Jamie’s double first
Talking Point is your magazine and it is only as good as you make it.

It is produced quarterly in January, April, July and October each year.

Ideas and stories or suggestions to make Talking Point even better are always welcome.

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Preventing fractures, saving lives

MORE patients are being tested and treated for osteoporosis at the earliest opportunity thanks to the introduction of the trust’s fracture liaison service.

Back in 2005 only 25% of female hip fracture patients and 6% of males aged over 75 were treated for osteoporosis. But over the past seven years that figure has soared to 94%.

“These figures are as good as the best in the country,” said rheumatologist Dr Stephen Tuck. “And well above the national average of 69%.

“Patients are now getting treatment as early as possible so we are preventing more fractures from developing and saving lives.”

Osteoporosis is a condition that causes bones to become weak and fragile and more likely to break.

There are often no warning signs for osteoporosis until someone experiences a fracture, often after a relatively minor fall, but it can be easily diagnosed using a Dexam - a type of x-ray that measures bone density.

One in two women and one in five men aged over 50 will suffer an osteoporotic fracture, but once a patient is diagnosed there is a range of treatments available to increase bone strength and prevent more fractures occurring.

In 2005 the rheumatology team joined forces with the orthopaedics, elderly care and falls teams to create new pathways of care to identify more patients who may be at risk.

A fracture liaison service with its own specialist nurse was then launched in 2010 with the aim of testing everyone over 50 - across all services at the trust - who suffered a low trauma fracture. Orthogeriatricians were also appointed to see all patients who may be at risk.

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Consultant physician Thant Oo, consultant in elderly care Pratibha Tryambake, specialist nurse Anne Tate and consultant rheumatologist Stephen Tuck those over 70 who suffered a hip fracture.

As a result 94% of hip fracture patients and 97% of all fracture patients over 50 are now identified and treated, ensuring patients are diagnosed at the earliest opportunity which could even help save lives as statistics show that one in five people die within 12 months of having a hip fracture.

Dr Tuck said: “This means that in the future we should see a reduction in the number of fractures we treat which is good news for patients and will also help free up bed space in our hospitals.

“It’s been a great team effort and I would like to thank everyone involved for their hard work including the falls team, elderly care consultants Jennifer Gedge and Miranda Tay, orthopaedic consultant Tony Ho, fracture liaison nurse Monica Clarke, specialist hip fracture nurse Anne Tate and GP Henry Waters, head of South Tees CCG, who pushed the changes forward in primary care.”

Environment award for exceptional team

STAFF on ward 14 are celebrating after achieving a Macmillan quality environmental mark.

The quality mark is used to assess whether cancer care environments meet the standards required by people living with cancer. The award demonstrates to staff, visitors and patients that a ward is:

• Welcoming and accessible to all
• Respectful of people's privacy and dignity
• Supportive to users’ comfort and well-being
• Giving choice and control to people using the service
• Listening to the voice of the user

Stephen Guy, regional development manager for Macmillan Cancer Support, is pictured presenting the award to sister Julie Stonehouse (left) and ward manager Bev Rodgers.

Julie said: “It’s been a real team effort to achieve this standard. Among other initiatives to enhance the ward environment the staff gave up their changing facilities to create the family suite.”

Bey said: “As leaders of the team we are very proud of every single one of our staff.”

The team celebrated with a giant tower of cupcakes and were joined by several patients who described the ward as exceptional.

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Campaign to stop overuse of antibiotics

DOCTORS, prescribers and nurses are being urged to minimise the use of antibiotics to help in the fight against healthcare associated infections and the spread of antibiotic-resistant bacteria.

A new campaign has been launched to encourage all trust staff who prescribe or administer antibiotics to follow a few simple steps to stop unnecessary use. Overusing antibiotics can increase antibiotic resistance so staff are being encouraged to act now to make sure life-saving medicines remain effective for future generations.

Patients taking antibiotics are also more likely to develop infections such as *Clostridium difficile* – antibiotics kill off some of the good bacteria in the gut which allows the *C diff* bacteria to multiply. This is another reason to use antibiotics sparingly.

The campaign urges staff to improve antibiotic prescribing so patients are SPARED from an increased risk of healthcare associated infections and to ensure antibiotics are saved for a new ERA. It uses the words SPARED and ERA to emphasise a number of vital checks that should always be carried out when prescribing or administering antibiotics.

Doctors and other prescribers should always check the following when prescribing antibiotics:
- **Samples** - Have you sent relevant samples for microbiology tests before starting antibiotics? Have you checked previous microbiology results?
- **Policy** - Have you followed the trust's antibiotic policy or looked at specialist directorate guidelines? If you deviate from recommendations, document why in the notes
- **Allergy** - Are you considering drug allergies while prescribing antibiotics?
- **Reason** - Have you documented the reason/indication for antibiotics in the notes and on the drug chart?
- **End date** - Have you specified an end/stop date for antibiotic courses in the notes and on the drug chart? If not, write a review date
- **Daily review** - Review antibiotic courses daily to check: 1) they are still needed; 2) whether IVs can switch to oral; 3) if microbiology results are available; 4) whether the antibiotic should change

Nurses are also urged to check three vital steps from the campaign when administering antibiotics to patients:
- End date
- Reason
- Allergy

Consultant physician Richard Bellamy said: “The spread of antibiotic-resistant bacteria is a major threat to public health. At least 50% of all antibiotics prescribed in hospitals and in the community are not needed.”

