

# Care to Share

Issue Nine

January 2020



## Celebrating our 2019 Nell Phoenix Winners

### Top stories

- ▶ Safe Care tool
- ▶ RWT Council of Members
- ▶ 100 years of LD nursing

Featuring Paul  
Vaughan Head of  
Nursing Now England



**2020**  
INTERNATIONAL YEAR  
OF THE NURSE AND  
THE MIDWIFE



MS Nurses win award  
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## A word from Ann-Marie Cannaby



The Trust received its draft CQC inspection report in late November, which was subject to factual accuracy checks within very tight timescales. I would like to thank to all the staff who were involved in the factual accuracy process which enabled us to respond back to the CQC in line with their deadlines. We are now awaiting the final report and will update you once this has been received.

During the winter period, when we are experiencing operational pressures, it is particularly important that we ensure

that patients are discharged safely from our wards. Please can you all ensure that you follow the agreed discharge planning processes to ensure patients are discharged safely, with the correct equipment, medication and care packages in place.

Welcome to all new nursing staff joining us at the Trust and hope you have a long and rewarding career in Wolverhampton. Many of you will have come from overseas and will have spent your first holiday season away from your families. We hope

that you find your new work environments welcoming and supportive through your first weeks and quickly make new friends.

Thank you to all of our nursing staff for your continued hard work. I wish each and every one of you the very best wishes for 2020.



# News in brief

Don't forget to share your news!  
Email us at:

rwh-tr.nursingnewsletter@nhs.net

January 2020

## Message from Mary Drozd, Course Leader for MSc Advanced Clinical Practice (University of Wolverhampton)

"It is with great pleasure that I am forwarding our Faculty News which features four of the trainee Advanced Clinical Practitioners from the Trust who presented their posters recently during National Advanced Practice Week at Coventry University.

Mandy Quarry (Critical Care Outreach), Vikki Smerdon (Critical Care Outreach), Lucki Kaur (Surgical Emergency Unit) and Kelly Papavarnava (Surgical Emergency Unit) were outstanding ambassadors for the Trust and the Advanced Clinical Practice course as they shared the work they are leading on which has enhanced care for patients.

Many thanks are due to the outstanding Clinical Supervisors who provide truly outstanding support, challenges and encouragement to the trainee ACPs."

## Faculty News:

The West Midlands Advanced Practice Forum which comprises of Advanced Clinical Practice Educators working in nine regional Higher Education Institutions. Advanced Clinical Practitioners (ACPs) from multi professional backgrounds along with trainees ACPs celebrated National Advanced Practice week by showcasing the positive impact of the Advanced Clinical Practitioner role on patient care.

We are so proud that five of our current trainee ACPs presented posters at the conference which took place on Monday 11th November at Coventry University, Technology Centre.



Congratulations to Mandy, Vikki, Rachael, Lucki and Kelly! Your poster presentations were very well received! The trainee ACPs clearly highlighted the service developments they were leading which have resulted in enhancing care for our patients in the West Midlands.

## Multiple sclerosis – innovation in practice

Congratulations to the Trust's Multiple Sclerosis Nurse Team who won the prestigious QuDos Award for 'Innovation in Practice' at the 2019 MS Trust Annual Conference.



Nearly 300 MS nurses and allied health professionals attended the event in November, which focused on providing holistic care from diagnosis to end-of-life.

The MS Trust itself is focused on funding MS specialist nurses, making a difference for people with advanced MS and speaking up for the MS community – amongst other things.

Dan Kucharczyk, MS specialist nurse, said: "It was an incredible conference that really highlighted the dedication and compassion of all the specialist healthcare professionals who work tirelessly to provide the care people with MS both need and deserve."

**RWT are supporting NHS Sustainability Day by hosting a number of events**  
**Save the date:**



# Infection prevention update



Kim Corbett, Infection Prevention and Sepsis Team Manager

## MRSA Screening

To ensure the highest safety standards for patients you are required to ensure the following:

- All patients admitted must have a complete nose, axilla, groin MRSA Screen within 24 hours of admission
- All devices, wounds and any breaks in the skin must be swabbed and sent for an MRSA screen
- If a patient is on a topical skin treatment, please contact Infection Prevention for further advice and to identify if an MRSA screen is required – please note there are treatments that may give a false result e.g. Dermol 500

If these processes are followed this will help to prevent cases of MRSA Bacteraemia and MRSA Acquisitions.

Further guidance is available in Policy IP03: Attachment 3.

