jonathon Louden and sister Alison Callaway, investigations began to determine if Judy could give a kidney to Lou and still be fit and healthy.

Once the tests were complete, she travelled to Newcastle and met the live organ transplant co-ordinator Kim Russell and surgeon Mr Naeem Soomro who went through everything step by step and gave her a date for surgery.

Judy added: “We decided we needed a plan – Lou would be discharged to us, so my husband could care for us both. On the morning of the operation I was anxious for my daughter and went to see her. We had a kiss, a cuddle, and more than a few tears – then it was off to theatre.

“If you can say an operation was good, this was. The following morning, I was out of bed and had a cuppa! After a spruce-up, I went to see Lou, found her perky and complaining bitterly because she was starving! We were all delighted to find the gift kidney working well.”

Judy made a good recovery and went home on day four. Two years on, she feels privileged to have given her daughter the chance of a better life…

“While Lou still has cystic fibrosis and diabetes, she’s not in renal failure - no nausea or vomiting, no profound anaemia and related tiredness, no restricted fluids or diets and no dialysis - what more can I say?

“I’m also fine - 65 on the outside but feel 37! My kidney function is normal and the biggest benefit for me has been my weight loss - I needed to lose three stones pre-transplant. I’m still 10 stones and intend to stay that way, but most importantly, as Lou’s mum.”

‘Exceptional’ progress to UNICEF recognition

HEALTH visiting services run by South Tees have achieved the required criteria in 20 of the 23 postnatal standards in the World Health Organisation / UNICEF baby friendly accreditation scheme.

In April, officers from the scheme visited our service teams and undertook an audit specifically looking at the information health visitors give to women about how they feed their babies, in particular breastfeeding.

The audit results were extremely encouraging. Our services were praised by the mothers, saying: “The service is exceptional” and “the information was just right.” It is hoped to become a fully accredited UNICEF baby friendly facility later this year.

Victoria Head, infant feeding co-ordinator, said: “We are very pleased by the feedback we have had from the assessment and the success of the breast buddies group.”

Members of the breast buddies group enjoy a day out at Stewart Park

Are you dementia aware?

WARD staff at James Cook could not have failed to notice the dementia awareness trolley doing the rounds during May.

Clinical matron Jeanette Power-Jepson and liaison service manager Pauline Lavery visited a number of wards during Dementia Awareness Week highlighting the fact that many people with the condition can also be affected by depression.

Pauline said: “Depression can often be missed but anyone can refer dementia patients to Tees Esk and Wear Valleys NHS Foundation Trust to be assessed if they witness any signs of depression, not just medical and nursing staff. Even relatives can request an assessment. The important thing is to get the referral at the right time.”

Jeanette added: “We also wanted to remind staff that dementia will not be the only reason patients have been admitted onto our wards. If these patients are in hospital they also have a physical problem.”

For further information visit nhs.uk/dementia or contact the older people’s mental health team on 01642 516542.
Carol McGee from community services celebrated her retirement after 40 years at a buffet lunch with colleagues.

Starting her career in 1972 as a state enrolled nurse training in Teesside, she completed state certified midwife training at Middlesbrough Maternity Hospital in 1972 before working for Northallerton Health Services as community nursing sister and district nurse/midwifery.

Carol joined Hambleton and Richmondshire PCT, along with Lorraine Bone, as a locality practitioner/virtual ward team, transferring to the trust in April 2011.

Lorraine said: “Carol and I have developed a great partnership over the years, she has proved herself to be an accomplished nurse, an aspiring leader, and a very dear friend to all those who have worked with her. We wish her all the very best on her retirement and for the future.”

Ensuring Parkinson’s patients get their medicine on time

PARKINSON’S UK’s ‘Get it on Time’ initiative is increasing awareness of the importance medication can play in controlling Parkinson disease (PD) symptoms.

As part of Parkinson’s awareness week staff, patients and carers were in James Cook’s atrium to raise awareness of the importance of patients receiving their medication on time, every time.

Parkinson’s specialist nurse Zenita Cowen and Parkinson’s liaison sister Sue Palfreeman are supplying information and pill timers to help remind trust staff when PD patients medication is due. Patients can suffer adverse effects if they do not receive medication within 15 minutes of their allocated time.

Rosemary Watson has had several stays in hospital since Parkinson’s disease symptoms started over 25 years ago and feels it is very important Parkinson patients get their drugs on time.

