



foundations for health

NHS

Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

March 2020



The Trust receives a 'Good' rating from the Care Quality Commission!



Youngsters become
nurses for the day



Improving information
for our patients



£14.9 million pledged
to Bassetlaw Hospital

Contents

If you have comments or want further information about any of the articles in *Foundations for Health* please contact the Communications & Engagement team on 01302 644244.

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4-5	Communities supporting DBTH Charity	12	Improving information for our patients
6-7	Celebrating our Volunteers	13	Spotlight on Research and Development
8	£14.9 million pledged to Bassetlaw Hospital	14	Youngsters become nurses for the day
9	New appointments	15	News from the Governors
10	Urgent Treatment Centre at Mexborough	16	History Matters – Well Endowed
11	Reducing misses appointments		

International Nurses

A cohort of international nurses has joined the Trust all the way from the Philippines.

The clinicians started their first placements at Doncaster Royal Infirmary last week (13 January), across a number of different specialties including renal medicine, diabetes and endocrinology and general nursing.

Having trained and qualified in the Philippines, the cohort is currently undertaking an assessment which marks them against the Nursing and Midwifery Council standards for Registered Nurses in the UK. Following this, the nurses will be registered and able to practice.

Angela Lawas will be working with the team on Ward 32 at Doncaster Royal Infirmary, she said: "Even though I was apprehensive on the way over here and it's different to where I've worked beforehand I'm really excited to be here. Doncaster seems like a great town and the hospital is much larger than I expected with a lot of facilities. I can see myself settling here long-term and maybe even retiring here."

Overseas recruitment is one of the Trust's



approaches to providing a stable workforce to ensure quality services and care for its patients. Recruiting and retaining substantive employees also reduces the amount the Trust spends on agency cover. The money saved can be reinvested into patient care and facilities.

David Purdue, Director of Nursing, Midwifery and Allied Health Professionals at the Trust, said: "On behalf of everyone at the Trust I

would like to welcome our newest members of the team. We are grateful that they have chosen Doncaster to come and develop their careers and we're sure they will be invaluable in supporting us to deliver the best possible care for our patients."

Another cohort of ten nurses will be joining the Trust in February with a further eight to be interviewed later in the year.

DBTH scoops Business and Education partnership accolade at Chamber Awards

Doncaster and Bassetlaw Teaching Hospitals (DBTH) were the proud recipients of the 'Business and Education Partnership' accolade at this year's Doncaster Chamber Business Awards.

This was the sixteenth year that the ceremony has been running, and once again it served to highlight the role that a wide-range of local businesses and organisations play in delivering growth and prosperity for the community.

DBTH scooped up the prize for 'Business and Education Partnership', in recognition of their pioneering work with Hall Cross Academy. The first of its kind in the country, in October 2018, the Trust entered into a formal relationship with Hall Cross, making the latter a 'Foundation School in Health'. The trailblazing alliance now acts as an exemplary model for how NHS providers and educational bodies can work closely together for mutual benefit.

When devising the collaboration, the two organisations committed to three overarching objectives: To increase the number of students considering healthcare professions; to support their aspirations into this line of employment; and to outline best practice for setting-up similar initiatives in the future. At the heart of

all of this was a shared vision to give pupils the best possible start in life, by shining a light on all of the different career prospects available to them in the NHS.

In the space of just over a year, lots of progress has already been made towards this goal. Several work experience programs and apprenticeship schemes are now in place, 'Career Champions' have been appointed within DBTH to advise students, and pupils have been given the opportunity to contribute to major projects within the Trust, such as the annual flu-campaign.

However, the biggest accomplishment for 2019 was undoubtedly the organisation of a 'We Care – Into the Future' event. The ambitious project was planned in conjunction with the academy and a handful of other organisations, and was an opportunity for 12 and 13 year olds to speak directly with those in healthcare and gain first-hand insight into what it's like working in the sector.

Attended by around 800 local students, the fayre involved interactive stalls and engaging booths for each career – ranging from medical roles, to jobs in IT, finance, HR and more – as well as in-depth materials to take away and digest. In addition to this, a dynamic

re-enactment of a patient's journey through hospital services was also staged.

Speaking about the award win, Dr Alasdair Strachan, Director of Education and Research at DBTH, said: "It is so gratifying to see that our forward-thinking project is gaining traction around the region and I am extremely pleased that the chamber have acknowledged all the hard work that went into making this vision a reality. Of course, none of this would have been possible without our wonderful colleagues at Hall Cross Academy, who have been enthusiastic partners and supported us every step of the way. Together, I believe that we can make a huge difference for the young people of Doncaster, whilst also helping the NHS build a fantastic workforce."

Meanwhile, Pippa Dodgson, Principal at Hall Cross, said: "As an academy, we always strive to prepare our students for a long and prosperous career, whatever it is they choose to pursue. The inaugural year of our partnership with Doncaster and Bassetlaw Teaching Hospitals has proven to be incredibly fruitful in this regard, leading to many exciting opportunities and opening lots of doors for our pupils. I cannot wait to see what the future of this collaboration will bring."



State-of-the-art scanners donated to renal unit

Doncaster and Bassetlaw Kidney Association (DaBKA) have donated £25,000 to the Renal Outpatients units at the Trust, in order to purchase three new vascular scanners.