## Clostridium difficile

If a patient has diarrhoea (Bristol Stool Chart types 5-7) assess the patient clinically and review to establish if the diarrhoea could be due to an underlying condition e.g. inflammatory colitis, overflow or therapy related including laxatives, enemas or enteral feeding. If it is not clearly attributable to any of the underlying conditions then it is necessary to determine if this is due to an infection such as CDI – here you must send a stool sample for testing.

Remember to isolate the patient, maintain the stool chart and complete High Impact Interventions.

If in doubt please seek advice from the Infection Prevention Team - [rwh-tr.InfectionPrevention@nhs.net](mailto:rwh-tr.InfectionPrevention@nhs.net) - or microbiology.

## What to do if you suspect C. difficile - Use SIGHT

**S**uspect: if you have established that there is no underlying cause and suspect infection.

**I**solate: the patient immediately in a side room preferably with ensuite bathroom or dedicated commode / toilet. Consult IP team and also inform Capacity. Request clean of bed space and curtain change on transfer.

**G**loves and aprons: ensure that the correct PPE is in use by all staff having contact with the patient and / or their environment.

**H**and hygiene: hand washing with soap and water must be carried out after each contact with the patient and / or their environment.

**T**est: send a stool specimen immediately to test for the presence of toxigenic Clostridium difficile. Testing will only be performed on unformed stool.

**Remember:** If there is a strong suspicion of CDI treatment should be started immediately without waiting for test results.



## Message from the Chief Executive

We pride ourselves on our infection prevention performance, enabling our patients to receive safe and effective care. However; recent infection prevention (IP) data has highlighted the need for a renewed IP focus.

It is **essential** that we do everything we can to minimise infections, resulting in safer care for all our patients.

- Practice good hand hygiene between patient contacts and tasks, including use of alcohol-based hand gel or hand washing with soap and water, to reduce the risk of spreading infections.
- Ensure a clean environment for our patients, visitors and staff: it is important to help stop the spread of infections.
- We do not know which patients

are carrying multi-resistant bugs; therefore it is vital that we use standard precautions for all patients. All patients must be screened for MRSA within 24 hours of admission, and asked CPE admission questions and screened if needed.

- Outbreaks of infections can result in temporary ward closures, this hugely impacts on our ability to care for patients and continue with routine work. The most common causes for closures are norovirus and flu, but also other multi-resistant bugs such as CPE. Please be vigilant for potential cases and report early so as to minimise the impact where possible.
- We know frequently used devices, such as urinary catheters and peripheral cannulae, can sometimes

cause infections for our patients. Before use consider; is it really required? Are there alternatives? If not ensure devices are removed as soon as possible.

- There is still 45 per cent of front line staff who are not vaccinated. The flu vaccine will help to protect you, your colleagues, patients and relatives from becoming seriously ill.

Keeping patients safe from poor practice and harm sometimes means that we need to remind each other if we are not following IP practices. Infection prevention is everyone's business and responsibility; all staff have a part to play.

Many thanks as always for your continued hard work,

David

# MRSA acquisitions



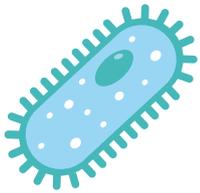
2016-17  
there were 39  
the whole year



2018-19  
there were 58  
the whole year.



2019-2020  
38 in the first 2  
quarters.

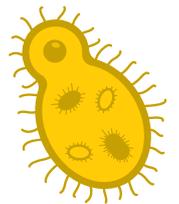


## CPE

2018-19   
a total of 20 new patients identified in the whole year (11 in first 2 quarters)

2019-2020   
new screening method shows the burden is much bigger than previously realised: 26 new patients in first 2 quarters

## C diff



	Objective	Actual	
2017-18	35	28	There were 28 against an objective of 35
2018-2019	34	31	There were 31 against an objective of 34
2019-2020	20	27	Performance against objective for the first 2 quarters is 27 against an objective of 20

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# Introducing RWT Council of Members

Patient experience is very important to us here at RWT and we must make sure that it is at the forefront of everything we do; we want patients, their families and visitors to feel supported and cared for while using our services.

We are very proud to have a Council of Members (COM) within the Patient Experience Team. This is a voluntary group made up of people with a drive to ensure quality patient experience across all areas – acute and community.

The group is made up of people of all ages, experiences and abilities who all share the same aim - to give an insight and feedback from the point of view of a patient.

All members of the group have experienced RWT services, whether it was as a patient themselves or through family and friends; this has given them the ambition and motivation to represent the patient voice.

