

TRUST UPDATE 50

11th October 2007

STAFF CAR PARKING CHARGES ON BOARD AGENDA

50p per day or £8 per month proposed

Staff will start being charged a maximum of 50p per day to park at our Hospitals if the Trust Board approves the introduction of charges when it meets next week.

There will also be some changes to the cost of parking for patients too, although for longer periods this will reduce.

The move follows discussions with unions and the Patient and Public Involvement Forum. For members of staff the fee will be 50p per day, or £8 per month if deducted from payroll. Consultants, who currently have access to barrier parking, can retain this privilege at a cost of £25 per month.

For patients, the £1 for one hour rate will remain; the current £2 charge for 2 to 4 hours will increase to £2.50. Over 4 hours – currently charged at £4 up to 6 hours and £6 for over 6 hours – will be standardised at a single rate of £5. Concessions for longer-term patients or visitors will be available at the monthly staff rate – ie, £8 per month.

The proposals aim to increase revenue whilst simultaneously reducing the demand for car parking and financing the employment of a car parking attendant, to make the Hospital sites safer by controlling where people park.

Duncan Henderson, Director of HR and author of the paper, said: “The impact of these changes will be to generate income for the Trust which will, in part, be used to manage and improve security of the car parks. It is anticipated that the charges will generate approximately £100,000 pa.”

The money raised will be used to offset the costs incurred in the provision of parking, which otherwise have to be deducted from income intended for patient care. Any additional profit will be used to improve car park security and monitoring, and ploughed back into care for local patients.

The paper, which goes before the Trust Board next Tuesday, October 16th, comes almost five years after we first started charging patients to park. The introduction of charges for staff has been considered but rejected on several occasions since then, and as such we are now one of only a few Trusts nationally that do not already impose a charge. If it is decided to go ahead, the new fees are expected to come into force during November: further details about implementation will follow once the Board has made its decision.



On table: Andrew Bradley (Senior Radiographer). 1st Row: Margaret Stephenson (Superintendent Radiographer), Sally-ann Randerson (Radiopharmacy), Phillip Townsley (Senior Radiographer). 2nd Row: Peter Howells (Consultant Physicist), Philippa Peters (Sister) Nicola Riches (Radiographer). 3rd Row: Joanne Young (Staff Nurse), Sharon Golly (Senior Radiographer). Back Row: John Ogden (Senior Radiographer)

REGIONAL TEAM OF THE YEAR!

Congratulations to our Nuclear Medicine Department, which has been named Yorkshire and North Trent Regional Team of the Year by the Society of Radiographers. This great accolade, which is recognition of the excellent work that they are undertaking for local patients, will be officially recognised at an award ceremony in the House of Commons next month.

Given the achievements of the department, which has seen some diagnostic waits (for Myocardial Perfusion Stress scans) cut from 72 weeks in 2005 to a maximum of 8 weeks in 2007, it's not difficult to see why the efforts have gained national recognition.

President of the Society of Radiographers, Zena Mitton, wrote to the team: “You are to be sincerely congratulated for achieving the regional winners position and indeed the thanks of the profession for the hard work that you put in which has resulted in the nomination.”

Team leader Margaret Stephenson, who joined the Trust as Superintendent Radiographer in 2005, is the only member of staff who works purely in Nuclear Medicine, whilst other members of the team support the service on a rotational basis. Highly experienced in nuclear medicine, she has been central to transforming the service here, working with colleagues in the multi-disciplinary team to streamline and improve the service so that it is efficient and effective.

The results are impressive. A range of measures – some simple, such as extending the hours during which radiopharmacy is available, others more complex, such as obtaining funding in order to make technical changes that would enable nurse-led clinics – have enabled radical improvements to be made: cardiac throughput has risen from four patients per week to ten (that's 250% up); routine bone scans are now carried out within two weeks of referral; and bone scans for metastatic disease are done within a week.

Overall, over 2,500 patients were imaged in the department in 2006/7, all within the existing staffing levels and resources. It's an outstanding achievement, and a great example of how re-designing the way a service operates can achieve remarkable results – conspicuously, in this case, thanks to a great deal of enthusiasm, expertise and hard work.

In recognition of their achievement, three members of the team - Margaret Stephenson, Philippa Peters and Sally-ann Randerson, each representing a different branch of the team – have been invited to a reception at the House of Commons in November. We wish them an enjoyable visit which is a well-earned reward.