The state-of-the-art Sonosite scanners are used in the departments to scan haemodialysis patients. They use ultrasound technology to enable nursing staff to gain a clear view of a patient's fistulas in order to improve needle insertions and patient experience during cannulation, which is an essential part of dialysis.

A fistula is a surgical joining together of an artery and a vein to create a high-volume reservoir of blood. When needed, this allows cleaning and return of blood through a dialysis machine.

Sean Starbuck, Chairman of DaBKA, said: "We have supported the renal units at Doncaster and Bassetlaw Teaching Hospitals for over 12 years now. We'd like to thank anyone who donated, and those that have given their time over the years. We're just pleased that it will make a difference to local renal patients."

The new machines are also set to benefit staff, being much easier to use, standing at



eye-level with a touch screen and having the ability to store images.

Debbie Starbuck, Renal Specialist Nurse at Doncaster and Bassetlaw Teaching Hospitals, said: "This additional equipment will ensure that all of our haemodialysis patients benefit

from a constant, ultrasound guided service.

DaBKA are very supportive towards our quality improvement ideas and they always work tirelessly to help us provide the right assistance to our patients. We'd like to thank them for their continued support."



The Boy Who Lost His Burp

A local author and his family have visited Bassetlaw Hospital to present colleagues with 100 copies of his new children's book, the proceeds from which will be going to the Trust's charity.

'The Boy Who Lost His Burp' tells the story of Charlie, a little boy with a great talent for burping, who suddenly finds himself in a bit of a jam when a very strange thing happens. Written and illustrated by graphic designer Mike Condon, the book is a way of saying 'thank you' for the care that he and his wife Kelly received, when their daughter, Willow, was born premature last year.

Born at just 33 weeks, Willow required assistance from the hospital's Special Care Baby Unit (SCBU) to help her breathe, as well as to undergo a blood transfusion and further tests. Following a further three weeks of care and treatment, Mike and Kelly were finally able to take Willow home. Showing his and his families' appreciation, Mike, who is a Senior Graphic Designer at Nottingham College, decided to put his considerable talents to use and created

'The Boy Who Lost His Burp', pledging to donate all profits from the book to the Trust's charity, to be used for the benefit of the SCBU.

Mike said: "Our first experience of the Special Care Baby Unit was at a very difficult time for us, but the staff did such an amazing job when Willow was poorly. It was lovely to take Willow back to visit now she's doing so well, and to have the opportunity to give something back with the help of some local businesses."

Rebecca Joyce, Chief Operating Officer at Doncaster and Bassetlaw Teaching Hospitals said: "On behalf of the entire Trust, we want to thank Mike, Kelly and Willow for such a kind gesture. We are always appreciative of any donations to the Trust, but seeing the care, attention and skill which has gone into this book is extremely impressive and will make an excellent gift for our youngsters."

The book is available to buy <https://the-boy-who-lost-his-burp.square.site/>, and people can find out more details on Facebook by searching for The Boy Who Lost His Burp.



DBTH Birth Appeal – going Above and Beyond in maternity care

Doncaster and Bassetlaw Teaching Hospitals Charity has this week (31 October) launched an appeal to improve the maternity experience at Doncaster Royal Infirmary and Bassetlaw Hospitals.

Seeking the support of its local residents The Doncaster and Bassetlaw Birth Appeal hopes to raise £100,000 to provide additional equipment and enhance the environments in maternity units to give women, babies and their families in Doncaster and Bassetlaw the very best possible care.

Lois Mellor, Head of Midwifery at Doncaster and Bassetlaw Teaching Hospitals (DBTH), said: "With more than 5,000 babies born in our hospitals each year we want to improve the birth environments on offer to all women in Doncaster and Bassetlaw.

"Studies show that when a woman feels calm and in control of how she gives birth, both medical intervention and adverse

outcomes are reduced. By raising these funds we will be able to improve the maternity environments so family members can stay and support women before, during and after labour, to help them remain calm and in control.

"We don't currently have the furniture to allow partners or family members to rest during a longer labour or to stay with a new mum who needs extra support. This can add unnecessary worries to a significant, exciting life experience."

Funds from the appeal will help the Trust to provide items such as:

- Reclining chairs for partners/ family members to stay with women who are in labour on our labour wards
- Chair beds for partners/ family members to stay with women post birth who need extra support after a caesarean or induction
- Updates to furniture, décor and blinds to help give both units a homely, calm and

relaxing environment

- Updates to décor and furniture in the family room, to support families during difficult times

Lois continues: "I am extremely proud of our midwifery staff and we receive lots of positive feedback about the care and support received by women and their families who have had a baby at the Trust. However, the feedback often highlights that the facilities could be improved to be in line with the excellent care we provide.

"Following on from our recent successful appeal for knitted hats for neonatal babies born on the unit I'm sure that our local residents will once again rally around to support us to make these positive changes".

Local residents and businesses wishing to support the appeal can contact the charity office on 01302 644244 or donating at www.justgiving.com/fundraising/DBTHBirthAppeal

Would you like to join our team of volunteers?

The Trust is looking to recruit some **Response Volunteers** who will be based on the **Acute Medical Unit (AMU)**.

This role will contribute further to the impact and value that volunteering brings to our staff and patients. Response volunteers will assist with non-clinical duties to improve patient experience and reduce pressure on our colleagues.

