

A note from Damon....

We have gone for a slightly different look to the newsletter this month in recognition of how our staff have had such a huge part to play in the Trust's ability to provide safe and high quality care to patients during the Covid 19 pandemic. Our Domestic teams have pulled out all the stops to ensure that wards, departments and corridors are spotlessly clean to prevent the spread of infection. Our Catering teams have gone above and beyond to provide staff with free meals in addition to their usual duties. Our Portering teams have moved whole wards and teams, as well as generally keeping everyone's spirits up. Our Security teams have been instrumental in keeping people calm and staff safe in a stressful environment. Our Medical Electronics teams have supplied and serviced vital equipment absolutely essential to patient care. Our Estates and Capital teams have installed sinks, signage, and made adaptations to make our environment safer for all. Our IT team, admin staff and management team have worked tirelessly to keep everything running behind the scenes. Recognition must also be given to our staff who have been shielding at home. I am tremendously proud of everyone for what they have done in addition to managing their own personal circumstances and anxieties. As we now move on towards the "new normal" we can take pride in what we have achieved over the past few months.



Damon Kent, Managing Director, NHFML

COVID HEROES

A selection of the comments submitted about our staff via Greatix or the Corona Voice Survey

"My brother was flown home by air ambulance on Wednesday 08th April to our hospice. My mum and dad just wanted me to email and thank you for sorting out the accommodation, the food package and the meals at Wansbeck. They will be forever grateful especially as he was moved to Wansbeck for palliative care. It went above and beyond what they ever expected, especially delivering meals over so mum and dad didn't have to leave the apartment. As a family we appreciate everything you did for us and cannot thank you enough".

Judith Muers arranged the accommodation. Graham Whitworth and Donna Brotherton organised the meals. 2 domestics Tracey and Susan made sure they had clean towels bedding and whatever they needed leaving it outside the flat door. Lillian Key and Karen Muter definitely made sure they were taken care of. Lillian went way above and beyond offering to go to Asda for them if they ran out of milk bread etc

It was a real team effort and everyone worked together to make sure they were taken care of in what will have been a really worrying time.



The catering teams are always steadfast and smiling throughout. The meals have been an absolute godsend in juggling work and home.

The Estates Team consistently do a great job



I would like to thank all of the Medical Electronics teams who have collated the movement of all of the equipment across theatres to enable the COVID-19 plan escalate safely. This has been a huge undertaking with a great result. Thank you to all for your constant support to the theatre teams. This has highlighted how at such short notice the dedication from you all going over and above your expected roles has made this happen for our staff and patients to be looked after safely.



Hats off to the unsung heroes doing a great job ensuring that the frontline staff can keep going. Well done to Catering, Domestic, Maintenance, Clerical, and any others I have forgotten. Many thanks to you all! Team work and sustainability through hard times. Supporting each other through crisis.



I was seeing an end of life patient on Ward 18 who was due to spend the last weeks of her life in her daughters home. The patient was a coeliac. I had the patients daughter on the phone to me (OT) crying as she could not attain any gluten free food for her Mum due to the panic buying from the Coronavirus and was extremely anxious that this was a barrier to her discharge. OT and daughter spoke of various options. But I also contacted Wayne Roper to ask for support. Wayne kindly spoke about the process required (dietician assessment) and once this was completed, he organised a lovely box of available goodies which were gluten free from the hospital kitchen and I know the patient and her daughter were very grateful, so thanks Wayne for being flexible, supportive and compassionate :)

Carol, our domestic has been a godsend to our team at the Whalton Unit over the last 12 weeks, covering a large amount of shifts during a very difficult period. We are all very grateful for her support and can do attitude....nothing has ever been a problem.



We needed to make some changes to offices to allow for social distancing. Asked Head Porter for support and it was offered immediately. The lads came and moved everything we needed in a timely manner and without hesitation. They were really helpful and did the job required in no time to allow us to all work safely. Thank you



I would like to thank all the security team at NSECH for the support texts, phone calls etc whilst off work self isolating



I would like to thank Sathish for his continuing support and help during my self-isolation. He contacts me regularly and genuinely cares about how I am doing and shows great concern about my underlying illness. He is a really nice bloke and I'm grateful for all his support. That Sathish is a great role model for everyone within the Trust.