CONGRATULATIONS TO OUR COMPLAINTS TEAM!

Our complaints team has been singled out by the Healthcare Commission as one of its 'top ten' at handling complaints.

Said Medical Director Dr Ian Holland, "This recognition is a great credit to the members of our Complaints Team, who work very hard with both staff and complainants to resolve difficult issues. It's important to recognise the positive side of complaints, which can provide an opportunity to learn lessons and improve patient care. This Trust gets a relatively modest number of formal complaints compared to many others, but we make a point of looking at each one thoroughly, and fairly, and promptly. We also work hard to ensure that we are able to address many minor queries and problems immediately they arise by means of our 'PALS' system, and this helps prevent matters escalating unnecessarily. It's very pleasing that our achievements in this area have been noted by the Healthcare Commission."

Commented Chair Sir Michael Carlisle: "On behalf of the Board I should like to thank everyone for this achievement, in particular Complaints Manager Joanne Armstrong and Ian Holland, who put in a lot of effort in this area."

Well done to the team - and well done to all the staff who help keep the overwhelming majority of our patients happy and well cared for every day of the year.

A REMINDER: Tuesday 16th October sees the official opening of our new Endoscopy Unit: take the chance to have a look round between 1pm and 4pm that afternoon (half hourly intervals).

FIRST AID, CONFLICT RESOLUTION, FOOD HYGIENE: COURSE CANCELLATIONS

Please note that all scheduled 'First Aid at Work' courses have been cancelled. This includes the refresher course that was due to take place on 1st and 2nd November.

All Conflict Resolution and Ward Food Hygiene courses programmed that were due to run after 1st November are also postponed until further notice.

The changes are the result of Health and Safety Trainer Mark Jamieson's move to NYYPCT as its H&S Co-ordinator from 1st November. We wish him well in his new role, and will bring news of re-scheduled courses in future Updates.

IT'S NHS STAFF SURVEY TIME

Randomly-selected members of staff will soon be receiving questionnaires as part of the fifth annual national NHS staff survey.

This is one of the measures that the Healthcare Commission uses to find out our views, with the aim of improving working lives and consequently improving patient care. Results will also contribute to our performance ratings.

All responses are confidential, and individuals can't be identified from the forms, which are analysed externally. If you do get a questionnaire, please complete it and return it as soon as possible. More information can be found at nhs.staffsurveys.com.

RESEARCH COURSES AT SCARBOROUGH HOSPITAL: BOOK NOW!

The following courses are being provided free of charge by the North Yorkshire NHS Alliance R&D Unit and will be held in Scarborough Hospital. They are open to all NHS staff and will be useful if you need to analyse/summarise data, understand statistics in medical journals or calculate sample sizes for research projects. You may choose to attend all or just some of the sessions:

a. Describing data 8 Nov, 9.30-11am (Dr Christine Davey, R&D Unit): This session assumes the participants have no prior knowledge of statistics. It provides an introduction to handling data and will describe the different types of data and different ways to summarise that data. e.g. averages and standard deviation.

b. An introduction to statistical analysis 8 Nov, 11.30am-1pm (Dr Christine Davey, R&D Unit): This is the follow on from session a. 'Describing data' and will provide an overview of basic inferential statistics. e.g. chi-squares and t-tests.

c. Sample size calculations 26 Nov, 1.30-3pm (Dr Victoria Allgar, HYMS Statistician): This session will explain how to perform power calculations to inform sample sizes for research study designs.

d. Advanced statistics 26 Nov, 3.30-5pm (Dr Victoria Allgar, HYMS Statistician): This session is more advanced and will cover basic linear and logistic regression analysis.

Places are limited: to book please contact Carole McManus on 01904 725128 or email research@york.nhs.uk.

If you require further information or help with research projects please contact Cathryn Hart, Senior Researcher, HYMS Building, cathryn.hart@acute.sney.nhs.uk, SGH ext 5324 or 01904 726996. Please note that all projects classed as research, including those carried out as part of higher education, require Trust Research Governance and Ethics approval and some clinical trials may also require MHRA authorisation. Contact Cathryn for further advice. Additional information is also available at www.northyorksresearch.nhs.uk