The group is involved in all kinds of activities including sitting on interview panels for new consultant posts, sitting on steering groups such as infection prevention, and facilitating information sessions to recruit new members and promote the good work going on at the Trust.

We currently have around 10 members and we are always looking out for more people to join and widen the knowledge-base of the council.

We welcome applications from staff as well as members of the public – it's a great opportunity if you want to have your say on how to improve current services as well as inputting on new proposals.

We meet as a full council bi-monthly and have work ongoing on a weekly basis - there is something to suit everyone.

If you are interested in joining then please contact the Patient Experience Team on 01902 448464.



# Michael Hough - Council Member

Don't forget to share your news!  
Email us at:  
[rwh-tr.nursingnewsletter@nhs.net](mailto:rwh-tr.nursingnewsletter@nhs.net)

Hello, my name is Michael and I am a member of the Trusts Council of Members, a voluntary group of people based within the Patient Experience Team.

We are a group of people who have at some point experienced the services at RWT through personal circumstances or with friends and family. We all share the same aim - improving patient experience through engagement and feedback.

My first experience of RWT was five years ago when I brought my mum to New Cross Hospital for tests. The doctors identified something wasn't quite right and they admitted her. She unexpectedly deteriorated and she passed away seven days later.

During those seven days my mum was treated by several different departments and professionals. Not only did they care for her but they looked after the needs of me and the rest of my family the entire time.

A few weeks after my mum died, I saw an advert for the Council of Members and I decided I wanted to do something to give back to the NHS and to support the people who were there for my mum, me and my family.

The NHS receives an awful lot of negative feedback and criticism, but they are doing a fantastic job for so many people day-in, day-out, and I wanted to do something to support these people.

Being on the council has given me a huge insight into the workings of our NHS. As a council we take part in numerous activities including surveys and assessments of various functions of the Trust - sitting on recruitment panels including new consultant posts (and recently the new Chair of the Trust), sitting on steering groups such as the Digital Innovation Group and partaking in complaint review panels. The work we are getting involved in is growing week by week!

Each member of the council is different - with diverse abilities and skills it enables us to have a wide ranging impact. We are supportive of each other and enjoy working together. Although I am volunteering and giving my time to the Trust it has developed me as an individual and has given me skills and attributes I wouldn't have got from doing anything else.

Go on, join us, you won't regret it!



If you're not sure the council is for you or want more information you can give us a call on 01902 448464 / 694111 or visit [www.royalwolverhampton.nhs.uk](http://www.royalwolverhampton.nhs.uk) and search for the council under the Patients and Visitors - Patient and Public Engagement section.

# Nell Phoenix award v

## John Fungo - C41

John has worked on C41 since coming to Wolverhampton a few years ago from the Philippines. Since joining the ward he has shown that he has outstanding clinical skills and knowledge and he has made such an impact on the ward. The feedback from staff about him is always positive and his calming manner has been noticed by patients; he has received many cards for this.



John Fungo

John goes the extra mile for his patients; always attentive and giving high quality care to all patients he is looking after. Being highly skilled clinically, he is often able to be independent and often helps out junior doctors with phlebotomy and cannulation. John is always the first to take up extra shifts – helping the ward out at short notice - and even takes up Bank shifts to do the venous section clinics in outpatients.

He never complains and always brings his positive attitude to work as well as his smile which is often appreciated when facing challenging days. Demonstrating all the 6 C's, he is kind caring, and very compassionate towards patients and colleagues.

I feel what makes John stand out is that people smile a lot when he's on shift and colleagues look forward to working with him. Patients often ask where he is if he is not on shift which shows he has a great rapport with them.

When John comes onto the ward, nothing is too much trouble. He has been highlighted by many of his colleagues as always keen to help out and demonstrating the best of teamwork.

## Claire Hancox - Health Visiting

Claire has put herself forward to act as the clinical lead in the development and implementation of the eclipse electronic record.

She has supported her colleagues in building confidence and competence whilst advocating the implementation of a new system.

Patients, children and young people were put at the centre whilst developing the record in a very short length of time. Claire has been instrumental in supporting her colleagues who aren't as confident with IT whilst maintaining her challenging caseload.

She has engaged with corporate colleagues to instigate changes meticulously.



Claire Hancox

## Stephanie Beddall - Delivery Suite Colleague 1

Complex birth with a mother with learning difficulties: Stephanie was her delivery suite midwife and certainly went the extra mile with one of our most challenging cases and provided the most amazing birth experience in difficult circumstances.

When mum arrived on labour ward, Stephanie was calm, kind and caring. Nothing was too much trouble for her and she ensured mum had choices and autonomy in a very complex birth situation.