“Please don’t prescribe any antibiotic unless there is a definite indication to do so. If you do prescribe an antibiotic please make sure you write the indication for starting it and the intended stop/review date on the drug chart and in the patient notes.”

“The SPARED and ERA campaigns are designed to reinforce these messages to doctors, other prescribers and nurses to help us in the fight against healthcare associated infections.”

Queen’s Nursing Institute funds ‘catheter champions’ project

A NEW project to pilot the use of ‘catheter champions’ in district nursing teams across Hambleton and Richmondshire is now underway.

Continence specialist nurse Michelle Payne has received £5,000 funding from the Queen’s Nursing Institute to launch the project in the local community which aims to:
- Lower the usage of indwelling catheters
- Lower the frequency occurrence of catheter-acquired urinary tract infections
- Increase the quality of life; raise independence and dignity for the incontinent patient
- To develop a network of expert team members in district nursing teams to continue to minimise the usage of indwelling catheters

Each patient with a long-term indwelling catheter – which can raise the risk of infection by 5% for each 24 hours it remains in situ – known to the district nursing team will be offered an in-depth assessment of their continence needs with a champion.

Many patients will not know why they were catheterised and have accepted the situation but the project has the potential to have significant impact on quality of life for patients in the community with long-term catheters.

Its aim is to empower patients to understand their continence needs and the options that may be available to them.

She said: “As a full-time continence advisor, I am all too aware of the devastating effects of incontinence on individuals and have found through in-depth patient-centred assessment and care planning there are often alternatives to long-term catheterisation.

“Even where there is no alternative, by working with patients and carers we can reduce the number and severity of catheter-associated urinary tract infections through developed care plans. Our catheter champion nurses will play a vital role in achieving the aims of this project.”

Anne Pearse, the QNI’s practice development manager who runs the programme for innovation and leadership, recently met with Michelle to discuss the project and meet some of the champions. In total, nine projects across the country have been funded in 2014.

She said: “These projects are a practical, measurable way of improving patient care by testing the ideas of frontline nurses, supported by QNI staff with experience in project delivery. The projects this year show the amazing diversity and complexity of care being delivered by today’s community nurses.”

Michelle (centre) with Anne and the catheter champions
JAMIE Goldswain created a double first as he collected the coveted Nightingale Award for 2014.

Jamie, who is a healthcare assistant on ward two at James Cook, is not only the first male to pick up the top award but he is also the first non-registered nurse to collect the prize in the ten years the awards scheme has been running.

Jamie also landed the award for healthcare assistant of the year, to make it a double celebration for the 27 year old from Normanby.

One of the two nominations received for Jamie said of him, “He is the ultimate professional at all times and his softly spoken demeanour puts patients, and their relatives or carers at complete ease which in turn facilitates a speedier recovery. Jamie has always excelled when interacting with patients who require enhanced support and levels of observation. Whether the patient is acutely confused, has dementia, experiences delirium or exhibits signs of depression, Jamie adapts to their individual needs to support them.”

On picking up the award, a shell-shocked Jamie said: “To be nominated was fantastic, but to actually win the Nightingale was the cherry on the cake for me. When I heard my name called out I was in total shock. Then for my name to be called out the second time I had to take a minute to take it all in. It’s fantastic to know that an unqualified member of staff has won it this year and I feel that all the time and effort I put into my job has been appreciated.”

The awards, of which there are 16 and the overall winner, follows on from the 300-strong Nightingale conference, which this year was honoured to have as its keynote speaker, Professor Elizabeth Robb, chief executive of the Florence Nightingale Foundation.
Healthcare assistant of the year: Jamie Goldswain

Team of the year: Victoria Ward, Friary Hospital, Richmond

Mentors award: Katie Milburn

Military award: WO2 Zoe Clarke

Practice placement award: neonatal unit

Student of the year: Jennifer Gilbey

Poster winner: Jenny Brown

Midwifery award: Sue Wheeldon

Matron award: Sallie Southall

Sister/charge nurse of the year: Jill Best

Senior nurse/midwife of the year: Deborah Slimings

Staff nurse/midwife of the year: Haley Hutchinson

Friends of the Friarage award: Sarah Batty

Community award: Tocketts ward, East Cleveland Primary Care Hospital

The McCormack patients award: Ward 28

Paediatric award: Cheryl Honeyman
THE trust is leading the way for Parkinson’s patients by launching a new tool kit to help improve the care they receive across all NHS services.

Consultant Neil Archibald and his colleagues have developed a new system that will give everyone from GPs to hospital staff an at a glance guide to the best healthcare route for each patient as well as essential information to ensure they get the correct advice and medication.

The integrated care pathway is the first of its kind in the country to be fully implemented for Parkinson’s disease and has been developed in partnership with Neurological Commissioning Support and Parkinson’s UK.

Health professionals can access the whole system via a computer or can simply use the section most relevant to their service as a handy quick-reference guide. It also contains a useful who’s who guide that can be shared with patients.