I was given the task of giving out plants that had been donated to the staff at HGH. The NHFML Portering and Domestic staff were so helpful to me.



I would like to recognise the cleaning staff who continue to help support keeping us safe.



Mark Rea and Mark Storey assisted us in ensuring we could support staff by pulling out all the stops to get a key pad on a door urgently. We had to create secure entry points as part of the Covid19 plans for issuing PPE and these two staff were helpful and supportive in doing this.



Thank you to the catering assistant on the sandwich trolley by the patio pantry NTGH at lunchtimes. She probably hasn't had a mention but her contribution to keeping us fed daily is most appreciated!

The Trust's new Fire Safety Officers David and Geoff kindly spent their first few weeks helping with driving duties to assist the COVID response. This isn't what they signed up to do but took on the role with enthusiasm and were a huge help. They have now started their new roles in the fire safety team as originally planned but their help in such a difficult time was much appreciated!

Spotlight on...

Gary Miller, Lead Porter, Alnwick, Berwick & Blyth



How long have you worked here?
Since Christmas 1987.

What do you like best about what you do?
I like everything. I like that it's different every day. There's different patients and different aspects of the job.

How do you find working in the Community hospitals?
It's great. With the sites being smaller we all know each other.

We're a happy workforce and everyone is willing to help each other.

What is the strangest thing you have had to do in the course of your duties?

Once an otter got into Berwick Infirmary and we had to catch it which wasn't easy! We had to call the vet to get it taken away and released back into the river before starting the clean up operation!

Can you tell us a joke?

Why didn't the lion cross the road?
It saw what happened to the zebra crossing....

News

Staff Awards

Congratulations to Charlene Sturgeon, Acting Head Porter at Wansbeck, and Jimmy Stocks, Capital Project Manager, who have been shortlisted for the "Unsung Hero" award and the Estates Teams at North Tyneside and Wansbeck who have been shortlisted for the "Non-Clinical Team of the Year" award! The award ceremony will take place in September when we will find out who has won. Well done and good luck to you all!

ID Badges

In response to staff feedback the recruitment team are currently issuing new staff ID badges with reference to the NHS to all NHFML staff.

LinkedIn page

We have set up an NHFML LinkedIn page. LinkedIn is an online social network that operates a bit like Facebook but for professionals to network and businesses to share the latest stories, news and innovation. Why not set up a profile and follow the NHFML page?

Berwick Hospital

Planning permission has now been submitted.

Employee of the Month!



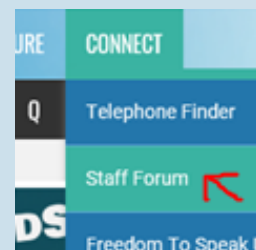
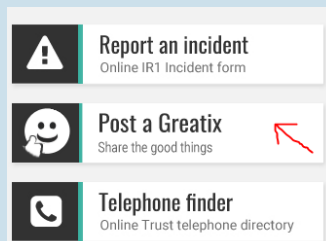
The staff engagement groups voted that March's Employee of the Month award went to **Jackie Wood, Domestic Assistant NSECH** at



A Greatix was submitted for Jackie commending how she had treated the member of staff's mother who had been an inpatient on Ward 6. She said that Jackie had gone above and beyond her daily tasks to make her feel at ease, "she has been so helpful and kind to my mam during her stay and built up quite a rapport with her as she does with all the patients on the ward"

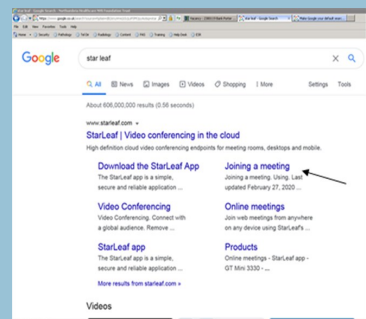
Well done Jackie!

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



Date for your diary

Staff Engagement Group - Due to social distancing we are unable to hold the engagement groups in person for the time being, however, the next one will take place via



Starleaf on the **08/07/2020 at 14:00**. This is open to all NHFML staff. The easiest way to join is to Google Starleaf and click "Joining a meeting" then enter Meeting ID **4219848610**

Did you know?

The teardrop in NHFML's logo points to the North East to represent where we come from



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