

A note from Damon....

The main focus of this month's newsletter is improvement. You may be aware that NHFML is monitored on the service we provide to the Trust to check we are meeting the agreed standards. If we don't meet the standards we could be given financial penalties. Similarly we have to record the additional tasks we get asked to do so we can make sure we are paid for them. It is therefore really important that staff record data when asked to do so. Our performance against the standards is very good - we regularly perform above the 95% achievement level, and we are improving year on year, but we'll keep striving for further improvement until we reach 100%, and then will still look for things we can do better!

A few examples of the work that is being done to improve staff engagement, and things that we have taken on board after your feedback are included in this newsletter. Again this work is continuing and I would really encourage you to come forwards if you have an idea for improvement.



Damon Kent, Managing Director, NHFML

News

NEST Pensions Update

On 20/01/20 we received confirmation that NHS Pensions have received all the information they require for our application and it is going through the process with the hope of being implemented by 01/04/20. We are awaiting more information but once confirmed, actions will be required by individuals. These will be communicated in due course.

Development Opportunity

Are you interested in doing something a bit different and getting experience in a new area? We are looking for someone to help support the Culture, Engagement and Communication project on an adhoc basis. You will be released from your role for up to 2 hours per week to support the project. You must have some IT literacy and be confident using social media. If you're interested please contact Rosie Sexton via phone or email by 13/03/20.

You said, we did....

Here are a few examples of things we have looked into following your feedback.

You said communication needs to improve.

We have developed the newsletter, set up staff engagement groups, arranged the Meet the MD sessions, asked all managers to use a standard email signature with contact details and to ensure regular team meetings are happening. Look out for the new "Communication Stations", social media developments and regular opportunities to meet with senior management coming soon.

You had some queries on

uniform. These have been looked into and the answers have been confirmed and will be circulated via line managers.

You asked for a security light at Rothbury for the dark mornings and nights.

This has been fitted.

You suggested that if we put the car parking bays in the former consultants car park at WGH at a 45 degree angle we could fit more in.

This has been looked into and although it would make parking easier it would actually reduce the number of spaces.



You asked why the refurb of the Ward 2 day room at Blyth came to a sudden stop?

There was a plan to do a minor upgrade but this was put on hold as a business case was being developed to apply for capital funding for a major ward refurbishment.

You asked if we could do more Estates tasks ourselves instead of using contractors.

A business case has been approved to employ 2 additional electricians to do fixed wiring electrical testing instead of using a contractor, saving nearly £15k per year. We will be looking into more ideas like this.

You felt that the appraisal process needed improving.

L&D and HR were invited along to January's Engagement Groups. They are now looking at the feedback and drafting an amended version/ process that should work better for us.

Dates for your diary

Engagement Groups

The next dates for March will be confirmed in the next newsletter.

Bridges to Learning Induction Sessions

(See feature in January Newsletter)

NSECH - 15/04/20, 11:00–14:30, Room tbc

NTGH - 05/03/20, 10:00– 12:00, Room 14
10/06/20, 12:00–13:30, Room tbc

HGH - 20/02/20, 13:30– 15:30, Room 2
09/04/20, 11:00–13:00, Room tbc

WGH - 26/03/20, 11:00–13:00, Rm 4&5
20/05/20, 12:00–13:30, Room tbc

Contact Gemma Smith on ext 33347 or gemma.smith@nhct.nhs.uk to book on

Gemma may also be able to arrange induction sessions at the Community Hospitals if there is enough interest.

You commented that more beds have been added at Haltwhistle but with no extra domestic hours leaving staff struggling for time.

Additional hours have now been approved.



These are just a few examples of the things we have done so far. More detailed feedback will be shared via line managers. The work is continuing and more changes and updates will be coming soon. If you have an idea or suggestion you can email improvement@nhfml.co.uk

Spotlight on...

Katy Murray, Senior Cook, Alnwick Infirmary



How long have you worked here?