It is hoped its introduction will have a huge impact on the way patients are diagnosed, referred, treated and signposted to other services by ensuring:

• All patients with significant Parkinson’s disease are referred to a specialist as soon as possible
• Medication is delivered more effectively in hospitals
• Access to other services such as physiotherapy, speech and language therapy and palliative care is improved

Dr Archibald said: “We currently treat about 1,200 Parkinson’s patients at the trust and we believe this new pathway will really make a difference to people.

“When a patient with Parkinson’s is admitted to hospital for whatever reason they should be referred to the Parkinson’s team within 24 hours.

“But this is also about empowering patients so they know who is looking after them and that they can self-refer.”

The pathway will soon be available on the Parkinson’s pages of the staff intranet and trust website as well as being sent out to all trust divisions and local GPs.

End of era as Carol retires

A FAMILIAR face at the trust, trauma divisional manager Carol Dargue, has retired after four decades in nursing.

Carol started her career in 1972 and has worked for 42 years at the trust. Her roles have included ward sister in orthopaedics, nursing officer for outpatients, clinical manager for orthopaedics and accident and emergency and divisional manager for trauma from 1992 to her retirement.

She led many developments including the introduction of night nurse practitioners and more recently major trauma centre status and the military contract and she has really made a difference during her career.

Trust chairman Deborah Jenkins said: “Carol is a true stalwart of the NHS and will be a hard act to follow. She has made a significant contribution to the trust, the trauma division and to patient care over the years.

“She will be truly missed by her colleagues in the trauma division and the many friends and colleagues she has worked with over the years. We wish her all the very best on her retirement and for the future.”

Sign up as a personal, fair and diverse champion

THIRTY-SEVEN staff who work in a variety of roles across the trust signed up as champions for the personal, fair and diverse campaign during equality, diversity and human rights week.

Organised by NHS Employers in partnership with the Equality and Diversity Council, the campaign encourages NHS staff to do whatever they can in their day-to-day work to improve patient experiences and to create fairer, more inclusive working environments for colleagues.

Some of the pledges NHS champions have made are to:

- Develop their work to encourage positive steps to eliminate prejudice and discrimination and deliver inclusive services and workplace environments
- Share and spread good practice and talk to other colleagues about how their teams can support a personal, fair and diverse NHS
- Raise their voice for others who find it difficult to make themselves heard

As part of equality, diversity and human rights week staff were also invited to attend a lunch time talk about issues faced by the transgender community and how to overcome barriers.

If you would like to show your commitment and sign up to be a personal, fair and diverse champion, or if you would like to know more about it please go to www.nhsemployers.org/campaigns/pfd-campaign/sign-up-today or contact Ruth Anderson, HR advisor on extension 53012.
James Cook to offer patients middle ear implants

**JAMES** Cook hospital has become the first in the region to be commissioned to provide middle ear implants making the hospital a major provider for all recognised forms of hearing loss treatments.

Previously patients had to travel to Manchester, Nottingham or Birmingham for this life-changing treatment which opens up a new world of hearing opportunities for patients who are unable to benefit from conventional hearing aids.

Ear, nose and throat (ENT) consultant Mr Anirvan Banerjee said: “Patients with mild to moderate hearing loss are fitted with hearing aids which amplify the sounds entering the ear, which is appropriate for most patients. At the other end of the scale those patients with profound hearing loss can have a cochlear implant fitted which bypasses the hearing organ and stimulates the auditory nerve.

However there is a group of patients who suffer from severe hearing loss but are unable to manage with conventional hearing aids for a number of reasons. If their hearing loss is not severe enough to warrant consideration for a cochlear implant then another option is a middle ear implant.”

Middle ear implants use a clever magnet to vibrate the structures of the middle ear. The implant is fitted to a tiny bone in the ear and receives signals from a compact audio processor that sits discreetly behind the patient’s ear.

“Some patients are almost living in social isolation because they can’t use their hearing aids but hopefully with this implant they will be able to enjoy life a lot more,” said Mr Banerjee, who will be fitting the implants along with fellow surgeon Mr Noweed Ahmad.

“We have been working hard for four years to bring these implants to James Cook but we could not have done it without the support of clinical director for ENT Derek Bosman, managing director of surgical services Sandra Donoghue, head of audiology Des Robertshaw and senior audiologist Jen Ramsbottom.”

Mr Bosman added: “The surgical services centre and ENT department at South Tees Hospitals NHS Foundation Trust are delighted to support the introduction of middle ear implants. We are now able to offer a complete implant service to our patients with treatments for all forms of hearing loss.”

What’s on your bucket list?

FLYING in a hot air balloon, travelling the world and talking to your favourite celebrity are just some of the things you added to our bucket list of things to do before you die to mark Dying Matters awareness week.

The light-hearted ‘to do’ list was displayed on a giant tree in the atrium at James Cook to encourage people to talk openly about dying, death and bereavement.

There were also a range of stalls offering advice on everything from writing a will to becoming an organ donor.

This year’s theme was ‘You only die once’, or #YODO, and encouraged people to take five simple steps:

1. Write your will
2. Record your funeral wishes
3. Plan your future care and support
4. Consider registering as an organ donor
5. Tell your loved ones your wishes

Elizabeth Price, lead nurse for end of life care and bereavement said: “Don’t leave it until it’s too late – if you have not made a will, told anyone your wishes or considered organ donation then visit dyingmatters.org to find out what you need to know.”