Stephanie showed ultimate professionalism in caring for a woman who required an extra level of care - this empowered her to have a normal birth.

The birth experience could have been so very different if it weren't for Stephanie's courageousness, professionalism and caring nature.

She stayed over her shift to maintain her relationship with the women throughout her birthing journey and beyond.

## Colleague 2

When I heard that Stephanie was caring for this mum I was confident she would get the best care along with a high level of professionalism and a strive for the best outcome.

Stephanie has a calm and caring nature that allows those around her to relax and enjoy the experience.



Stephanie Beddall

# winners 2019



## Linda Homer, Yvonne Lefevre and Zoe Smith - Community Midwives

Linda, Yvonne and Zoe have gone above and beyond in caring for a woman with severe learning difficulties throughout her pregnancy.

This lady had very complex needs and was extremely vulnerable. They have all been a true patient advocate; respecting her autonomy and supporting her throughout a number of social and legal issues.

They cared for her with compassion and professionalism in an extremely challenging and difficult time. They have liaised with medical, social and legal colleagues to ensure she had the best options available to her in preparation for birth. Yvonne was also present to support her throughout labour and birth.



Linda Homer



Yvonne Lefevre



Zoe Smith

## Harriet Lowe and Samantha Birch - A14

### Feedback from a first year student nurse following a two- week placement on Ward A14

Sister Lowe's work ethic is nothing short of inspiring, despite her own busy work load she was always on hand to ensure everyone was ok and tasks were completed.

My allocated mentor Samantha Birch has been the best mentor I've had; the depth of knowledge and skill she demonstrates encompasses a nurse's role perfectly.

She enabled all my learning plans and pushed me to learn new skills, made sure I understood everything fully before undertaking any task, this is something that has allowed me to feel confident within my role as a student nurse.

This shows that as well as all the team, Harriet and Samantha went that extra mile and despite their extremely busy workload they ensured that the student's learning needs were met and that she felt well supported and empowered during a first year placement which I feel is so important.



Harriet Lowe



Samantha Birch

## Trudie Latham - CHU

Trudie goes above and beyond to celebrate patients' special occasions.

On one such occasion there was a young woman who had been a patient on the ward for sometime and it was her son's birthday.

Trudie, prior to her day shift, purchased a birthday gift for the patient to give to her son and a card from the nursing team, along with balloons, party food and presents. The day room was decorated for the son's birthday party and the extended family attended to celebrate along with the patient.

Trudie demonstrated care and compassion towards the patient and alleviated the distress of not being able to celebrate her son's birthday.



# A cuppa with...

**Leanne Walford**

Each issue we have a catch up with a member of staff. This time we spoke to Leanne Walford, Practice Education Facilitator for post-registration and continuing development.

## **How long have you been a nurse?**

I qualified in March 2006 after completing my nursing studies at the University of Wolverhampton and my first staff nurse post was in surgery.

## **What made you come into nursing?**

From about the age of 12 I always wanted to be a paediatric nurse, but changed my mind to adult nursing at about 14 years old when I started to help care for my grandmother.

I have always enjoyed caring for others and my mother was my role model even though she wasn't a nurse - but she cared for people. I find nursing very rewarding - from caring for patients at a vulnerable time to seeing our staff develop in their careers.

## **Why did you decide to move into your current role?**

I moved from my staff nurse post in surgery into ICCU and after a number of years I decided to explore education. I had always enjoyed mentoring students / new starters and had made study packs for student nurses and taught on our unit induction sessions.

At first I wasn't sure what the role was all about. Over the years my role has developed more than I could have ever expected and despite having been in the job for a number of years, I still learn new things each day!

## **What is the best bit about your role?**

The best part of my role is helping staff to grow and achieve, which then translates into patient care and safety. I enjoy working with our international nurses and learning about nursing all over the world.

I love my role because I get to educate staff and also participate in patient care. I have a very varied role which makes each day exciting and keeps me motivated.

## **What is your least favourite part of the role?**

The least favourite part is report writing; whilst I appreciate the importance of reports I would rather be teaching or working with staff!

## **How do you relax?**

I don't have a great deal of time to relax because I have two sons - who I love of course! I like socialising with my friends and spa treatments.

## **If you were 18 again, what advice would you give to yourself?**

To believe in yourself.



Do things that stretch your abilities and don't be afraid because things always work out. Remember, things may not always work out but it's better than thinking what if.

