

Insight

Winter 2015-16 | Issue 57

Northampton General Hospital 
NHS Trust



**More than just
a magazine**
Bring these pages
to life with our
amazing new app
See page two



WIN
Free tickets to
**The Herbal
Bed**
SEE BACK PAGE

**Best Possible Care
Awards winners**

**MEET SOME OF OUR
NGH STARS**

**7-page special
begins page 14**

Download our app and watch the video!

Insight is now more than a magazine! Welcome to our second edition with added video content, which you can see on your smartphone or tablet with our amazing new app, NGH Plus. Just download the app from the App Store or Google Play, follow the instructions below, then point it at the photos which show the 'Scan photo for video' symbol here.

1 Download the NGH Plus app from the App Store (Apple) or Google Play (Android).



2



Open the app with a simple tap.

3 Point your device at the photos where you see the AR

content logo pictured right – and wait for the surprise. Double tap for a full-screen.



Augmented reality services by ooh-AR.com

ooh-AR
Augmented Reality Solutions

WE'RE BANKING ON LOCAL NURSES

We're trying a new approach to recruiting to our nurse bank, using posters on buses and banners around the town to advertise the benefits of registering for it. Bank nurses are employed by the hospital and the better resourced the nurse bank is, the less we have to rely on more costly staff supplied by agencies.

The NGH nurse bank provides temporary cover for our wards and departments when there is a short-term increase in work or a short-term shortfall due to vacancies. It's made up of existing NGH staff nurses who like the option to work extra shifts on top of their rostered hours, as well as nurses who prefer the variety and flexibility of

working only for the bank.

Director of nursing Carolyn Fox said: "Some registered nurses working in the community might relish the professional challenge of working in a busy hospital environment, and we can offer them a skills assessment to work out where their individual skills and experience would be put to best use here. Or if there's a specialism or department they're keen to work in to get new skills, we'll put together a personalised support and training programme.

"We have a huge variety of nursing posts including general nursing, emergency care, midwifery or any of our areas of

specialism which include stroke, cardiac, vascular and renal. You don't need to have previous hospital experience to work for our bank, you simply need to be a registered nurse who shares our commitment to compassionate care.

"We also want to reach out to agency nurses, who are facing uncertain times as a result of the government's new cap on agency spending. With hospitals throughout the UK working to reach their targets on reduced agency spend, this is the ideal time for agency nurses to come and talk to us. We pay competitive hourly rates, we can help with revalidation and we offer free clinical skills training for agency nurses who register on our bank from October."

In addition to support and training programmes, NGH bank nurses can access the NHS pension scheme and join the newly-refurbished on-site gym and swimming pool.



See what some of our bank nurses have to say – download the app and watch the video!

To apply for a job on our Nurse Bank, visit the NHS Jobs website.

For more information, call 01604 544741, email nursebank@ngh.nhs.uk or visit www.LoveNursingLoveNorthampton.uk



Newly qualified nurse Perri Hills with the new daisy badge



OUR WELCOME BADGE FOR NEW NURSES

There's been a great response to a brilliantly simple idea we've introduced to welcome our newly-qualified nurses to their new role. Nurses are now presented with a commemorative daisy pin badge which they wear on their collars for their first six months in post, and then retain as a keepsake.

Launched in October, these pictures of the badge rapidly became our most popular Facebook post ever - with over 100,000 views, 1,300 likes and a host of comments describing it as a 'fabulous', 'brilliant' or 'cool' idea. Many of the comments were from staff in other hospitals who thought

it should be in use there too. One said: "This is such a lovely and supportive idea. Whoever came up with this should try and bring it into all hospitals. I know over here in Ireland a big topic when I qualified four years ago was how to manage the transition from student to registered nurse. I really think this is a lovely way to do it."

NGH director of nursing Carolyn Fox said: "Newly-qualified nurses face many challenges and it's so important that they have strong support during that crucial first six months. We have a fantastic and well-established preceptorship programme which supports them with practical skills

training as well as guidance and advice. But we're always looking at where we can make improvements and that's where the idea for the badge came from.

"The badges are a way of saying thank you to our new nurses who've chosen Northampton General Hospital as the start of their nursing career. They're also a visual prompt for our other staff, patients and visitors that the nurse wearing the badge is new to practice. They'll help us to remember how daunting a new job can be and how the little gestures can make a big difference. So, if you see one of our nurses wearing the daisy, give them a smile and say hello!"