Other wishes on the bucket list included buying a dog, getting fitter, having more children, learning sign language and living a long and happy life!
Audiology staff are on a mission to raise awareness of the dangers of second hand smoke which can cause children to develop glue ear and ear infections. This initiative is fully supported by the secondary care stop smoking service which assisted in the development of an information leaflet and subsequent audit.

Glue ear is a common childhood condition where the middle ear becomes filled with fluid, where it is normally filled with air. The fluid makes it difficult for sounds to pass through the ear which can make quiet sounds more difficult to hear. Children are more likely to be affected if they have had repeated ear infections and colds. But another major factor is exposure to second hand cigarette smoke as this can irritate the lining of parts of the ear causing it to become inflamed.

The audiology team at South Tees is now asking all parents of children who have ear problems if they or any family members are smokers and then advising them of the risks associated with second hand smoke. “A lot of people are puzzled as to why we are asking them about smoking and they are surprised to learn there is a direct risk associated with glue ear and ear infections,” said Gina Wilkinson, the pre-registration clinical scientist who has been leading the awareness project for the audiology department. “We are encouraging parents to make their homes and cars smokefree and to ensure anyone looking after their child does not smoke in front of them.”

Any parents wanting to quit smoking are being signposted to local NHS stop smoking services for advice and support. Lesley Colley, specialist stop smoking advisor, praised the audiology service for leading the way in systematically informing people of the benefits of not smoking indoors.

“Stopping smoking reduces the chance of children suffering from glue ear, bronchitis, pneumonia, asthma, meningitis and ear infections. It also dramatically increases your chance of living longer.”

“Second hand smoke is invisible and odourless but it can contain arsenic, benzene and cyanide. It isn’t enough to open a window, anyone wanting to smoke should go outside away from any children.”

For more information or to set up similar projects please contact the secondary care stop smoking service at James Cook on extension 52065.
Heart fund launches £1million appeal

SOUTH Cleveland Heart Fund has launched a £1million appeal to enhance heart scanning services at James Cook.

The appeal aims to help fund the major upgrade of an MRI Scanner so it can deliver faster state-of-the-art scanning and a full Cardiac Magnetic Resonance Imaging (CMR) service.

CMR is an advanced non-invasive imaging technique that can be used to assess why a heart is not working properly. It allows cardiac consultants to view the moving heart in high definition, from any angle, and without exposure to X-rays. It also enables them to take a look at the composition of the heart muscle and identify areas of scarring due to conditions such as heart attacks or heart muscle disorders.

“It’s rather like putting the heart under a microscope, but without the need for an invasive tissue biopsy,” said Dr Neil Maredia, consultant cardiologist.

The appeal will also contribute towards the replacement of a second MRI scanner, with a higher magnetic field strength and a wider tunnel - a particularly important benefit for patients who are obese or who suffer from claustrophobia.

Due to the high demand for MRI scans across the trust, the heart unit currently has a limited number of slots in which to scan its patients, but the upgraded machines will be faster and enable more patients to benefit from them.

South Cleveland Heart Fund Chairman Adrian Davies said: “The trust needs more CMR scans, but does not have the space or resource to build a room for a new scanner in the heart unit.

“Upgrading existing scanners offers benefits to a wider range of patients, a major saving in overall cost and provides this vital service improvement in the shortest time - a win-win situation for everyone!”

The South Cleveland Heart Fund generously supported the introduction of a CMR service to James Cook in 2011. Since that time, the heart unit has performed more than 1,000 scans on patients from Teesside, North Yorkshire, County Durham, Cumbria and Tyne and Wear.

Dr Maredia said: “Referrals for CMR studies continue to increase, reflecting the growing role of this technique in the diagnosis, management and follow up of patients with a wide spectrum of heart conditions.

“These developments are expected to lead to significant improvements in the quality and scope of images that we obtain as well as increasing the overall capacity for both CMR and general MRI scanning at James Cook.

“We are immensely grateful to the South Cleveland Heart Fund for their continued support.”

Dr Davies added: “We are urging everyone to get behind us to help us hit our £1million target and help ensure our heart unit stays at the leading edge of cardiac advances.

“The magnetic scans provided by these upgraded machines will be second to none.”

Cheques payable to South Cleveland Heart Fund and marked “scanner appeal” can be sent to treasurer Mr Keith Robson, 117 Roman Road, Linthorpe, Middlesbrough, TS5 5QB. Alternatively you can donate via Just Giving on the South Cleveland Heart Fund website www.schf.org.uk

GRAHAM Agar was referred to James Cook’s heart unit when he started to suffer from unexplained episodes of breathlessness.

Graham, who lives in Wynyard, was given an ECG and MRI scan and within 20 minutes of having the MRI scan consultant cardiologist Dr Neil Maredia was able to pinpoint the problem – a hole between the two chambers of his heart.

“Now I know what the problem is I’m looking forward to getting it put right,” said Graham, who is scheduled for an operation.

“It will change my life because my breathing will be much better so I will be able to go swimming with my grandson and play football with him better.”

Having experienced the benefits of having an MRI scan Graham is backing South Cleveland Heart Fund’s Cardiac MR Appeal as it will enable more patients to benefit from the most advanced technology available.

He said: “These upgraded scanners will make a huge difference because they will be able to get more patients through and find and treat things faster.”