## **What advice would you give to someone starting out in the profession?**

Nursing and education is challenging but the positives outweigh the challenges. If you focus on your goal you will achieve even if you take a different route to the one you first planned.

Through your career always hold patient care at the centre of what you do and whilst education is part of direct patient care, recognise the wider impact and difference it makes.

## **What is your greatest achievement?**

My greatest in my personal life is my two boys who make me proud every day and nothing works better than seeing them smile or hearing them laugh after a busy day.

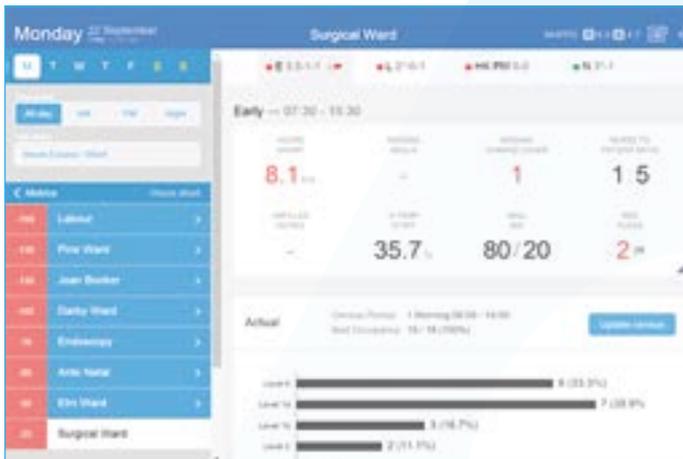
My greatest professional achievement is winning two Nursing Times Awards.

I would also say that advancing in my career - always learning new things and overcoming challenges whilst at the same time being a mother and balancing family life.



# SAFE CARE

## The nursing tool of Health-roster



We are now six months into the SafeCare project with 30 in-patient areas now able to access and update the system with their ward data twice a day.

A huge 'thank-you' to all those who have embraced and actively utilised the system during the training period. We have been able to review and reconfigure SafeCare for these ward areas and you have helped us ensure that the data is both accurate and relevant.

From Band 5 upwards, SafeCare provides staff with the reassurance that once data is entered, it will then be used to formulate decisions to reduce staffing shortfalls across the Trust. However, we must remember that this is only possible if we are all working together to support colleagues in all areas by entering your data in a timely fashion:

**Long Day census:**  
**8:30am - 8:30pm**  
**(window opens at 7am for initial data entry)**

**Long Night census:**  
**8:30pm - 8:30pm**  
**(window opens at 7pm for initial data entry)**

## Your professional nursing voice at ward level



### Help us to help you...

Enter your data to SafeCare within the census times:

- Work together so you have the correct staffing levels based on patient numbers and patient care needs.
- Real-time visibility of our staffing levels across wards in relation to patient numbers and acuity.
- Respond in real-time to roster changes and the impact of this on patient safety, on re-deployments and on the efficient use of Bank staff.
- Avoid under / over staffing and make optimum use of our substantive staff.
- Support the delivery of safe patient care by using data to make staffing decisions.

SafeCare has been awarded an endorsement by The National Institute for Health and Care Excellence (NICE) in relation to its guidelines for Safe Staffing (SG1).

## Right skills, right patients, right place, right time.

# Nursing Ambassadors and the future of nursing



Paul Vaughan, Head of Nursing Now England at NHS England and NHS Improvement

Thank you for inviting me to contribute to RWT's wonderful 'Care to Share' newsletter. It's good to have this opportunity to let you know about some of the projects we're working on to build a robust nursing workforce for the future.

Our Ambassador programme is an important cornerstone of our work to engage young people in the idea of a nursing career and change their perceptions of nursing and midwifery. I'm happy to say the programme is thriving.

We have 900 nurses and undergraduate nurses signed up as Ambassadors, our closed Facebook group has 500 members, and we receive on average two requests a week from others who wish to join. Our Facebook and Twitter communities are vibrant and supportive, and I urge you to follow #NursingNowEngland, #FutureMidwifery and #teamCNO for updates and inspiration.

The Ambassador's role is a commitment and a responsibility, and we're keen to support our Ambassadors in any way we can. We are continuing to host events to bring them together and find out what they most need and what they're doing well, and then to offer training to build resources, resilience and confidence, helping them to develop and grow a sustainable network.

In the coming months, we'll be running events including social media training, and looking at specific BAME employment issues, as well as using case studies and developing 'How to...' guides to spread best practice. Such activities will help us develop the potential of each of our Ambassadors and enable them to make the best possible impact on the potential future workforce.