A TOUGH YEAR, AND MORE CHALLENGES

There's no doubt that 2015 has been a tough year for the NHS, with a grave shortage of staff, too few training places and no money. Hospitals are on a knife-edge and, even with the extra funding identified in the government's autumn spending review, things are unlikely to improve anytime soon.

The combined deficit of all hospitals in the first half of the year was £1.6bn. The continuing crisis in social care means more patients are getting admitted to hospital and are delayed in beds once they get there. The onset of winter, together with the issue of a proposed new contract for junior doctors which they consider unsafe and unsatisfactory, will bring further challenges.

Nevertheless, when I walk around the hospital I am always impressed by the huge commitment of our staff - many of whom remain enthusiastic despite the pressures, and are anything but demoralised. There is a never a time when patients, carers and relatives do not make positive comments about the way they are treated, not only by clinical staff but also by support staff. The sense of NGH as a friendly hospital where people feel the atmosphere of support is often commented on.

Our Best Possible Care Awards evening in September was an opportunity for us to recognise not just the winners, but everyone who was nominated. Judging a winner in each category is always a difficult call and I was particularly pleased this year to feel a sense of everyone sharing the glory, appreciating being nominated, and supporting their colleagues.

Just as importantly the evening was an opportunity to celebrate 'Team NGH'. A time to remember and acknowledge all the 4,700 staff - many working behind-the-scenes and without whom we would not be able to run the hospital. A time to remember to be proud of the care given at NGH and proud of the people who deliver it.

At its best, care at NGH 'knocks the spots off' the best in the land (this is what one patient told me recently) and if we could achieve that every day for every patient in every service, then we would achieve our ambition of being a truly outstanding hospital.

Despite all the challenges we will strive to do that throughout next year and beyond. In the meantime I would like to thank all our staff for their hard work this year. I wish all of you and your families a very Happy Christmas and a Happy, Healthy New Year!

Dr Sonia Swart

**Chief Executive
Northampton General Hospital**

MORE INSIGHTS FROM SONIA WITH OUR NEW NGH PLUS APP

With our new NGH Plus app, you can now see and hear our chief executive Dr Sonia Swart as well as read her regular column in Insight. Simply point your phone or tablet at the image below and watch her latest quarterly update about life at Northampton General Hospital.



STAY WELL THIS WINTER

Winter conditions can be seriously bad for our health, especially for people aged 65 or older, and people with long-term conditions. Cold and damp weather, ice, snow and high winds can all aggravate any existing problems and make us more vulnerable to illnesses that are more common in winter. Here are some things we recommend you do. First of all, make sure you get your flu jab. Keep warm by heating your home to at least 18°C if you can, with your main living room slightly warmer. Keep active when you're indoors, and wear several layers of light clothes - which trap warm air better than one bulky layer. Most common winter ailments, such as a cold, sore throat or cough can't

be treated with antibiotics. Go to see a pharmacist if you start to feel unwell - they're fully qualified to advise you on the best course of action. Look out for other people who may need a bit of extra help over the winter. Icy pavements and cold weather can stop people from getting out and about. Keep in touch with older neighbours, friends and family members to ask if they need any practical help. Make sure they're stocked up with enough food supplies in case they can't get out, or if bad weather is forecast. If you need help when your GP surgery or pharmacy is closed, call NHS 111 for advice and where to find a local service that is open. You can also visit NHS Choices at www.nhs.uk



PET THERAPY IS A HIT WITH PATIENTS AND STAFF



We love this photo capturing when two-year-old Jessica O'Brien from Market Harborough met golden retriever Merlin on our children's ward.

Merlin's owner, Kerryann Baxter, is one of six Pets As Therapy (PAT) volunteers who now visit our wards on a regular basis. We know from research that interaction with animals can have a positive impact on health and wellbeing and can play a big part in the recovery process. Everyone is always very pleased to see them, and we're really grateful to the volunteers for taking time out to bring their pets in.

PAT volunteer area coordinator Rosemary Wooler, who arranges the visits for us, said: "The dogs have proved to be so popular, and we get stopped in the corridor all the time being asked about our work, with the staff benefiting from a cuddle as well as the patients! The most common thing we hear is 'you've just made my day' which is very rewarding."