She said: “For the last couple of years, I have been allowed to self medicate during my hospital stays with the support of ward staff and the Parkinson’s disease nurses.

“It’s made a tremendous difference for me to keep to my Parkinson’s disease drugs routine when an inpatient. I have been able to relax, feel comfortable about my stay and recovered quickly. The enlightened attitude at the hospital has really helped.”

Celebratory songs

YOUNGSTERS from St Pius X Roman Catholic Primary School got patients, visitors and staff in celebratory mood for the Queen’s diamond jubilee with a special concert at James Cook.

The youngsters from years three to six at the Middlesbrough School - who all love singing - performed a selection of favourite songs and a group of them also performed a ribbon dance.

Thanks to the children for a very enjoyable event which was part of the hospital’s performing arts programme.
JAMES Cook has joined forces with Reliance Medical Services to launch a unique first aid course specially designed for police custody medical staff.

Believed to be the first of its kind, the Recognition of the Acutely Ill Detainee (RAID) course has been specially designed to meet the needs of custody medical teams.

The teaching package takes into account the difficult situations these professionals may face when treating detainees in police cells, such as those under the influence of drink or drugs.

Joanne Carling, senior clinical lecturer said: “Custody staff attend general life support courses but this is the first training package to really focus on the specific problems they have to deal with.

“Following a visit to the police cells and a meeting with the lead nurse from Reliance Medical Services we have put a unique programme together which includes assessment of the acutely ill detainee, managing inebriated people with head injuries, basic life support and dealing with a range of scenarios in a simulated police cell.”

Staff from Cleveland Police Reliance Medical Service attended the first RAID course in the academic centre and gave some very positive feedback.

Joanne added: “They enjoyed the hands on teaching and simulated scenarios and the fact that we replicated their equipment to enhance the realism of the simulated environment. The medical director of Reliance Medical Services attended and recommended that this course be rolled out nationally.”

Unique course for custody staff

ACOUSTIC lap slide singer/songwriter, Tom Doughty, visited James Cook’s Golden Jubilee regional spinal cord injuries centre inspiring current and former patients with his love of the guitar at a special workshop.

He also performed for patients, staff and visitors at a concert in the hospital’s atrium.

Tom from Northwich, Cheshire, was injured in a motorbike accident aged 17 leaving him with spinal injuries and restricted use of his hands.

His love of music inspired him to take up the slide guitar and he is hoping to encourage others to learn to play at a series of workshop and concerts at specialist spinal centres in Britain.

As well as gigging, session work and recording, Tom teaches lap slide guitar from his home. He has released three CDs, and tours throughout the UK and abroad.

He secured Arts Fund money for the initiative and support from Yamaha Europe - who are supplying a guitar for each centre - and Bose who are loaning him a sound system for the tour.

Clare Nixon, occupational therapist, said: “This was a new and exciting opportunity for us. Our patients really enjoyed Tom’s visit and learning to play the slide guitar and it really cheered them up.”

“Our patients really enjoyed Tom’s visit and learning to play the slide guitar and it really cheered them up.”

Tom Doughty (centre) teaches Steven Young (left) and Ian Young-Husband. Picture courtesy of Evening Gazette

Slide guitarist shares his skills with spinal patients

“"This is the first training package to really focus on the specific problems they have to deal with.”

Birgit Hanusch, Joanne Carling, Graham Bone and Simon Patel (left - right) from the undergraduate teaching faculty demonstrate how to treat a collapsed detainee

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Birgit Hanusch, Joanne Carling, Graham Bone and Simon Patel (left - right) from the undergraduate teaching faculty demonstrate how to treat a collapsed detainee
Helping staff achieve their full potential

THE TRUST is committed to supporting new members of staff through preceptorship.

Preceptorship involves practical experience and training for staff at the start of their careers which will help them begin the journey from novice to expert. It continues their professional development, building confidence and further developing competence to practice.

Staff eligible for preceptorship includes newly registered nurses, employed in both the acute setting and the community, and allied health professionals. The programme runs three times a year and involves two induction days and four support days.

Registered nurse, Morag Tiernan works on intensive care unit 2 at James Cook, and said: “The preceptorship programme really helped me to settle into my role as a staff nurse and I found the preceptorship facilitators very helpful and supportive.

“I also completed the university module which runs alongside preceptorship and I am over the moon to have gained 20 credits at level six.”