Consultant Neil Maredia with senior radiographers Rachel Dale and Kirsty Bowers

Graham Agar pictured in front of the current scanner with Dr Neil Maredia

Upgraded scanners will help more patients like Graham

GRAHAM Agar was referred to James Cook’s heart unit when he started to suffer from unexplained episodes of breathlessness.
The Friarage estates and facilities team with their award

Water celebration!

CONGRATULATIONS to estates engineering officer Brendan Ruddy and the Friarage estates and facilities team who won Yorkshire Water's Taking Responsibility for Business Awards 2013/14 in the health and safety award - safe water section.

The awards held at Thorpe Park Hotel in Leeds celebrated the exceptional performance and achievements of Yorkshire Water's key business customers and organisations throughout the Yorkshire region.

Sue Ritchie, business customer manager, said: “This is the second year Yorkshire Water have hosted the awards and the standard of entries was extremely high.

“The awards are our way of recognising some of the wonderful things that companies in our area are doing and I am absolutely delighted that the safe water award was won by the hospital team. They are an absolute pleasure to work with and thoroughly deserve this recognition.

“The Friarage team has worked incredibly hard to make the hospital efficient and sustainable and this is a credit to their efforts.”

Staff and patients offered free carbon monoxide tests

STAFF, visitors and patients were offered free carbon monoxide tests to mark national No Smoking Day.

This year’s No Smoking Day campaign and had a ‘V for Victory’ theme which aimed to inspire hundreds of thousands of smokers across the country to win the fight against cigarettes.

The trust held its own V for Victory event to inspire quitters and help them battle their cravings.

The stop smoking team offered free carbon monoxide tests to smokers and non-smokers and recorded the results anonymously on a colourful score chart.

In total 69 people were tested and two non-smokers who had higher than expected readings were referred to representatives from Cleveland Fire Brigade who were on hand to offer appliance testing advice.

Youngsters on the children’s wards at James Cook took part in a No Smoking Day poster competition to help spread the V for Victory message and a winner was selected for each age group.

The trust is also fighting its own battle as it continues to receive complaints about people smoking near entrances at James Cook despite it being a smoke-free site.

Ruth Holt, director of nursing and quality assurance, said: “It’s a contentious issue which attracts numerous complaints from patients, visitors and staff.

While we’ve already done a lot of work to provide stop smoking support to people and to try and prevent smoking in our hospital grounds, the key issue for us is, legally, we cannot enforce a ban on site.

“One of my tasks since joining the trust is to re-establish a smoking cessation forum and I’m keen to hear people’s thoughts on this issue - why not drop us a line through the feedback page on the trust’s website - www.southtees.nhs.uk?”

For more information and support to help you quit visit www.nosmokingday.org.uk

“It’s a contentious issue which attracts numerous complaints from patients, visitors and staff.”

Hannah Dowson, 15, with her winning poster, nursery nurse Jo Gibson, and Lesley Colley and Sarah Sharpe from the stop smoking team

Brendan Ruddy receives the award from Sue Ritchie
Food for thought

THE THIRD nutrition and hydration national patient safety week saw a hive of activity across the trust to raise awareness of the importance of nutrition and hydration in patient care and recovery and promote good practice.

This was supported by many of our clinical staff, trust nutrition and hydration working groups and our hospital catering service and catering partners - Carillion, OCS and Serco.

At the start of the week, ‘Meal service Monday’ saw volunteers observing and assisting on wards with the delivery of food at mealtimes.

On the Wednesday, ‘National afternoon tea event’ was celebrated in our acute and community hospitals and also by some of our nutrition champion care homes, with the provision of scones and other important between meal snacks.

The following day, and after last year’s success, the ‘Come dine with me’ event was repeated to create opportunities for staff, visitors and patients and relatives (at James Cook and Friarage) to taste hospital food and provide feedback on dishes from the hospital menu.

Meanwhile throughout the week, patient safety walkabouts were held on some wards across the trust to observe the mealtime experience for patients, and learn where we could improve this.

Promotional stands were displayed throughout the week across the community and acute hospitals to promote the importance of nutrition in wound healing and hydration. Thanks go to all involved in the events, and all those who supported it.

Governor Plym Auty, finance director Chris Newton and health and safety advisor Lee Dodds chat to patients during a patient safety walkabout

Patient Jane Adamson enjoys her afternoon tea on Gara ward at the Friarage

Dining room in Tockeets ward at East Cleveland Primary Care Hospital all set for the afternoon tea event, with scones and jam at the ready

Mel’s back on her bike thanks to cardio colleagues

WHEN Mel Wagner had her new bike stolen she thought her days of cycling to work were over before they had even started.

But the operating department practitioner was amazed when just 24 hours later her colleagues in cardiothoracic theatres had rallied round to raise £550 to buy her another.

“I had bought it on the bike to work scheme and the first day I rode it to work I locked it up in the bike shed but when I went to go home it was gone,” said Mel. “I didn’t even get to ride it home. “I wanted to cycle to work to avoid the traffic congestion at James Cook and to get fit, but then this happened. I was gutted.”

Mel’s colleagues were equally disappointed for her, especially as the bike was not insured.