Many other departments would love to have visits from PAT dogs, but there aren't enough volunteers to cover them all. If you would like to look into becoming a Pets As Therapy volunteer with your pet, or want more information about the charity, please email rosemarywooler@yahoo.co.uk or visit the website petsastherapy.org

Bob and pet Millie reunited



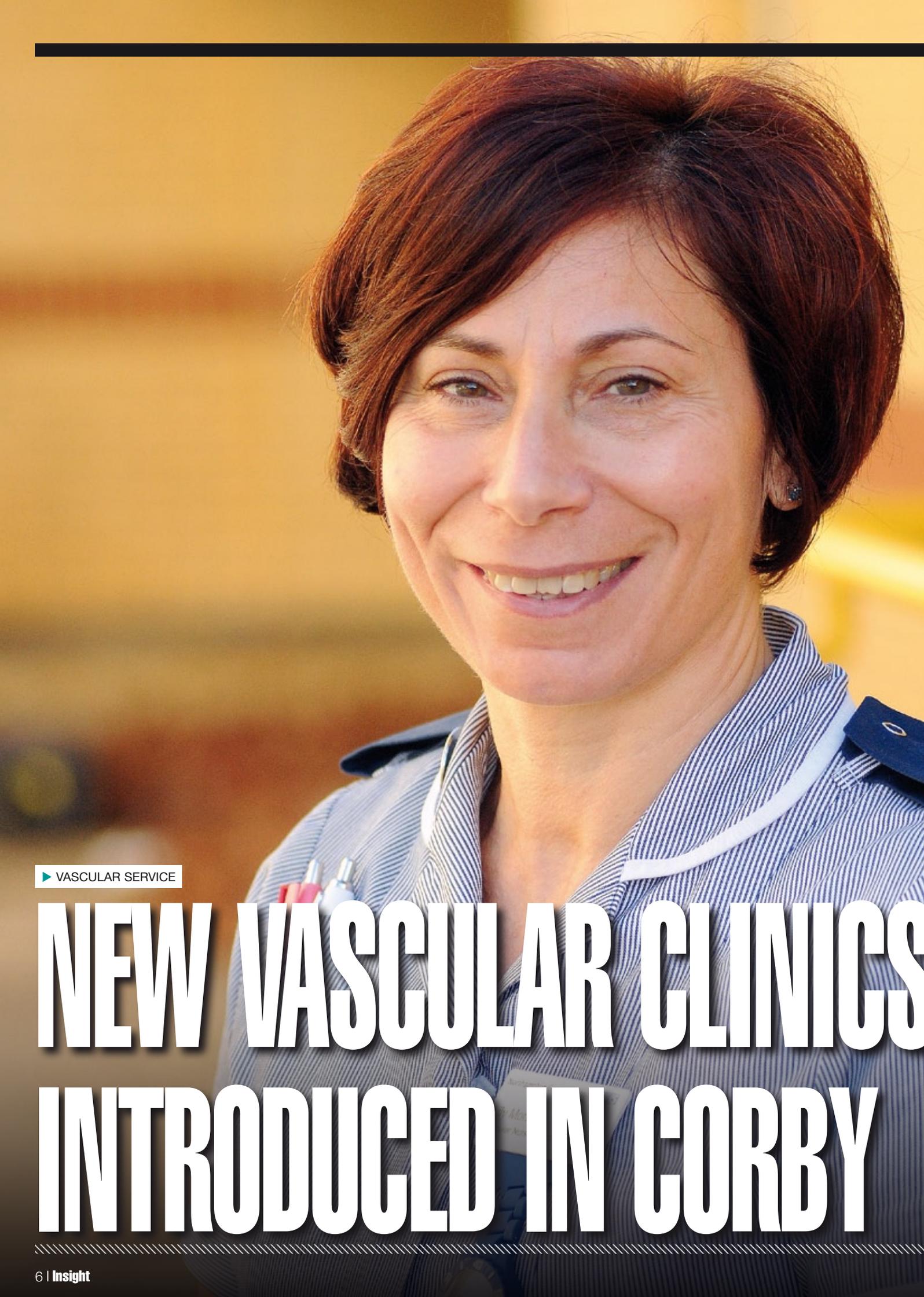
Bob Smith from Finedon had been a patient of ours for a while and, including a lengthy spell in a London hospital, hadn't seen his black Labrador Millie for three months. So well done to our therapies team and Becket ward staff who arranged for Bob to be reunited with her! Occupational therapist Laura O'Connor and physiotherapist Hannah Long got Bob mobile in a wheelchair and took him outside in the warm September sun to meet up with his beloved pet. Wife Eileen said: "Millie is very much her 'Dad's dog, because he's always taken her for walks and played with her. She's not been well either recently, and there's no doubt they've both been missing each other."