6 years. I'm now at Alnwick but prior to here I worked at Blyth.

What do you like best about what you do?

I like going the extra mile for patient requests when they are at the End of Life. It's nice to feel that I have made a difference to them.

I also like the team I work with. We get on well together which really

helps to get the work done.

Is there anything you would like to improve?

I think there is sometimes too much of a nursing focus and facilities teams can get forgotten about. Hospitals wouldn't be able to function without us.

Have you ever met anyone famous?

Robson Green, but I didn't know who he was until someone told me afterwards!

Reminders

Emergency Contact Details

All staff must check that they have an emergency contact name and telephone number recorded in ESR in case of emergency. This can be done when you log on to view your payslip or ask your supervisor to help you.

Northumberland Community Bank



NCB is a local community focused financial co-operative. It offers easy and convenient payments into savings, or repayment of loans through the payroll deduction scheme. It is a great place to get help and support if you are experiencing financial difficulties and is an ethical way to save for special occasions.

If you have a permanent or fixed term contract (12 months +) you can join. You don't need to live in Northumberland. For more information phone 01670 522779 or visit

www.northumberlandcommunitybank.co.uk

Public Transport Travel Scheme

Help can be given to staff who travel by public transport. An annual travel pass is purchased on behalf of the applicant and the cost is then deducted in 12 monthly instalments from salary through payroll deduction. For more information contact Sathish Sethuraman on ext 34729 or visit the Sustainability Intranet page

<http://intranet2.northumbria.nhs.uk/home/sustainability/travel-transport/travel-scheme/>

Did you know?

There are currently c.£55 million of capital estates improvement projects underway including the rebuilding of the Berwick Hospital, the development of a new purpose built Sterile Services facility, completion of the Ambulatory Care extension and the new car park schemes, to name but a few!

Feature - Redevelopment of Berwick Infirmary

Work has begun on the redevelopment of Berwick Infirmary.



Hoardings are set to be erected around the building site in March, with demolition starting and a construction partner appointed before Easter, before a planning application is expected to be submitted in May. If planning approval is granted in September, construction will then start on site with an expected completion date of Spring 2022. The build will be 'modular' which is a form of off-site construction with components built in a factory and transported to the site for assembly. The new hospital will re-provide all the existing services and embrace the latest technology.

Thanks to all NHFML staff in Estates, Facilities and Capital for the enabling work you have done so far in order for the project to commence.

Employee of the Month!



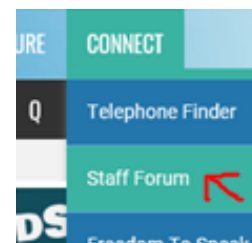
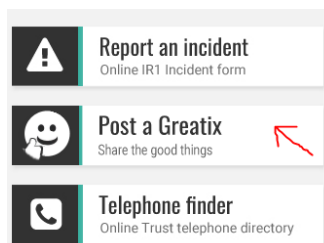
The Staff Engagement Groups have voted that February's Employee of the Month award goes to **Rhoda Bridgett, Domestic Assistant at Rothbury Community Hospital**



A Greatix was submitted for Rhoda which said,

"I would like to give a big thank you to Rhoda Bridgett for her hard work, working on her own while maintaining a high standard of cleanliness throughout Rothbury hospital and doctors practice. For her pleasant attitude towards everyone who comes into the hospital and helpful manner in directing people to where they need to be. An especially big thank you for dealing with a substantial flood, coming into work on her own at 6am to be greeted by an extreme amount of water. She was calm, reported it to the relevant people and started the clean up work". Well done Rhoda!

To submit a Greatix for a colleague go on the NHCT Intranet home page and click "Post a Greatix" or ask your supervisor to help you. To read them go to Connect, Staff Forum, Greatix



We would really welcome your feedback on the newsletter so if you have any feedback, news or suggestions for future issues of NHFML News please contact Rosie Sexton rosie.sexton@nhct.nhs.uk or 0191 2934334