Surgical care practitioner Jon Broughton said: “A conversation was started in theatre by surgeon Simon Kendall and anaesthetist Jim Park on how unfair the whole situation was and this led to everyone pledging to stump up some money to buy Mel a new bike. Within half a day we had nearly all of the £550. “We contacted Bike Scene in Guisborough to order the replacement bike and after hearing what had happened they threw in an £80 high security lock free of charge.”

Simon added: “Mel is a very popular colleague in the department – she is a single Mum and when she does her fair share of her on call commitment she ends up paying more for childcare than she earns – in our view she was the last person in our department who could afford to have her brand new bike stolen.”

Mel said: “It’s really nice to know that you work with such generous and caring people – I would like to say a big thank you to them all!”
EACH day our 9,000 staff – whether working in our hospitals or local communities, clinical or support services – do amazing things to support our patients and services.

So it is only fitting we recognise, reward and celebrate the people who have really demonstrated excellence in what they do through the trust’s Star Awards which were held in April.

We are proud to present our overall winners below…

Clinical team of the year - Friarage nurse practitioners team
This dedicated team has proved time and time again to be a lynchpin of the hospital, providing weekend and overnight cover, an ambulatory care service and an outpatient and home parenteral antibiotic service, with excellent patient outcomes and feedback - despite serving one of the country’s most isolated rural populations. In one patient’s words “An example of the NHS at its best!”

Behind the scenes - information governance team
Working quietly and consistently, this team has developed innovative ways of working with staff to increase their understanding of information governance which, in turn, has resulted in a reduction of serious untoward incidents, a significant increase in staff completing their annual training (from 28% to 91% over two years), full assurance on audit requirements for the first time and compliance with all the information governance toolkit standards.

Partnership working – flu team
A true example of how working together can improve outcomes, the flu team achieved unprecedented uptake rates for the trust this year, with 74.5% of healthcare workers vaccinated – that’s 5,837 vaccinations given to staff working to support patients and families in our care. A fantastic public health achievement and a testament to the hard work of occupational health, our 111 flu champions, pharmacy team, the flu steering group and everyone else involved in this campaign.
Innovation - Louise Arkwright
From an initial remit to update the community physiotherapy section of the trust’s website, Louise has developed and taken ideas far beyond her original brief with exceptional results, producing a professional, easily accessed online resource which not only includes patient information leaflets but a library of exercise videos, that clinicians can direct their patients to as part of their treatment and on-going management.

Margaret Toase 
- unsung hero award
A healthcare assistant on ward 3 at James Cook, Lisa was nominated by two people for her commitment to patients and colleagues. Always going that extra mile – whether it’s chasing up medication which hasn’t arrived for a patient or helping nursing staff initiate discharges in a safe and prompt manner by working closely with other agencies – she is described as a safe, caring pair of hands and a privilege to have on the team.

Driving out waste - Val Kaczkowski
A valued member of the acute assessment unit, Val, a healthcare assistant, worked with the stores team to pilot a ward-based electronic top-up ordering system and review existing medical and surgical equipment - to such an extent the ward reduced its costs by 28.94% in 2013 - a massive saving of £22,320. Staff satisfaction rates have also improved through better storage and layout, as they are no longer experiencing delays finding necessary kit – an outstanding contribution to productivity and efficiency savings, particularly in times of financial challenge.

Fundraiser of the year - joint winners
Leanne and Graham Nellis - Maisie’s Hope
Leanne and Graham Nellis are a truly inspirational couple who turned their own personal and tragic circumstances – the death of their four-day-old baby daughter Maisie – into pure goodness to help other babies today and in the future and since 2012 have raised over £30,000 for the neonatal unit at James Cook.

Mark Stewart and Brian Jones
After being diagnosed with cancer, Mark set a target of raising £40,000 towards redeveloping the haematology day unit at James Cook and along with his best friend, Brian, set about organising two ‘purple walks’ attracting more than 400 people and raising £18,000. Since then the pair have inspired many more people to support their cause taking their total raised to-date to almost £30,000.

Volunteer of the year - therapeutic care volunteer programme
Respectful, committed, caring, compassionate, inspirational – just some of the words used to describe this team of volunteers who put the patient at the centre of everything they do.
Since the programme started in June 2013, our volunteers - ranging from psychology students to people who just want to give something back after their own experiences – have made a massive difference to patients on the wards just by spending time with them – whether that’s playing games, doing arts and crafts, listening to music or simply having a chat. True ambassadors for the trust and volunteering!

Chairman’s award – CNST team (women and children)
Each year the chairman Deborah Jenkins gives a special award to an individual or service, who she believes has excelled and best demonstrates the values of the trust, and this year it was presented to the organisation’s maternity services which worked tirelessly to achieve the Clinical Negligence Scheme for Trust’s (CNST) maximum level 3 status.
The trust is one of very few in the country to achieve this goal, passing 48 out of 50 criteria – one of the highest scores attained – a very clear indicator of the safety and quality of care for our mothers-to-be and their babies.
COME and join us on Saturday 23 August at Preston Park in Eaglescliffe from 9.30am for a fun filled day with your family. Don something purple along with your walking boots or just come along and support the wards at your local hospital.

This is the second purple walk to benefit the haematology department at The James Cook University Hospital and the first event in our ‘walk for wards’ programme - a national event where walkers can show support for their local hospitals.