Blanket support for patients

A huge thanks to Macmillan Cancer Support, Wellingborough and Rushden Committee, for their donation of 100 blankets for our patients undergoing chemotherapy. The blankets were made up from squares knitted by people from all over the county - such a lovely initiative! Macmillan coordinator Sally Fordyce said: "We wanted to do something that anyone could get involved with, because not everyone has money to spare. A committee member who had cancer treatment one day mentioned

how cold she felt during this. An idea was born to ask people to knit six-inch squares from any oddments of wool they may have, and we were inundated!"





▶ VASCULAR SERVICE

NEW VASCULAR CLINICS INTRODUCED IN CORBY

◀ **New vascular nurse practitioner Lilly Moriarty**

The Northamptonshire Vascular Service, provided by NGH in conjunction with Kettering General Hospital and NHS Northamptonshire, has developed a new nurse-led clinic and exercise programme for patients in the north of the county, based at Corby Diagnostic Centre.

The clinic, which started in June, enables vascular specialist nurses to monitor and care for vascular patients as well as assess their suitability for joining the programme.

Exercise is a recognised treatment for people who experience what is known as intermittent claudication. This is a condition caused by a narrowing or blockage in the main artery taking blood to the leg, and causes cramp and pain in the calf muscles when walking, but which gets better after resting.

Vascular nurse specialist Liz Turiccki said: "We've been successfully running a similar programme at Northampton for 15 years with good patient outcomes and experiences. We're very pleased to be able to now provide it for patients in the Corby area. We are hoping to extend it further with a clinic in the Wellingborough area so that we can offer a countywide nurse-led service for patients."

This year the team has also taken on two vascular nurse practitioners, Alix Bunce and Lilly Moriarty. Alix is currently on maternity leave and Lilly primarily runs the nurse clinic and exercise class in Corby, along with a physiotherapist.

Lilly said: "These developments really help to improve patients' quality of life. The extra clinics speed up the diagnostic and decision-making process, and the supervised exercise programme can help patients to look after themselves, become more mobile and avoid a potential stay in hospital."

The programme consists of a one-hour class once a week, during which participants use equipment such as stairs and an exercise bike, as well as sit-stand and floor exercises also involving the arms. Each activity lasts for a couple of minutes, and Lilly says that most people see an improvement over the ten weeks of the programme.

"They generally find it enjoyable too, and there's quite a sense of camaraderie. We play music, keep it light-hearted and have a bit of banter as well. We also encourage them to do the exercises on a

daily basis to maintain the progress they have made in class."

A group of patients who completed their ten-week programme at NGH have taken this a step further by organising their own weekly 'Walk in the Park'.

Every Thursday morning patients, relatives, friends – and often their dogs – meet up in Abington Park for continued exercise.

Liz Turiccki said: "The Walk in the Park is also a good social event which for many people is very important, because patients with vascular disease can often feel isolated and lonely."

We play music, keep it light-hearted and have a bit of banter as well.

What is intermittent claudication?

Intermittent claudication is caused by narrowing or blockage in the main artery taking blood to your leg (femoral artery). This is due to hardening of the arteries (atherosclerosis), and the blockage means that blood flow in the leg is reduced. Blood circulation is usually sufficient when resting, but when you start walking the calf muscles cannot obtain enough blood. This causes cramp and pain which gets better after resting for a few minutes. If greater demands are made on the muscles, such as walking uphill, the pain comes on more quickly.

Claudication usually occurs in people aged over fifty; however it can occur much earlier in people who smoke and those who have diabetes, high blood pressure or high levels of cholesterol in the blood.

In more serious cases, procedures such as angioplasty, where the narrowed artery is stretched by the insertion of a balloon, may be necessary. But for the majority of people, exercise provides a safe, long term solution – and can help to more than double walking distance.

As well as exercise, giving up smoking and reducing your weight can help. Smoking is harmful because it speeds up the hardening of the arteries. And the more weight your legs have to carry around, the more blood your muscles will need.

NEW AMBULATORY CARE CENTRE OPENS

Welcome to the
Ambulatory Care Centre & Stroke Assessment Area



◀ (L-R) Directorate manager Kate Vanham, junior sister Julia Moreno, clinical administrator Lisa Austin, health care assistant Claire Morton, and clinical director Dr Jonathan Timperley.



A new unit has opened which quadruples our capacity for treating patients referred by their GPs for immediate consultation.

The opening of the new ambulatory care centre sees dedicated facilities for patients who require consultation with our emergency care specialists but aren't unwell enough to warrant attendance at A&E.

