

A note from Damon....

We've reached the end of another (financial) year for NHFM – a very different year but you have all pulled together to make it successful despite the challenges from Covid. We will end the year a much stronger organisation having improved our Service Delivery standards and completed many significant Projects. Our metrics look more positive than ever around our Finances, our Workforce and our Risk Profile. We are now a £120m business forming a key part of the Northumbria Trust Group. The year ahead presents good opportunities for NHFM to continue to grow and expand our activities.

Hopefully you will have all had chance to review the staff survey results that have been circulated. There is lots to be proud of here. Just to reiterate that we want you to get involved in helping us to improve the results further for next time so get in touch if you have any ideas or suggestions.

Thank you as always and keep up the great work!



Damon Kent, Managing Director, NHFM

News

NHFM Board Changes

Our current Chair, Dr Peter Sanderson, retires at the end of March. Peter has served on the Board since 2014 and as Chair since 2018. Veronica Stonor will



take over as Chair from April. She joined NHFM last year as one of our Non-Executive Directors and has had a long career working in various roles across the NHS.

Staff Survey Results

The results are back and we have improved in 50 of the 78 questions and have stayed the same in 11 since last year! This is a fantastic achievement given the pressures of Covid. Over 90% of our staff felt trusted to do their job and feel able to do their job to a standard they are pleased with. We've seen big improvements in people feeling that they can suggest improvements and make them happen, and in the questions relating to relationships with line managers. Check the staff briefing sent out via email for more information.

Congratulations

Tony Yeowart, Fire Officer, has recently been elected as Chair of the National Association of Healthcare Fire Officers - Northern Region.



Dennis Southern Award



Dennis's widow Jan has been presented with his MyPorter award. This will become an annual national award for porters who show endeavour.

Upholstery and Embroidery



The Manufacturing Hub at Seaton Delaval has now started to offer upholstery services to rejuvenate tired furniture which would have previously been discarded, saving money and reducing our environmental impact. We will soon start offering an embroidery service for staff uniforms too. For more information please contact Sathish Sethuraman.

Projects

We are acquiring GP properties in Berwick (Well Close), Ashington (Lintonville) and Cramlington (Brockwell) as part of a wider strategy to co-locate these services onto our main sites. We have been working with private property developer, Assura, to design a new Primary Care Health Centre in Wallsend and to develop a new Primary Care scheme at our NSECH site. This scheme will see the development of a new 3-storey building to be known as our Health & Education Hub.

Dates for your diary

Staff Engagement Group

Date: 14/04/2021

Time: 14:00 - 15:00

Venue: Microsoft Teams

Meeting Code: 121 806 758 1

Or email improvement@nhfml.co.uk for a diary invite

Click and Connect sessions

Food and Sleep with Professor Jason Ellis

Date: 15/04/2021

Time: 13:00

Imposter Syndrome with Sir Jim Mackey

Date: 22/04/2021

Time: 13:00

Both sessions will be held on Teams. Email healthandwellbeing@northumbria.nhs.uk for an invite

Lunchtime Learning - CSSD

Have a look behind the scenes at the building of the new CSSD at NSECH, followed by a Q&A with Owen Cusack and Janet Pearson.

Date: 21/04/2021

Time: 12:00

Venue: Teams

email improvement@nhfml.co.uk for a diary invite

Career Journeys

Danielle Smith, Operational Services Manager, Medicine Business Unit

How long have you worked here?

I started at the trust two months after my sixteenth birthday and I have been here for just over 16 years now, which means I've practically grown up at Northumbria!

Can you describe your career to date?

I started on a ten hour weekend contract whilst I was still at school, manually processing the patient menu cards at Wansbeck. I continued working in Catering, doing the menu cards but also picked up shifts "on the belt", prepping food and working in the restaurant as I completed my A-Levels. I was keen to progress and was asked to cover for the Hotel Services Co-Ordinator. This role involved working with staff across facilities at Wansbeck, which I absolutely loved, it was largely admin and made me realise I wanted to work in management. I was supported to complete my degree, which I worked on at home part time, taking a short break in between to have my little boy. Whilst I was on maternity leave I applied for the post of Catering Supervisor at Wansbeck and came back to this post after maternity leave. The post was challenging and I developed lots of skills in leadership, organisation, communication and also developed in confidence. Whilst in this post, I decided to apply for the Trust Graduate Management Scheme. I always wanted to progress and at that time, there were no imminent opportunities within Catering so I thought I'd do the scheme then come back to my post in Catering with lots of new experiences. The scheme was nothing like I ever imagined and I absolutely fell in love with managing clinical services, every day was different and the learning was huge! We completed a masters as a part of the scheme, which was challenging for someone who isn't really academic but there was lots of support within the organisation and at University. After finishing the scheme, I was offered a post within Medicine Business Unit as Governance Lead and have progressed within Medicine to my current post as OSM. The role is challenging, busy and unpredictable but I love it, I get to work with a huge variety of teams and with them, get to make a difference to patient care.

People often recognise me but can't place my face, it is usually because I've made a bacon sandwich for them! I'm very proud of my background and it gives me a very different perception, I absolutely value staff right across the organisation, no matter their role or banding. We are all cogs in a wheel, aiming for the end point of providing outstanding patient care.

Advice to anyone who wants to progress

Never believe that you are "just a". We all have something to offer and can make a difference. Also, if you see someone with a job you are interested in, then get in touch and see if you can shadow and chat to them! I'm a firm believer in hard work being repaid, not often when we expect or want it to be but it always pays off in the end.

Did you know?

You can get free access to lots of wellbeing apps including Headspace, Sleepio and Unmind. Visit the link below for more information.

<https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps>

Feature

Incident Reporting

Cut your finger? **Lost your ID badge?** Found some confidential information? Fallen over? Been shouted or sworn at by someone? **Stock going missing?** Car been scratched at work? Seen a fire risk?

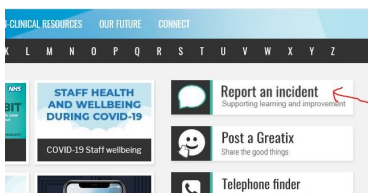
You need to report it!

Why? It's not about getting someone into trouble, it's so we have a record of it happening and so we can put measures in place to stop it happening again.

An example is that we received 3 reports of different people banging their heads on a certain shelf. So we moved the shelf. Who knows how many more people would have continued to bang their heads if no-one reported it.



The number of reports of abusive behaviour towards staff from patients has led to a police officer being placed on site at NSECH.



The link to the Incident Report form (also known as an IR1 or a Datix) is on the home page of the intranet. This should be filled in as soon as possible after the event with as

much detail as you can give. More detailed instructions on how to complete it will be emailed out. Line managers can also help you complete them and support is available from the Datix team on **0191 2031338** if you need help or don't know what to put in the different fields.

Stars of the Month!

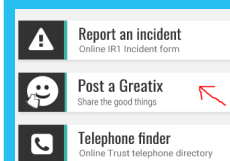


Congratulations to Sonia Douds and Maxine Patton, Linen Room, NSECH who have been voted Stars of the Month!

Sonia and Maxine have received a whopping 5 Greatixs between them this month from satisfied customers who have commended their friendly, pleasant and helpful attitudes along with their super duper sewing skills.



As well as their usual sewing and linen work, they also go above and beyond to make special bras for breast cancer patients who have had mastectomies.



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 all and vote for the next winner look out for the new "We are Great" email coming out at the beginning of the month.