The main responsibilities for the response volunteers are:

- Collecting prescriptions from pharmacy for patients who are being discharged and deliver to a named member of staff on the ward.
- Supporting the transfer of patients from different areas of the hospital
- Taking samples to our pathology department
- Transferring or collecting notes from relevant departments
- Directing/escorting visitors and patients around the hospital
- Sitting with patients during mealtimes
- Seek and return any wheelchairs to main entrances

As a response volunteer, you should be able to respond to pressure areas to assist, answering through an electronic device (training will be provided). You will also attend volunteer support meetings and training events.

For a full job description, or to apply for the Response Volunteer role, please contact the Volunteers office on 01302 644403.



Dedicated volunteers

Doncaster and Bassetlaw Teaching Hospitals has a dedicated team over 200 volunteers.

These inspirational helpers give up their spare time so that they can support thousands of patients and relatives at the Trust's Doncaster, Mexborough and Worksop sites. Helping out on wards, clinics and libraries, they are often the first point of contact that visitors have when they pass through the hospital doors and can be depended upon to give visitors a warm welcome.

In short, they do a lot for the Trust,

contributing a staggering 38,000 hours each year. To show our appreciation for this incredible commitment, the Trust hosts an annual volunteers lunch, during which they are given cakes, coffee and sandwiches; as well as well-earned recognition for all their hard work.

The 2019 lunches also saw the presentation of some special long-service awards, with certificates being handed out to volunteers who have been with us for upwards of five, ten or fifteen years. A few of the accolades were even presented to people who have been volunteering at DBTH for over 25 years!



Meet Mary

Mary Stockton has been supporting the main reception at Doncaster Royal Infirmary for over 25 years.

Mary said: "I love volunteering here at the Trust, because it gives me a lot of personal satisfaction knowing that I am making a real difference to something that is so vital to the local community. It's a two-way street really, as I get so much fulfilment from what I do and enjoy working alongside all my fantastic colleagues. At the same time, it was still heart-warming to have this event organised where we could catch up with one another, especially around Christmas time when we can get into the festive spirit."

Volunteers bring music to DBTH

We have begun a new, novel project to bring live music to our high traffic areas in order to lift the spirits of patients, staff and visitors who are coming and going at the Trust.

With skilled musicians playing at intervals, it is hoped that this incidental music will provide a calming and cultured atmosphere within the hospitals, reducing anxiety for arriving visitors and patients. The Trust already has several volunteers and they are on the lookout for more people who can offer their free time to perform.

Patients waiting for an outpatient appointment, inpatients heading out for some fresh air, or staff leaving after a long shift will all benefit from the music, which is proven to ease stress and improve health and wellbeing.

Dr Kirsty Edmondson Jones, Director of Estate and Facilities at DBTH, said: "Often, as an inpatient, it's difficult to find a reason to go for a walk or stand for a while and a piano concert in the entrance is the perfect

excuse to spend some time away from your bed.

"Equally, visiting a loved one in hospital can be a stressful time but can really help to support their recovery. Having some light music in the entrance can take away some of the worry and put you in the best possible mind-set to get the most out of your visit."

"THIS IS A FANTASTIC OPPORTUNITY TO SHOW OFF YOUR SKILLS, VOLUNTEERING YOUR TIME TO DO SOMETHING AMAZING FOR THE NHS."

Part of a recent drive to improve the look and feel of the local hospitals, last year the entrance at Doncaster Royal Infirmary was renovated and a new Costa Coffee shop was introduced to give patients and visitors

a comfortable environment to sit and have a drink as they wait for an appointment or visit a loved one.

Kirsty said: "We are still looking for talented individuals to come along and perform for our patients and visitors as they enter our hospitals. This is a fantastic opportunity to show off your skills, volunteering your time to do something amazing for the NHS. By doing so, you'll be helping to make our hospitals a much more inviting and comfortable place to be. If you have the relevant qualifications, please apply and get tickling those ivories for a good cause!"

The pianos will also give local musicians the chance to practice and perfect their skills. The Trust is looking for musicians with Associated Board of the Royal Schools of Music (ABRSM) Grade Seven in Piano or an equivalent to volunteer their time to play.

If you would like to volunteer to play in the hospital's entrances, please contact the Volunteers office on 01302 644403.



£14.9 million pledged to Bassetlaw Hospital

In late November, the Trust was visited by the Prime Minister, Boris Johnson, and the Secretary of State for Health and Social Care, Matt Hancock MP.

The pair toured the Trust's Acute Medical Unit meeting colleagues and patients, while a short 15 minute meeting took place with Richard Parker OBE, Chief Executive, Mr Sewa Singh, Medical Director, and Suzy Brain England OBE, Chair, to discuss challenges facing the Trust and future plans.

During the visit, it was announced that Bassetlaw Hospital would receive £14.9 million in funding to help improve the site's Emergency Department.

The work which was originally supported by former Bassetlaw MP Lord John Mann, was developed by colleagues and will see the relocation of the current Assessment Units, including the Children's Assessment Unit, next to the Emergency Department, as well as a significant further refurbishment for the latter area.

Since January 2017, our Children's Assessment Unit has been closed to overnight admissions. With this investment, we will be able to provide an observations area for children 24/7, substantially reducing the number of children who need to be transferred across to Doncaster Royal Infirmary.

Following the Bassetlaw visit, Secretary of State for Health and Social Care Matt Hancock

visited Doncaster Royal Infirmary to meet with student nurses, as well as to discuss future plans for the Doncaster site.