In November we ran a day for developing our emerging local networks of Ambassadors across the country, giving an opportunity for everyone to share

their experiences and raise questions or concerns about the role as a key part of our spread strategy.

One of the most important things we're doing is working closely with Ambassadors to help them into secondary schools – and especially sixth forms – to encourage students to consider applying for nursing degrees.

As part of this initiative, we recently commissioned NHS Horizons to work on encouraging children in areas of high socio-economic deprivation to consider nursing as a career. One local authority area in each of England's seven regions has been chosen to take part.

We have selected 15 secondary schools in each area, where possible, and intend to send Ambassadors to each one. I have written to each area's chief nurse to let them know what we're doing, and to encourage Ambassadors in those areas to take part. Where there are no Ambassadors yet, we will work hard to recruit them.

In the summer, we were proud to take part in the Futures Fair and Rock Assembly, at Wembley Arena. Now in its 10th year, the Rock Assembly is hosted annually by the Transformation Trust. This education charity works with 80,000 young people in 1,300 state secondary schools in areas of high socio-economic disadvantage. It links students to employment opportunities they might not otherwise have been able to access. About 10,000 young people between 14 and 19 years old attended, along with 1,000 teachers.

Nursing Now England and Transforming Perceptions of Midwifery had a significant presence. Our stand was staffed by 15 nurses and midwives, including the CNO and Deputy CNO, as well as six nursing and midwifery Ambassadors in the early stages of their careers.

A constant stream of young people visited the stand in the morning to discuss opportunities in nursing and midwifery and to showcase #teamCNO. We ran a workshops for them too.

Among the highlights of our day was the showcasing of our compelling new film 'I Am A Nurse', which was broadcast to the 10,000 young people attending and is available for nursing and midwifery Ambassadors to use on their visits to schools.

Attendees could also walk 'A Mile In Their Shoes', immersing themselves in the experiences of 10 nursing Ambassadors, through MP3 cases studies commissioned by the Empathy Museum. A total of 150 young people took part in this powerful interactive experience.

The Rock Assembly brought us huge social media exposure, and 900 young people signed up to the NHS Careers database – a wonderful achievement.

But if it appears we've focused our efforts on secondary school children, nothing could be further from the truth. We recognise how important it is to start this conversation as early as possible in a child's life.

I firmly believe that no child is too young to be introduced to the idea of becoming a nurse: the younger a child is, the more open-minded they are, and the less likely they are to have preconceived ideas of what constitutes 'a nurse'. With that in mind, we are involved in ongoing initiatives for younger children.

Our gender-neutral mini-uniforms have been a real hit with children and parents alike, and we're happy to make them more widely available. Ambassadors can take them on visits to primary schools, to engage the children and encourage them to think about nursing as a career.

Chief Nursing Officer Ruth May has written to the heads of paediatric outpatient departments and to NHS nurseries, inviting their staff to use the mini-uniforms in a similar way with any young people who may come into their care and signposting them to our resources for primary schools.

We're very pleased to have played our part in the production of a delightful new book, to be published in January 2020, which we hope will encourage more young boys to consider nursing as a career. 'My Daddy Is A Nurse', by sister and brother team Kerrine Bryan and Jason Bryan, follows earlier titles such as 'My Mummy Is An Engineer' and 'My Mummy Is A Plumber'.

Published by Butterfly Books, these beautifully illustrated rhyming picture books are aimed at introducing young children to the range of career opportunities open to them, as well as helping to reduce gender bias. It is hoped they will help transform children's perceptions of various careers and close

the national skills gap.

Another project is a board game based on roles and scenarios, again designed for our Ambassadors to take into schools. Perhaps surprisingly, in this age of video and online gaming, board games are increasingly popular with young people.

We're hoping our game will enable the Ambassadors to engage with students and inspire them to consider a nursing career. We expect to launch the game next February and hope that schools and organisations might purchase their own copies, to give our work even wider reach.

Looking further ahead, 2020 has been nominated by the World Health Organization as the first ever International Year of the Nurse and Midwife. This campaign will be dedicated to highlighting the enormous contribution of nurses and midwives, as well as addressing the global problem of staff shortages. It will also support the Nursing Now movement to raise the status and profile of the world's 20 million nurses.

The International Year of the Nurse and Midwife will be especially well-timed, since 2020 will be the 200th anniversary of Florence Nightingale's birth. We'll obviously be doing everything we can to celebrate, so keep an eye on our forthcoming newsletter for updates.