Jane Moses, preceptorship facilitator, said: “This is an exciting time with preceptorship now including community and allied health professionals, as well as hospital staff. The preceptorship team has expertise across all these settings.”

To register onto the preceptorship programme or for further information staff can contact the team on the following email or telephone numbers.

Planning for the worst...

ALTHOUGH our hospitals deal with emergencies every day, there may be occasions when we face an emergency that is outside our day-to-day capabilities where our ability to provide our core services is seriously compromised.

These are known as major incidents or emergencies. Often it is an incident or accident resulting in large numbers of casualties but it could also be a disruption in a hospital itself, a public health scare or civil emergency which will inevitably impact on our services. This requires an extra response of personnel and resources to deal with the consequences.

Recent events, internationally and nationally, have reinforced the need to be prepared for major incidents or emergencies. The increasing threat of terrorism and the recently averted fuel tanker drivers’ industrial action have reminded us all of the need to expect the unexpected. Major incidents usually happen without warning but if we prepare for them in advance, we can respond quickly and effectively.

That is why the trust has a dedicated emergency planning team working to ensure that we are ready to respond to any major emergency in partnership with other responding organisations.

Emergency planning manager Donna Jermyn said: “The trust has a number of emergency plans, such as the major incident plan and service business continuity plans which explain the actions staff should be ready to take when an emergency strikes.

“The speed of our response is critical. It is not the time for any of us to ask “where do I go, what do I do?” Staff should familiarise themselves with the plans so that they are well prepared.”

For further information on the team and its work contact Donna Jermyn donna.jermyn@stees.nhs.uk or Liz Harvey elizabeth.harvey@stees.nhs.uk.
Ali Brownlee pulls on his walking boots

BBC Tees spent a week interviewing staff at James Cook to celebrate the opening of the Endeavour Unit.

Reporters were surprised to discover that 6,000 people work at James Cook and were especially keen to speak to those unsung heroes who work hard behind the scenes to ensure the smooth running of the hospital.

Throughout the week they spent time with medical engineering, medical physics, pathology, catering, estates, domestics, laundry, porters, theatres, volunteers and accident and emergency staff, to name but a few.

The week long show included a live broadcast from the new stand-alone radiotherapy centre and saw presenter Ali Brownlee take on the role of a porter for an afternoon.

Ali soon discovered porters walk miles everyday and need to own a comfy pair of shoes as well as knowing their way around endless hospital corridors!

Friends pedal power helps patients

CYCLISTS Dr Richard James, previously at the Friarage and now GP training in Masham and flight lieutenant Andrew Dale, space operations crew commander at RAF Fylingdales, have gone that extra mile to help patients.

Last year, the intrepid duo cycled from the hospital to Ravenseat - furthest point by road in Friarage’s catchment area at top of Swaledale - and back, a significant achievement raising a fantastic £1,095, plus 25% gift aid.

Thanks go to generous family and friends for sponsoring them; Rex Dale and Carol James who drove support vehicles, and Halfords for providing cycle equipment.

Richard said: “Fortunately the weather was kind to us as for 95 miles through some of the most glorious countryside, making the ride a pleasure to do.

With ten miles to go we hit ‘the wall’ but a much needed chocolate biscuit and lemonade injection helped us to the finish.”

The money was donated to the Friends of the Friarage Hospital for Ainderby medical ward and has provided an Arjo standing aid, costing £5,300, to benefit future patients.

Margaret plans to get her own house in order

MARGARET Cox, stores assistant, has retired from James Cook’s sterile services department after 28 years at the trust.

She worked in various local hospitals, before joining Middlesbrough General’s SSD in 1984, moving to James Cook when it closed in 2003.

She is looking forward to spending more time at home and getting her own house in order. Margaret is also planning more holidays and doing some voluntary work during her retirement.

Gayle Saltmer, sterile services business manager, said: “Margaret will certainly be missed. A valued member of the team, she will be a hard act to follow. We wish her a long and happy retirement and all the very best for the future.”

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First class equipment
THE MEDICAL physiotherapy team at James Cook now have two new high-tech pieces of equipment thanks to Olwyn Mcphillips.
Olwyn, pictured here with staff from ward 9, wanted to raise funds for the hospital after both her parents, Maureen and Dando Woodier, were treated for cancer by consultant Anur Guhan.
A variety of fundraisers including a sponsored run and hair shave helped raise £6,000 which has been used to buy a standaid - a device that helps get patients out of their hospital bed and therefore speeds up recovery - and some bed weighing scales which enable staff to easily monitor the weight of bed bound patients.
Senior specialist physiotherapist Rebecca Shea said: “The physiotherapy team have been waiting five years for something like this.”