Accompanied by the newly elected MP for Don Valley, Nick Fletcher, the Government Minister spoke to nurses and doctors and explored the Trust's future ambitions with Richard Parker OBE and Suzy Brain England OBE, the respective Chief Executive and Chair of the Board at the Trust.

The Health Secretary also took the opportunity to chat with a number of student nurses, apprentices and other developing health professionals during the visit. Speaking to the group of learners, Matt described the importance of the NHS, the excellent opportunities the health service offers to young people and those seeking a career change, as well as the introduction of the nursing maintenance grant for those undertaking a degree in nursing, midwifery or in various allied health professional roles.

Announced in late 2019, students from September 2020 are set to receive a £5,000-per-year grant. Additional payments of up to £3,000 are also available to students in regions or specialisms which are challenging to recruit to, as well as to help cover childcare costs. This year's deadline for the September intake of health professionals is 15 January.

Health Secretary Matt Hancock said: "It's been great to visit Doncaster to meet the amazing staff who are delivering world class

care to more patients than ever before.

Education is at the heart of everything they do and it's so positive to hear the enthusiasm from student nurses who will benefit from the £5,000 – £8,000 training grant we're introducing this September.

"It's vital NHS services are fit for the 21st century and I am listening closely on the proposals for a new hospital."

The Trust is beginning to explore the possibility of further investment at Doncaster Royal Infirmary, much of which was built in the 1930s and 1960s. Throughout the visit, Richard Parker highlighted the various challenges the aging estate presents to clinicians, as well as describing preliminary plans to redevelop the hospital at a new site closely complimenting the town's vision to become a university city.

Speaking about the visit, Richard said: "As a Trust, we welcomed the opportunity to show the Secretary of State for Health and Social Care around our hospital, highlighting the fantastic work undertaken by our colleagues, as well as having an open and honest discussion about some of the issues we face working within an aging site.

"Throughout the visit, Matt took the time speak with clinicians, as well as some of our learners. I want to thank everyone who helped to make the day such a success, and also to Matt and his team for taking the time to come to Doncaster."



We have been rated 'Good' by the Care Quality Commission!

Our Trust has been rated 'Good' by the Care Quality Commission (CQC), following an inspections which took place in September and October.

The CQC report, published Wednesday 19 February, recognised a number of areas of quality care, practice and improvement at the Trust. Reflecting an overall positive picture, this latest report means that in addition to an overall Trust rating of 'Good', each individual hospital site we operate also shares the same accreditation.

The CQC assesses trusts against seven key 'domains' which are described as 'safe', 'effective', 'caring', 'responsive', 'well-led', 'use of resources' and 'quality'. Improving upon the previous inspection, the Trust has been rated good for six of the seven standards, with one domain rated as 'Requires Improvement'.

"AS AN ORGANISATION, I BELIEVE WE SHOULD BE EXTREMELY PROUD THAT THE INSPECTORS DESCRIBED COLLEAGUES AS BEING CARING, SUPPORTIVE OF EACH OTHER AND COMPASSIONATE TO BOTH PATIENTS, THEIR FAMILY AND LOVED ONES.

During their unannounced inspection which began 3 September 2019 and concluded 10 October 2019, the CQC observed many examples of high quality care and emphasised



Bassetlaw colleagues celebrate the new rating

in their report the improvements made since their last visit. Amongst a variety of departments highlighted within the report, our Trust's cross-site urgent and emergency services received particular praise having improved in seven domains.

Inspectors also described clinicians as demonstrating good infection prevention and control practice, as well as emphasising a culture of learning at the Trust in order to improve safety. Most importantly, the visitors highlighted how caring and compassionate health professionals within the organisation are, as well as noting how well they work together, guided by a shared sense of purpose.

While a predominately positive report, the CQC have pointed to areas of where we need to continue to improve, such as staffing and training amongst certain colleagues, which the Trust is continuing to address.

Richard Parker OBE, Chief Executive, said: "I am extremely pleased that the Trust has been recognised as 'Good' by the Care Quality Commission (CQC) – this is an achievement which reflects the hard work, commitment and expertise of our colleagues who go above and beyond every day in the delivery of high quality care and treatment.

"We have worked tirelessly to improve the services we offer for patients, embedding a culture of Quality Improvement (Qi) within our teams, as well as a desire to always do better for our communities. I am delighted that colleagues have been recognised for their efforts, and I share my thanks with each and every member of Team DBTH."

"As an organisation, I believe we should be extremely proud that the inspectors described colleagues as being caring, supportive of each other and compassionate to both patients, their family and loved ones. As the CQC visited a wide variety of services, they identified areas which we will need to enhance, and we are in no doubt that we have more work ahead of us in order to realise our vision to become the safest trust in England.

"I would also extend our thanks to our local commissioning partners, as well as our partners within the South Yorkshire and Bassetlaw Integrated Care System for their support. The Trust is on an improvement journey, and on which I am pleased to reflect upon some remarkable progress. Now we must ensure that we do not get complacent and instead maintain this standard for our communities, as well as push on towards achieving our plan to always deliver outstanding care. Given the progress we have made in a few short years, I am confident that this an entirely achievable destination that we will be celebrating before too long."

The reports are published on the CQC website at <https://www.cqc.org.uk/provider/RP5>



Minor Injuries Unit becomes Urgent Treatment Centre

Following national guidance, the Minor Injuries Unit at Montagu Hospital has transitioned into an Urgent Treatment Centre.