I'm proud of every individual who has signed up to be a nursing or midwifery Ambassador, and I'm grateful for all the hard work everyone is putting in. Your efforts and dedication are crucial to our drive to build a resilient and happy workforce for the future. And if you're not an Ambassador yet, why not consider joining us?

Do you have the drive, initiative and commitment to become a nursing or midwifery Ambassador? It's a very satisfying role, and you'll receive great support from our growing community. If you'd like to find out more, please get in touch: [england.nursingnow@nhs.net](mailto:england.nursingnow@nhs.net)

## Nursing and midwifery ambassador update



Maria Glover, Cardiac Rehabilitation Manager

### Nursing and Midwifery Ambassador Hub

Nursing and Midwifery Ambassadors continue to work closely together networking through social media and recently, creating additional channels of communication through a Nursing and Midwifery Ambassador Hub, which is part of the FutureNHS Collaboration platform – visit [www.future.nhs.uk](http://www.future.nhs.uk)

We use the platform to:

- Access resources from the national programme such as resources for schools visits.
- Review shared information on perceptions of Nursing and Midwifery that can be used in presentations and support our work as ambassadors.

- Gain direct access to workforce data illustrating the objectives of the programme.
- Add and review existing good practice and case studies.
- Support each other and share ideas in the forums.
- Keep up to date with events in the calendar and through the news blogs.

Initially, we were invited to:

- Bookmark the site homepage: <https://future.nhs.uk>
- Log In
- Update our profile and contact details
- Configure our personal dashboard

The Hub offers a variety of workspaces that we were interested in joining:

- Integrated primary and acute care systems
- Multispecialty community providers
- Enhanced healthcare in homes
- Urgent and emergency care
- Acute care collaboration

The hub aims to develop over time and always welcomes ideas for resources, conversations, or news to share – just email [england.nursingnow@nhs.net](mailto:england.nursingnow@nhs.net) or [england.perceptionsofmidwifery@nhs.net](mailto:england.perceptionsofmidwifery@nhs.net)

The hub recently created conversations around mental health and with this in mind, I'd like to signpost you to a number of free facilitator packs available on the Patient Voices website which reflect topical issues. ►

These are intended to help make links between real stories and some of the things that are current priorities in the NHS. Some of these may be of help in addressing mental health issues with staff.

The topics are:

- Bringing your whole self to work
- Compassion
- Compassionate leadership
- Improvement and change
- Resilience
- Equality and Diversity

For each topic there is a guide and a supporting presentation. Each guide contains the following sections:

### Background and context

An overview of the topic, together with some background information.

### The power of stories, the DNA of Care

History of 'the DNA of Care' programme.

### Stories related to the topic

Stories that are most relevant to the topic covered by the guide. There is a brief summary of each story and a hyperlink to the story on the Patient Voices website. Some stories appear in more than one guide and you may decide that a story has particular relevance.

### Reflection, discussion and debate

Questions which you might like to ask, or you may prefer to come up with your own questions.

### References

A list of all the sources that have been referred to in the guide, plus some suggested further reading.

These can be found at:

<https://www.patientvoices.org.uk/what-we-do/workbooks-htm/dna-of-care-facilitator-packs>

If anyone needs help in delivering any of these sessions, please email me on:

[maria.glover1@nhs.net](mailto:maria.glover1@nhs.net)  
or call 01902 694226.

Please get in touch if you would like any more information about how you can get involved or how to become an Ambassador.

## NHS App Ambassador Role Description

NHS App Ambassadors are members of NHS staff who represent a wide range of settings, professions and locations. They are advocates for the App and passionate about the possibilities it brings, as well as having a wider understanding of how digital technology can improve care and people's experiences of the NHS.

There are two distinct phases:

### PHASE ONE

Talk about the App to NHS staff, colleagues and professional groups

- Understand the features of the App, the login process and upcoming functionalities.

### PHASE TWO

**Then switch to telling the public about the benefits of the App, as well as friends, family, patients and carers and your local communities**

- Spread the word and promote the NHS App through your own networks of colleagues, family, friends and patients using:
  - Internal organisational channels
  - Word of mouth
  - Direct email
  - Social media
  - Networking
  - Local media
- Look for new opportunities for raising awareness and promotion of the app.
- Feedback user experiences of the app, common queries and difficulties
- Feedback on creative campaigns whilst they are in development.
- Look for interesting uses of the app by patients that can be used publicly.

### Benefits of being an App Ambassador

**You will receive recognition as an official NHS App ambassador – a voluntary role – which will give you opportunities to:**

- Undertake training and development in relevant areas (e.g. social media, blog writing).
- Develop your leadership and persuasion skills.
- Access a network of passionate and technologically minded NHS colleagues.
- Access a network of clinical informatics at NHS Digital, NHS England and NHSX.

