

A note from Damon....

2020 is set to be a busy year for NHFML as we finalise the new estates masterplan for the Trust starting with the redevelopment of Berwick Hospital and the development of a new centralised sterilisation facility at NSECH. The plan provides a great opportunity for us to showcase our knowledge, skills and expertise in both hard and soft facilities management as we deliver and support these new investments. As always, our primary focus is to continue to provide an outstanding service to the Trust, creating a high quality hospital environment for patients, staff and visitors. However, continual improvement should be an objective for us all so we should strive to make the service we provide even better. Without our staff none of this would be possible so we will be working on various initiatives throughout the year to improve staff experience and engagement within NHFML.

Thank you all for everything you did to provide such a great service in 2019, and let's look forward to an exciting year ahead.



Damon Kent, Managing Director, NHFML

News

Staff Feedback Action Plan

Following the Meet the MD sessions and Staff Experience programme with the porters action plans have been developed and updates and responses will be shared in due course.

PDR (Appraisal) process

It was raised at the Meet the MD sessions that it was felt that the PDR process might need some changes for our staff. L&D and HR have therefore been invited along to January's Engagement Groups to hear your views about the process and help us develop something that works better for NHFML staff.

It's a sign!

Staff at Haltwhistle and Hexham took part in Basic Sign Language training with Margaret Robertson this month to help improve the patient experience for deaf people who attend our sites.

Britain in Bloom

To cheer us all up in the dark month of January, thanks and congratulations need to be given to Rob Thirtle from Estates at Hexham whose passion and talent for gardening and landscaping led to Hexham General Hospital being awarded Gold in the 2019 Britain in Bloom gardening awards! This was the 9th successive year that Rob's hard work has paid off and Hexham hospital has been awarded gold in the prestigious competition.



Rob has not only created a pleasant environment where patients, staff and visitors can relax and enjoy the surroundings, but he has also worked with local schools to engage children in gardening, allocating them some planters at the hospital.

Sustainability Commendation

We have received a commendation at the Health Business Awards under the Transport & Logistics Category for improvements in operational logistics.

The sustainability work is continuing and we are now able to recycle Canon printer & toner cartridges at NTGH, NSECH, WGH & HGH, and coming soon at Community Hospitals

The Big Answer

Thanks to everyone who voted in last month's big question - **Yorkshire puddings with Christmas Dinner, is it a Yay or a Nay?** 62% said yes. If you were one of the 62% please report to your local Catering Manager immediately for some culinary re-education. It's just not traditional!

Dates for your diary

January's Engagement Groups

Cobalt - 22/01/20, 14:30 - 15:30, Sofa Area

NSECH - 27/01/20, 09:00 - 10:00

Seminar Room

Blyth - 27/01/20, 11:00 - 12:00

Committee Room

Wansbeck - 29/01/20, 09:30 - 10:30,
Room 1 Education Centre

NTGH - 29/01/20, 15:00 - 16:00

Back of the Dining Room

Haltwhistle - 30/01/20, 13:30 - 14:30

Physio Room

Hexham - 30/01/20, 15:00 - 16:00,
Room 1 Education Centre

Berwick - 31/01/20, 10:30 - 11:30

Committee Room

Alnwick - 31/01/20, 13:30 - 14:30

Post Grad Room

Bridges to Learning Induction

Sessions (See "Feature" overleaf)

NSECH - 23/01/20, 11:30 - 13:30, Room 2
15/04/20, 11:00 - 14:30, Room tbc

NTGH - 06/02/20, 12:00 - 14:00, Room 10
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, Room 4&5
20/05/20, 12:00 - 13:30, Room tbc

Contact Gemma Smith on ext 33347 or
gemma.smith@northumbria-healthcare.nhs.uk
to book on

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

Spotlight on...