The Urgent Treatment Centre at Montagu Hospital is run by a dedicated and highly skilled Emergency Nurse Practitioners who provide care for less serious injuries, such as sprains, cuts, grazes, minor burns, bites and stings, as well as minor illnesses and ailments.

Many people go to an Emergency Department, when they could be treated much more quickly at the Urgent Treatment Centre. The unit can also arrange X-rays for possible broken bones and treat minor eye and ear injuries.

The service is open 9am to 9pm – Montagu Hospital Adwick Road Mexborough S64 0AZ. Montagu Hospital's Urgent Treatment Centre can treat:

- Sprains and strains
- Minor illnesses and ailments
- Simple fractures
- Wound infections
- Minor burns and scalds
- Sunburn



- Cuts
- Grazes
- Minor eye injuries
- Foreign bodies in eyes and ears
- Simple head wounds
- Insect and animal bites.

Hospital Radio launches online streaming service

The Trust's very own radio station, Trust AM, has expanded its reach by launching a new online streaming service.

Trust AM Hospital Radio was founded in 1972 and is run completely by volunteers, playing a variety of music, banter and quizzes 24 hours a day, seven days a week. The new online streaming service, which launched on Sunday 8 December, can be accessed via trustam.com. Patients, visitors and relatives in our hospitals can listen via free hospital WiFi.

Trevor Burton, hospital radio volunteer, said: "This is a really exciting time for the station and I am absolutely delighted we will be able to broadcast online, offering our listeners this free service enabling them to listen to our wide variety of music. On launch day we broadcast live from the main entrance of Bassetlaw Hospital inviting patients, visitors and staff to request a song or make a dedication live on air."

Hospital radio can play an important role in a patient's recovery helping to reduce boredom, loneliness and anxiety. The team have 28 volunteers and are based at Bassetlaw Hospital. The new online streaming will enable the station to be much more accessible on mobile and tablet devices and when patients are discharged they can continue to listen at home. Relatives and friends can also call in and request a song dedication for their loved

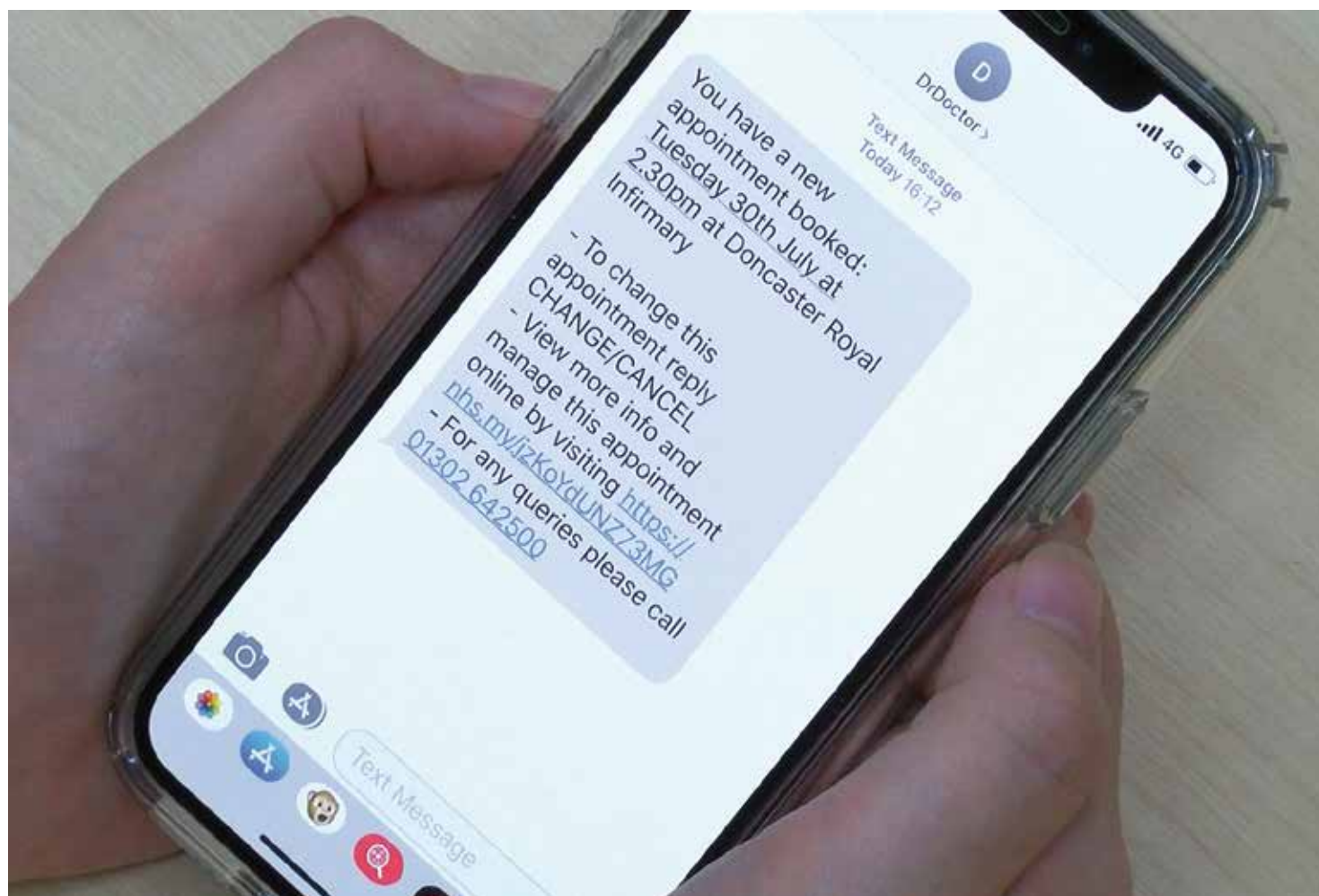


ones in hospital.