This fantastic fundraising bonanza is being organised by South Tees Hospitals Charity, Brian Jones and Mark Stewart from Purple walks and Stockton Council.

Open to all ages and abilities, there will be something for everyone to enjoy in addition to the one and three mile walks.

Food and refreshments will be available on the day with a host of other fun outdoor activities. The RAF Falcons parachute display team will be dropping in to showcase their thrilling air acrobatics to entertain the crowds.

If you would like to take part in the walks a £15 minimum sponsorship fee (per family) is required. The walk route is wheelchair friendly. People are also welcome to bring their dogs.

Full registration details are available on the website www.walkforwards.co.uk/join/purplewalk. There has already been a lot of interest in this event so early registration is advisable.

**STOP PRESS**

**On your bike - Stockton Cycling Festival**

South Tees Charity is supporting Stockton on Tees Borough Council’s annual three day celebration of all things cycling from Friday 11 July to Sunday 13 July at Stockton High Street and Stockton Riverside. Why not pedal down and join in the fun. For further information visit www.stockton.gov.uk/cyclingfestival.

**Racing ahead - Stockton river rat race**

South Tees Charity is supporting Stockton river rat race, a wet and wild 10k adventure on Saturday 24 August 2014. Join hundreds of rat racers this summer in Stockton for the river rat race. Run, splash, jump, kayak and climb your way across a truly unique running course along the banks of the River Tees. For further information visit www.stocktonriverratrace.com.

**On the run - 10th SABIC Tees Pride 10k and 3k fun run**

South Tees Hospitals Charity is looking for people to run it, jog it, walk it for their local hospital ward or department. Join 5000 other runners on Sunday 31 August on the run which is suitable for all. The route takes in Acklam Road, Ladgate Lane, Marton Road, Marton Burn Road, Emerson Avenue, Green Lane, Acklam Road again and finally Hall Drive. More information can be found on www.runmiddlesbrough.com.

If anyone is interested in being part of the hospital team for the Stockton river rat race or taking part in the SABIC Tees Pride runs, contact Suzi Campbell from South Tees Charity on 01642 854160, James Cook or 01609 745936, Friarage, email suzi.campbell@stees.nhs.uk.
Innovative ideas keep trust at leading-edge

WITH research teams celebrating a range of successful funding bids Talking Point went behind the scenes to meet the people behind some of our latest innovations and trials...

Beating blood clots

A JOINT project proposal from orthopaedic consultant Prof Amar Rangan and Hart Biologicals Limited of Hartlepool has been awarded £120,000 by the Academic Health Sciences Network to carry out a new research study into reducing the risk of blood clots following surgery for hip fractures or total hip or knee replacements.

These orthopaedic procedures carry a relatively high risk of causing a venous thromboembolism (VTE) which can cause dangerous blood clots to form in the vein.

Hospitals routinely assess patients for risk of developing VTE and give medication to prevent this from happening. Despite this, a small proportion of patients still develop life threatening VTE.

By studying blood from patients at various stages of their treatment using a state-of-the-art bleeding management machine called rotating thromboelastometry (ROTEM) it is hoped the orthopaedics team will identify those most at risk and develop ways of minimising those risks.

Hart Biologicals Limited is providing further matched funding worth £56,032.

WHO Cares Wins

WHO Cares Wins is a fun but educational board game designed by senior nurses at the trust to help address key patient safety issues.

The game, which nurses hope will be launched at the patient safety conference in July, has been designed to promote learning in a way that is interactive, fun and memorable.

In partnership with NHS Innovations North, clinical matron Karen Harwood and programme assurance office manager Catherine Reed successfully bid for £5,000 from the Academic Health Science Network which is now being used to help progress the game into production.

A number of nursing staff have contributed to the game’s development and they are now looking into the possibility of developing an application for mobile devices to enable it to be easily updated and more widely available.

Continued...
Innovative ideas keep trust at leading-edge

Physiotherapist spots gaps in the market

**PHYSIOTHERAPIST** Stuart White has received two funding grants from the Academic Health Science Network to help further develop his ideas for two unique pieces of physiotherapy equipment – a knee extender and a Centri Ball.

The knee extender is a device which is designed to help patients who develop flexion contractures of the knee joint. Stuart came up with the initial design and enlisted the help of the trust’s medical physics team to build a prototype. He has now received a grant for £15,000 which will be used to produce a more detailed prototype and to help get the idea patented.

The Centri Ball enables users to do multiple exercises with one piece of equipment. The hand-held device is designed to aid various aspects of rehabilitation including core stability, balance, muscle co-ordination and strength. The design has already been patented and Stuart has received a £5,000 grant to build more prototypes to perfect the final design before it hits the market.

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**THE GYNAECOLOGY**

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A new dimension in continence care

**THE GYNAECOLOGY**

A UNIQUE sling invented for heart patients at James Cook is now being used by hospitals across the country.

The sling enables a patient’s arm to be positioned over their chest and secured to a Velcro attachment board to prevent the surgeon having to lean over them on the operating table.

Senior radiographer Sue Best came up with the simple idea to provide comfort for both the patient and clinician during a coronary angiogram – an invasive imaging procedure which shows how well the heart is functioning.

Due to the lay-out of the theatres the clinician always stands to the right of the patient and generally inserts the catheter into the radial artery in the right arm but on occasions there are times when a consultant needs to go in from the left.