**Rob Sanderson, Deputy Director
Projects, Capital and Commercial**



How long have you worked for NHFML?
Just over 2 years

Tell us a bit about what you do

I'm part of the NHFML Senior Management team, specialising in the delivery of capital projects, contracts and commercial ventures within Estates and Facilities.

What do you like best about what you do?

I love the NHS, the values it stands for and the people who work within it. I like feeling that I'm contributing to this.

What's the best thing about your team?

They are absolutely focused on delivering the very best for Northumbria Healthcare, its staff and patients.

Do you have a favourite phrase or saying?

Life is about grasping opportunities as they come.

High Praise for NHFML

Brenda Longstaff, Head of Charity Development, Volunteering, Arts & Patient Environment Programme recently wrote; The charity team would like to express our gratitude to the amazing Estates teams across the trust without whom we would not be able to achieve so much to improve the hospital environment. A special thanks to Ian Hunter and Colin Armstrong at Cramlington for overcoming significant challenges to install the magnificent organ donor sculpture in the main restaurant. Without their problem solving with structural engineers and persistence to get it right, it would not have been possible. A big thanks also to Neil Lennon and his team at North Tyneside for helping us to transform the dementia ward gardens. His advice and support has really got things happening. Finally a big thank you to Dennis Bowden at Wansbeck who has been a champion of the healing arts programme from the beginning and supported so many projects over the years. The charity is so grateful to NHFML for the support provided by their great staff. Together we can really make a difference to the hospital environment!

Did you know?

NHFML work closely with the subsidiary organisations of North Tees and Hartlepool Trust (NTH Solutions) and York Teaching Hospitals (YTH Facilities Management), sharing skills and knowledge across the organisations to improve the services we provide.

Feature

New Year, New Skills

Bridges to Learning are offering free Level 2 Flexible Distance Learning Courses in a variety of subjects including; Cleaning Principles, Nutrition and Health, Business Admin, Understanding Autism, Mental Health Awareness, Team Leading, Customer Services for Hospitality, Information Advice and Guidance, Infection Prevention and Control, Equality and Diversity, Common Health Conditions, Learning Disabilities, Warehousing and Storage, English, Maths, and more....

These are open to all staff and you can choose to do anything you have an interest in, but if the subject is related to your role you will be given 1 hour per week of work's time for the 6 week duration. The rest should be done in your own time.

You will need to book on to an induction session (dates overleaf) by contacting Gemma Smith on 01670 529347 or emailing gemma.smith@nhct.nhs.uk

At the induction session you will be given some workbooks and these can be completed either on paper or online within 6 weeks. On successful completion of the course you will receive an accredited Level 2 certificate. If you want to see an example before committing contact Rosie Sexton on ext 34334 or Gemma Smith on 33347.

Employee of the Month!



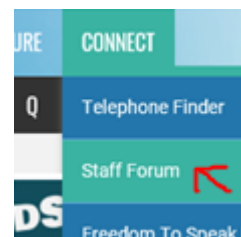
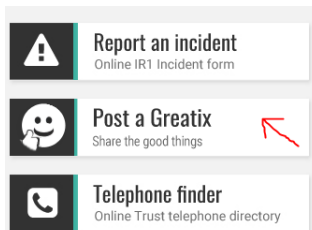
The Staff Engagement Groups have voted that January's Employee of the Month award goes to **Gary Temperley, Security Chargehand at NSECH**

A Greatix was submitted for Gary which said:

"Gary was called to Ward 12 with the rest of his security team as an elderly patient was very agitated, severely distressed and lashing out at nursing staff. Gary

was the first member of the security team to approach the patient with dignity, care and compassion I can imagine it is difficult using restraint on any patient but especially a 93 year old gentleman. Gary spoke to the gentleman in the upmost respect and compassion and showed dignity throughout. The next day I was back on shift and Gary came up and asked if he could pop in to see the gentleman. I am overwhelmed with the care and compassion and how above and beyond Gary went. Well done Gary :-)"

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