Suzy Brain England OBE, Chair of the Board, said: "Trust AM has brought cheer to our patients for our 47 years and this addition will benefit the listeners giving them more choice on how they wish to listen to their music, enabling the station to reach more of our patients than ever before. With

people now tuning into radio on a variety of devices this expansion into online broadcasting brings Trust AM right up to date and will keep the listeners informed about local news and our hospitals news and events."

Listen to Trust AM by heading to www.dbth.nhs.uk.



Reduced missed appointments thanks to digital system

Over the past few months, we have been helping our patients keep their appointments by making use of a new text reminder service.

Introduced back in August, this innovative new system – known as DrDoctor – is capable of issuing messages to mobile phones, so that patients do not forget about their upcoming hospital visits. To make things even more convenient, the application gives them the opportunity to cancel or rearrange appointments from the comfort of their own homes (as well as the ability to add these straight to their calendar), whilst also providing useful information so that they can easily prepare for their visit and know what to expect.

Nationally, around one in 10 appointments are missed every year in England, costing the health service millions of pounds. Unfortunately, DBTH is within the top 25% of all trusts in the country for patients not attending appointments, recording around 140 missed a day or 50,000 each year. Equating to around £6 million in lost funding annually for the local hospitals, in real-terms this wasted

cash is the equivalent of 200 nurses, 747 hip replacements or 22,388 MRI scans.

Since its implementation across 15 specialties, DrDoctor has enabled over 3,900 cancellations and rescheduled dates at the Trust, which have in turn freed up slots for other patients to use.

“UPTAKE FOR THE SYSTEM HAS BEEN INCREDIBLE SO FAR AND WE ARE HOPING TO BUILD UPON ITS SUCCESS EVEN FURTHER AS WE HEAD INTO 2020.”

This has coincided with a significant reduction in missed appointments, helping services to run more smoothly and saving the organisation more than £53,000 in the process.

In November alone, the dermatology department managed to save approximately £10,000 with the aid of the app, reporting a ‘did not attend’ (DNA) rate of 8%, a marked improvement on the previous year’s 11% figure. Likewise, the Audiology, General

Surgery, Gynaecology, Rheumatology, Trauma and Orthopaedics, Vascular and Paediatric Services have all benefited in a similar fashion as well.

Speaking about the impact of DrDoctor, Dr Mike Whiteside, Physician and Chief Clinical Information Officer, said: “Uptake for the system has been incredible so far and we are hoping to build upon its success even further as we head into 2020. With that goal in mind, so that everyone gets the most out of DrDoctor, it is vital that patients supply us with their most up-to-date contact details. Only then will we be able to send notifications over text and cut down on missed appointments. Ensuring that we make the most of technology is key to our future success as an organisation and will undoubtedly help us to achieve our vision to be the safest Trust in England, outstanding in all that we do.”

The launch of DrDoctor forms part of DBTH’s ‘Digital Transformation programme, a scheme of work which is looking at making the most of new technologies in order to improve patient care, safety, experience and treatment.

Improving information for our patients

Since the summer of 2019, we have been working hard to improve the quality of information that is given to our patients.

Often a major theme within the feedback received from visitors, ward staff have recently focused upon enhancing communication with patients, introducing a number of initiatives to ensure that individuals know what to expect during their hospital stay.

The first part of this work was the adoption of wipe-clean bedside folders within the majority of inpatient areas. These 36-page booklets cover everything from staff uniforms and day-to-day ward activities, to instructions on how to access the organisation's free Wi-Fi and other facilities. Known as 'Sharing How We Care for You', these folders have proven to be incredibly popular, with over 500 delivered across the Trust's wards and services.

Building upon this innovation, the team have also refreshed the boards hung above each patient bed. Also wipe-clean, these poster-sized white-boards contain key pieces of information about the person being looked after, providing clarity on things like their preferred name, mobility and dietary requirements at a glance, improving care and treatment in the process.

The final piece of work was to overhaul the Trust's ward 'welcome boards', which are positioned at the entrance to all inpatient areas.

With each sign now bespoke and tailored to respective services, these boards introduce visitors to the ward environment, giving an overview of things like who works there, what tests may be carried out and the discharge process. Once again, this is all about preparing patients, relatives and carers for a hospital stay by ensuring that they are well informed and that they understand what to expect in their respective area.

“WE WANT ALL OF OUR PATIENTS, RELATIVES AND CARERS TO FEEL WELCOME AND PART OF THE WARD TEAM.”

Moreover, the boards, which have been designed by local graphic designer Ben Cutler, include QR codes that can be scanned, taking you to even more useful information and avoiding the need for leaflets, which can become out-of-date.