What you will be provided with:

- A range of webinars and training opportunities, starting with an NHS App show and tell session (how it works, how you register, current and future functionalities.) Please ensure this is the first thing you do as an App ambassador.
- Guidelines on working with your communications team to make the most of your ambassador status
- A Facebook group to be able to network and discuss your role as App ambassador.
- A link to the ambassador toolkit which gives you everything you will need to promote the app, from template social media posts to email signatures. When we reach the phase two stage you will be provided with an additional ambassador toolkit to enable you to reach a broader audience.
- Some interesting weekly challenges as we countdown to Christmas
- Continued briefings on the app as it develops.

### Become an NHS App Ambassador

My challenge as an NHS App Ambassador & Nursing Ambassador is to encourage at least 10 fellow staff members to download and register on the App!

Find out more by searching NHS App Ambassador on Facebook or email [appambassadors@nhs.net](mailto:appambassadors@nhs.net)

# Success for RWT learning disabilities event



2019 celebrated the centenary of the Learning Disability (LD) Nurse and it was also the year that RWT saw the establishment of the Learning Disability Outreach Team.

The service was established in March 2019 with the appointment of Trisha Guy and Lucy Palmer: joining Elaine Wharton who was already working as a learning disabilities nurse at the Trust.



On 18th November 2019 the team held an event which sought to raise awareness of the service and its role in the organisation. The event was well attended by professionals from across the Trust and Wolverhampton Clinical Commissioning Group.

Trisha Guy, LD Nurse, said: "The team aim to improve the health outcomes of patients with a learning disability and create a positive patient journey for them across all departments.

"I was honoured to be part of such well attended and well received event."



The team welcomed guest speaker Paula McGowen who told the story of her son Oliver who, prior to his untimely death, experienced a lack of reasonable adjustments for his autism and learning disability.

## Feedback from the day:

"Fantastic, thought provoking and highly emotional presentation from Paula today on LD and what we must learn from Oliver's story. No excuses – it's time for us to get LD care right. I urge you to read about Oliver's story and act today."

"A powerful story shared by Paula about her precious son Oliver at our learning disabilities awareness event. So important the NHS learns from her experiences."

A video of Paula's presentation will be available to view on the learning disability intranet page in the near future.

The team also showcased a video from Stuart, a patient at RWT. The video followed Stuart attending a hearing test appointment at West Park Hospital.

Stuart has been working hard on this accessible information video and was surprised with a signed Wolverhampton Wanderers pennant as thank you for his efforts.

The event highlighted the importance of understanding the care needs of learning disability patients; this combined with the campaigning from Paula McGowan has meant training in Learning Disability Awareness for all health and social care staff will soon become mandatory.

The team also hope to arrange further events in 2020, so watch this space!



# Why it's important to get your flu jab:



1. If you're a frontline worker in the NHS, you're more likely to be exposed to flu.
2. Catching flu can be serious. In 2017/18 it is estimated that 26,000 deaths were associated with flu.
3. You can have flu without any symptoms and pass it on to family, friends and patients, many of whom may be at increased risk from flu.
4. Being healthy doesn't reduce your risk of getting flu or passing it on.

## When to get your jab:

You need to get a flu jab every year to help protect yourself against new strains of the virus. You can't get flu from the flu jab. The earlier you get the flu jab, the better. It ensures you're covered before the virus starts to circulate.

The flu jab is the best way to protect yourself, your family and your patients against flu.

**Get your free flu jab as soon as possible**

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## November Sudoku answers

1	4	5	6	8	2	3	7	9
3	8	6	9	5	7	4	2	1
7	9	2	1	4	3	8	6	5
2	6	7	8	1	5	9	3	4
9	5	1	3	2	4	6	8	7
4	3	8	7	6	9	5	1	2
5	1	3	4	7	6	2	9	8
8	2	9	5	3	1	7	4	6
6	7	4	2	9	8	1	5	3

**We are looking for new members for the care to share magazine editorial team for 2020. If you can commit to meeting once a month, generating ideas, promoting and contributing to the magazine - please get in touch on:**

**[rwh-tr.nursingnewsletter@nhs.net](mailto:rwh-tr.nursingnewsletter@nhs.net)**

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If you would like to write for the newsletter email us at:  
[rwh-tr.nursingnewsletter@nhs.net](mailto:rwh-tr.nursingnewsletter@nhs.net)