The new invention is proving to be a huge success with the first royalty payment for the disposable Velcro sling recently received by the trust.

Sue said: “I am pleased that the sling is in regular use in the cardiac catheter labs and is an accepted piece of equipment. I no longer need to show staff how to use the sling as everyone is familiar with how it works.”

**A VITAL sling from the left.**

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**A team effort all round**

**JULIE** Rowbotham, research and development manager said: “There are very few areas in the trust now where we do not have clinical trials and we would always encourage patients to ask their consultants about any trials that may benefit them.

“These trials would not happen if it were not for the patients who agree to take part or the nurses who are out there doing all the screening and delivering the treatments.

“Research at South Tees continues to grow year on year and this has huge benefits for our patients.”

**Benefits of pre-operative exercise**

**CONSULTANT** anaesthetist Professor Gerard Danjoux is leading an RfPB (Research for Patient Benefit) funded multi-site study to explore the potential benefits of exercise prior to major surgery (not involving heart or lungs).

The study will look at the impact of a four-week high intensity aerobic interval-training programme (cycle-based) undertaken prior to surgery for patients undergoing abdominal aortic aneurysm repair – a major operation – routinely undertaken to repair a potentially lethal swelling on the main abdominal blood vessel.

Possible benefits to be explored include reduced surgical complication rates and length of hospital stay.
RENNAL and research teams at James Cook have received national recognition after successfully recruiting more patients than any other hospital to a new clinical trial. The trial aims to discover if a steroid treatment could reduce long term kidney failure in patients with a type of kidney disease called IgA nephropathy. IgA nephropathy is the most common type of kidney disease among young adults (who have no other serious health problems) and many go on to suffer end stage kidney failure which leaves the patient needing regular dialysis.

The study was a challenging one due to its strict eligibility criteria but it was widely recognised that the James Cook team had played an important part in helping it achieve results having recruited almost half of the UK recruitment target. Recruitment for the trial is now complete. Participants will receive either the steroid treatment or a placebo for six months and will be monitored at regular follow up appointments.

Comparing surgical techniques for haemorrhoids

THE ETHOS trial is a national study comparing traditional haemorrhoid surgery with stapled surgery treatment.

More than 50 participants from James Cook have already been recruited to the randomised trial making consultant Madan Jha one of the top recruiters in the UK. Traditional surgery involves removal of the swellings in order to improve symptoms. While this traditional approach is effective, it is often associated with severe immediate post-operative pain.

Stapled treatment involves cutting away a ring of tissue above the swellings and then using special staples to join the tissue again. Its advantages include a possible reduction of pain immediately after surgery, shorter operating time and hospital stay and a quicker return to work. However, over the longer term patients who have this type of surgery may be more likely to experience haemorrhoids again.

The eTHoS study will investigate which is the best surgical treatment for different kinds of patients.
Trust staff
have a ball
South Tees Hospitals Charity in partnership with the Friends of the Friarage is to raise £2million for an MRI (magnetic resonance imaging) scanner at the Friarage is well underway and we are fast approaching the first £1million.

The response so far has been fantastic and thanks to everyone who has helped we are well on our way to reaching our target. We feature below some of the events, local people and businesses who have supported the appeal in its first year:

**Mark of support**

STAFF at Marks and Spencer in Northallerton chose the Friarage’s MRI scanner appeal as their charity partner of the year. Pauline Bennison, customer assistant said: “M&S pride themselves on being part of the local community and the staff were keen to support such a local and worthwhile cause.”

**Birthday bonus for scanner**

PAT Kearsley from Northallerton celebrated her 60th birthday in style at Northallerton Football Club along with daughter Paula McBretney, who was also celebrating her 34th birthday with 50 guests. They were really keen to support the Friarage MRI scanner appeal and donations in lieu of presents raised £230 – thanks to the generosity of family and friends. Pat said: “We don’t really need presents – a get together with family and friends is all we needed to celebrate and we have helped a good cause at the same time.”

**Fantastic care leads to huge donation for scanner**

PATIENT Francis O’Brien from Leyburn was so grateful for the fantastic care he received on the Friarage’s Gara ward (trauma and theatre centre) – he has made a wonderful £1,000 donation to the MRI scanner appeal. He wanted to thank the dedicated staff for looking after him so well and his positive patient experience when he had orthopaedic surgery.

Keir Rumins, ward manager, said: “We would like to thank Mr O’Brien for the kind donation and wish him well with his recovery following surgery. This is a huge donation and will help us closer to our £2million target.”

**In the market for scanner**

THANK you to the residents of Northallerton’s neighbouring villages who generously made donations and to everyone who came along to the very successful market stall in April at Northallerton town centre. Everyone’s fantastic support has raised £1,200 towards the scanner appeal.

**South Tees Hospitals Charity**

DL6 1JG – 01609 764936

- Drop off your loose change at a collection box in the main reception at the Friarage
- Public support is essential in helping us to make the campaign a success and there are a number of ways to make a donation:
  - Visit the appeal website at www.friaragescannerappeal.org.uk
  - Contact the appeal office - the executive offices, Friarage Hospital, Friarage Hospital, Friarage Road, Northallerton, North Yorkshire, DL6 1JG

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**OPEN MORNING**

Saturday 4th October 2014, 9am – 12noon