Cindy Storer, Acting Deputy Director of Nursing, Midwifery and Allied Health Professionals at the Trust, said: “Staying

overnight in a hospital can be a nerve-racking experience at the best of times, especially if you're not familiar with the ins-and-outs of a ward environment. The yearlong piece of work we have been doing on bedside information, bed boards and ward welcome boards all aim to improve communication and in turn improve patient safety and experience, in a meaningful person-centred way. We want all of our patients, relatives and carers to feel welcome and part of the ward team.”

All of this improvement work has been very well received at the Trust, and the forward-thinking approach was recently recognised at the latest Patient Safety Learning Awards in London. Collecting the 'Shared Learning' prize, the DBTH team were lauded for all of the above innovations, in addition to other projects, such as setting up an annual patient safety conference, producing a monthly newsletter focused on clinical learning, as well as running separate campaigns to ensure that patients get enough sleep, have protected mealtimes and extending visiting hours on wards.

It is hoped that, by doing all of this, the Patient Safety team will oversee a decrease in the number of serious incidents reported at the Trust, as well as see an increase in positive feedback.





Celebrating Research and Development

We have recently a duo of events dedicated to raising awareness of the benefits that Research and Development (R&D) can have on patient care.

R&D plays an absolutely vital role within a healthcare setting, especially when it comes to refining procedures and modernising services. Innovative studies enable hospitals to be ahead of the curve by trialling new medicines, developing better treatments and improving understanding of medical conditions. As a teaching hospital, DBTH places a great amount of importance upon cutting-edge research, which is why the organisation decided to set some time aside in November, in order to showcase all of the good work that has been done by their dedicated research team.

The celebration itself came in the form of two separate events, the first of which was about recognising all the patients who have contributed to the Trust's studies. Taking place on Monday 4 November, this coffee morning was attended by over 40 research participants, who were greeted with hot beverages and cakes. It was the first time that the Trust has held a get-together of this kind and the response was incredibly positive.

Richard Parker OBE, Chief Executive at DBTH, stopped by to personally thank the attendees for their support and to give an overview of where the research service will be heading in the future. Meanwhile, Dr Trevor Rogers,

the soon-to-retire Director of Research and Development, also spoke to them about his personal experience as an investigator and how research has helped shape both his career and his treatment options as a respiratory consultant.

“WE HOPE THAT OUR GUEST SPEAKERS INSPIRED OTHERS IN THE TRUST TO TAKE THEIR FIRST STEPS INTO THE FIELD, SO THAT WE CAN CONTINUE TO DO FANTASTIC WORK FOR THE PEOPLE OF DONCASTER, BASSETLAW AND BEYOND.”

Speaking about the event, Dr Rogers said: “As a healthcare provider, we have a very large portfolio of studies taking place across each of our hospital sites. Given this heavy workload, we are absolutely reliant on our volunteer patient participants, who help us by completing questionnaires, trialling novel drugs and generally informing the way that we approach our projects. They simply don't get enough credit, which is why we decided to host this special coffee morning in order to show our appreciation for all of their amazing contributions.”

The second event was held on Wednesday 6 November and was primarily focussed on how staff members themselves contribute to R&D at the Trust. Primarily aimed at nurses, midwives and allied health professionals (AHPs) who are looking to see how they too can get involved, the day included inspirational talks from a variety of internal and external experts. Among the speakers there was Professor Lynda Wyld, Breast Surgeon and Judith Clarke, Cardiology Nurse Specialist, as well as representatives from the University of Sheffield and Medipex.

However, the day's real highlight came when patients took to the stage to describe how research had positively impacted them. One individual gave a particularly emotive account of how trial medication had empowered them to rebuild their life and manage a long term illness they had been coping with since a very young age.

Dr Rogers continued: “With this event, we were aiming to communicate the transformative impact and incredible benefits that R&D can have on our patients. We hope that our guest speakers inspired others in the Trust to take their first steps into the field, so that we can continue to do fantastic work for the people of Doncaster, Bassetlaw and beyond.”

If patients are interested in volunteering to participate in R&D projects, they can email dbth.clinicalresearch@nhs.net.

Improving hydration for patients

Nursing colleagues at DBTH have implemented a number of innovative projects to help patients stay hydrated.

One of the biggest challenges for health professionals is ensuring that inpatients drink enough throughout their time in hospital, ultimately to aid in recovery. A lack of water can lead to dehydration which can be the underlying cause of many common conditions which can complicate a hospital stay, including constipation, falls, infections and pressure ulcers, as well as some life-threatening conditions, such as acute kidney injury, cardiac disease and blood clots.

In order to address this issue, the Trust has adopted a simple, yet effective system of traffic light coloured jug lids in order to monitor the amount that individuals are drinking each and every day, as well as enabling clinicians to understand how much a patient has drunk at a glance.

Based upon a daily routine, each patient will be given a 750ml jug of water with a red lid each morning, when the patient has drunk their first jug, it will be refilled with fresh water and the lid changed to amber. When the patient has drunk their second jug, it will be once again replenished and the lid changed to green as the patient will have had 1500ml of water, reducing the risk of dehydration.

If at any point the nurses are concerned about



the patient, or if by afternoon the red lid is still attached, this will be escalated to a senior colleague for further action.

Clinicians will also introduce a special blue lid for patients who are on fluid restriction. This might be recommended by the doctors to prevent fluid building up in the body, or to reduce excess fluid that is already there.