Film night fun
CARING Romanby School children have helped the Friarage's special care baby unit.
A fundraising film evening featuring animated stories around plasticine models made by the children raised £150. Thanks go to everyone who supported the successful and fun event.
Jasmine Ellenor and Emily Masterman representing fellow year 5 and 6 pupils handed the cheque to delighted sister Heather Baker. The money will help buy a new transport incubator to help some of the hospital's youngest patients and their families.

Supportive care
A CHARITY fun day at New Marske Institute has raised £1,550 for the testicular cancer fund at James Cook, thanks to members and their family and friends.
Jackie Butcher's family also made a generous £2,000 donation to the fund to thank staff for the fantastic care and support given to a family member.
Annmarie Riordan, specialist nurse uro-oncology pictured (left) with Jackie was delighted to receive the donations which will help future patients at the hospital.

Complementary coffee morning
PAULINE Newcombe raised a fantastic £1,166 towards the complementary therapy service at the Friarage's Mowbray suite from a coffee morning held at the Golden Lion in Romanby.
Following Mrs Newcombe's treatment for cancer her family and friends decided to support the popular service which is funded entirely by donations. She is pictured handing the money to Kathryn Almond who runs the service.

THE KNIT and natter group - caring ladies who love to knit - have helped future patients at James Cook's stroke unit with a £150 donation.
They meet weekly at Acklam Library to knit baby clothes, which they sell to raise money for local charities and good causes, while enjoying a chat and a cuppa at the same time.
Joanne Elliott, ward manager was delighted to receive the cheque and offer a big thank you to the group who have previously helped other charities and departments at James Cook.
Donated wool is used to make the clothes and any spare wool would be much appreciated. It can be dropped off at the library, care of Marjorie Thompson.

We are grateful for the generosity of local people and the support of all the dedicated people who raise money to help patients at the trust's hospitals.
Safety bonus

BABIES and children with cystic fibrosis will benefit – thanks to AMEC Asset Support Europe and West Africa.

The Wynyard company’s workforce decided the cystic fibrosis service at James Cook should receive a £600 windfall from their special safe days working fund.

A cause close to employee, Peter Calvert’s heart, he is pictured with daughter Fay Calvert - whose son was cared for by the team - Fiona Lindsay specialist nurse, cystic fibrosis and Sophie Distasi from AMEC.

60s night is a big hit

JACQUELINE Graham of Great Ayton (centre) is pictured handing over £1,200 each to Heather Goodwill (left) from the holistic care centre and chief of service for neurosciences, Phil Kane, after she and her husband John organised a ‘60s night’ at the Treebridge Hotel.

Jacqueline and John, who married two and a half years ago, met after both their previous spouses, David and Sue, had died. Both had been treated for brain tumours and had used the centre.

Donation delight

MIDDLESBROUGH freemasons have generously donated £500 to orthopaedic theatres at the Friarage.

Pictured are Kumar Das, associate specialist orthopaedics, and Jane Axon, theatre sister, who were delighted to receive the cheque from his worshipful master, John W Finch from the lodge of St Hilda.

They wanted to thank the theatre staff for caring for lodge members in the past and the money will be used to benefit future orthopaedic patients at the hospital.

Eggcellent work

AN Easter raffle raised £202 towards the refurbishment of the visitors’ room on ward 12 at James Cook.

Laundry staff are pictured here handing over the proceeds of their annual fundraiser to ward manager Tracy Warne and ward clerk Janice Pinkney.

The money will be used to improve the décor and provide luxury items such as a tea set and a CD player.

Double bonus for babies

CATRIONA and Robert Gaudie have helped the Friarage’s special care baby unit and James Cook’s neonatal unit as a thank you for caring for son, Dougal.

Thanks to everyone who attended a ceilidh at their local village hall in East Rounton - enjoyed by all despite the snow blizzards and adverse weather conditions – a fantastic £500 was raised which will help future tiny babies who are poorly or born prematurely at the hospitals.

Catriona is pictured with consultant paediatricians, Dr Dieter Dammann and Dr Jon James and staff nurse Vicky Hobday with Dougal at the Friarage.
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