The introduction of traffic light coloured lids forms part of the organisation's approach to reducing dehydration amongst patients. Another element of this ongoing project is the 'But First a Drink' initiative, which asks all health professionals at the Trust to start and end all interactions with inpatients with the offer of a drink and a new document to record the patient's fluid balance.

Youngsters become nurses for the day

A team of hospital workers on our children's ward have turned their youngest patients into honorary nurses for the day in a bid to inspire a new generation of health professionals.

Earlier this month, children spending time at Doncaster and Bassetlaw Teaching Hospital's (DBTH) were given tiny nurse costumes and recruited to look after a group of 'unwell' dolls in a playroom, which had been transformed into a very special hospital ward. The youngsters and their families were able to get involved in the make-believe, checking mock X-Rays, using toy stethoscopes and giving treatment to the toys using equipment from their very own doctor's bags.

Part of a national initiative called 'Nurses of the Future', the day was an opportunity to engage younger patients with an interesting activity, as well as plant the seeds for a future career within the health service.

Jill Edwards, Play Leader at the Trust, said: "Children in hospital are likely to look up to those who are caring for them and this is the perfect opportunity to get them interested in the profession. Our visitors really enjoyed the day and it gave them something fun to focus on and distract them from their treatment."



Mark appointed as Non-Executive Director

Following a robust selection process, Mark Bailey, has been appointed as a Non-Executive Director by our Council of Governors.

Non-Executive Directors (NED) play a crucial role by bringing an independent perspective to the Trust boardroom. They support the Chair, promote NHS values and contribute valuable insight to the development of strategy.

Mark, a former Rolls Royce senior manager, will join the Trust on 1 April and has an extensive background in the private sector having spent over 30 years with the world-renowned engineering company.

Initially trained as an engineer, Mark has extensive experience of operating within a board environment while nurturing a specialist interest in business growth, transformation and improvement. The Derbyshire resident has also helped to implement innovative digital solutions within his place of work, something which is a particular focus for the Trust as it looks to further modernise how clinicians use technology to support patient care.

Speaking about his recent appointment, Mark said: "I am very pleased to be joining the team at Doncaster and Bassetlaw Teaching Hospitals. As a Non-Executive Director, I will be able to draw on my experiences as a leader within private industry, providing advice, constructive challenge as well as a thoughtful perspective to the organisation's Board of Directors. Like most people, the NHS is very close to my heart and I can't wait to get started."

Welcoming the new appointee, Trust Chair, Suzy Brain England OBE, said: "I am delighted that we have been able to appoint an individual of Mark's calibre to our Board of Directors. With his extensive experience of the private sector, Mark will provide valuable and unique insight which will help to steer the organisation as we move forwards and look to achieve our ambition of being the safest Trust in England, outstanding in all that we do."

As a Non-Executive Director, Mark has been appointed for a three-year term after an open advertisement and recruitment process, led by the Trust's Council of Governors and senior leaders.



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Endowments at the Trust

A feature of the old wards (West Ward Block) at Doncaster Royal Infirmary was the plaques displayed above a number of beds and cots. Each plaque commemorated a substantial endowment of funds to the hospital. A gift of £1,000 would endow an adult bed, while £600 endowed a child's cot. As an indication of just how generous a gift this was, today's equivalent of £1,000 in 1935 would be a staggering £71,590! An endowment did not involve the purchase of a new bed: it simply identified a bed space.

Each endowment was recognised by the installation of a plaque, typically of bronze and 16 x 9 inches, detailing the source of the gift. Some were in memory of a loved one, while others commemorated special events, such as a fund-raising children's bazaar organised by local newspaper the Doncaster Gazette. This was the 'Mother Hubbard Cot' (main picture), named after the nom de plume of the writer of the children's page. The 'Bruce Woodcock Bed' was endowed with the magnificent sum of £1,024 raised by his workmates at Doncaster Railway Works (the 'Plant') to commemorate local boxer Bruce's winning in July 1945 of the British and Empire Heavyweight titles.



Others recognised war work done by local branches of the Home Guard, the British Red Cross and St. John's War Organisation. In one instance, an endowment was made on condition that the grave of the commemorated person be kept in good order by the hospital authorities. The Board

of Management, unwilling to lose the endowment, somewhat unwisely agreed to the condition, but within a few years the family was complaining that the hospital had not kept its part of the bargain.

It would appear that the first bed to be endowed at DRI was

funded from the legacy of a Mr. G.F. Milnthorpe in 1924, in the days of the Wood Street infirmary, though it is not clear if a plaque was commissioned on this occasion. Further plaques were installed regularly throughout the following years until the NHS came into being in July 1948. Some 29 plaques eventually graced DRI's walls but, sadly, when the old wards were refurbished after the new-build of the 1960s, all were removed and apparently sent for scrap.

Montagu Hospital, however, has preserved its history rather better. The Hospital's commendable 'Memory Lane' feature displays several commemorative plaques, including some for endowed beds. The Yorkshire Telegraph and Star 'Gloops Club Cot' (DRI also had one of these), the 'Cricketer's Bed' and the 'Railwaymen's Bed' typify the wide variety of fundraisers who supported their local hospital in this way.

These endowments represent a high degree of appreciation and support for our local hospitals, at a time when they depended wholly for their function on the generosity of the public. Perhaps, one day, we might see at DRI a single commemorative plaque listing the 29 generous benefactors of yesteryear.

Garry Swann,
Archivist



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