Similar facilities were previously housed in the emergency department which had capacity to treat 100 patients a month; the new centre allows us to treat up to 400 patients each month.

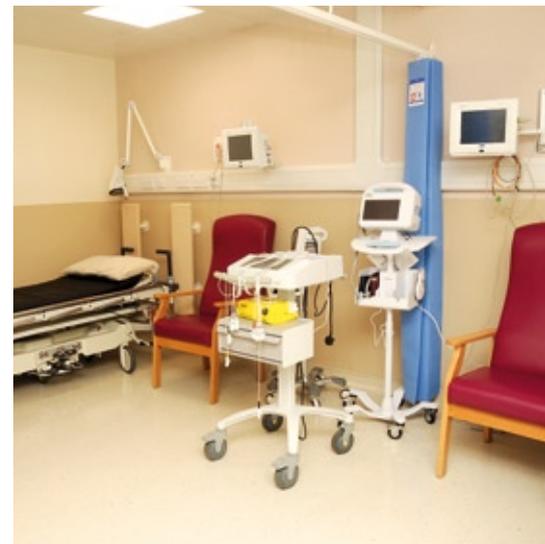
Consultant Dr Jonathan Timperley, our clinical director for urgent care, said: "The new centre reduces the number of people going into the emergency department who could be managed in more of an outpatient setting.

"From the patients' point of view, they're able to come and see their specialist in an outpatients type centre out of the rough-and-tumble of the emergency department. They're in a much more controlled, relaxed environment and we can manage their follow-up appointments.

"We're looking to get 400 patients a month through this department, which is a significant increase. This is not a massive department but it's perfectly formed and perfectly able to do the job we need it to do."

Referrals to the centre come from the patient's GP whereby an assessment is made over the phone as to whether the patient would be most appropriately cared for in the ambulatory care centre or in the emergency department.

The new centre, situated just inside the hospital's main entrance off Cliftonville, represents an investment of £400,000 and builds on other recent improvements to the emergency department including a brand new £1million resuscitation unit for the most seriously ill A&E patients, as well as new dedicated facilities for children requiring emergency treatment.



Find out more from Dr Jon Timperley about how the new centre works - just download the NGH Plus app, scan the picture on the left and watch our video!

NGH PEOPLE

1 Leicestershire Police have recognised the long service of **Chris Pallot**, who recently retired as a senior officer for the county's Special Constabulary, having joined the force in 1997. Chris, our director of strategy and partnerships, made a significant contribution in roles including Special Chief Inspector and was part of the force's senior management team for a number of years.

2 Many congratulations to the **NGH governance team**, who have won the award for using information for improvement and assurance at this year's Allocate Awards. The team successfully implemented HealthAssure, a system which manages the trust's serious incident action plans. The new solution is a vast improvement on previous reporting and provides a more efficient and effective assurance process.

3 We've said a reluctant farewell to **Dr Fran Ackland**, who has retired after 23 years as a consultant paediatrician. As well as being a 'jobbing paediatrician' with a specialty in diabetes and endocrinology, Fran was the regional advisor for paediatric training, a clinical director and our medical director for a while. She also did some work for the Department of Health and the national clinical advisory team. CEO Dr Sonia Swart praised her contribution to the hospital and said she would be sorely missed. Dr Fiona Thomson called it the 'end of an era working with a wonderful colleague and friend'.

4 Well done to our community stroke team lead **Jan Matthew** for raising funds and spreading awareness about stroke. First she dyed her hair green (the community stroke team's uniform colour), and then she had it all shaved off – raising over £1,100 for the Stroke Association. She said: "Stroke can be a devastating experience which turns a person's life upside down in an instant. That's why I'm supporting the amazing work that the Stroke Association do. All the money raised goes towards vital research and help fund support groups and services that help survivors regain their confidence and realise that there is life after stroke."

5 Congratulations to consultant paediatrician **Dr Andrew Williams** who has won the WellChild Award for Best Doctor for his "exceptional contribution" to helping sick children. Andrew was presented with his award by Prince Harry in London,

having been nominated by Cassandra Munnelly, the mother of one of his patients, Reagan. He was picked from hundreds of nominations from across the UK to attend the awards because of his passion to give children exciting life experiences that might not otherwise be available.

6 Meet our newborn hearing screening team, who ensure all parents are offered a hearing screening test for their new baby, usually on the maternity ward or otherwise as an outpatient service. One to two babies in every 1,000 are born with a hearing loss in one or both ears, and this test allows those babies who do have a hearing loss to be identified so that proper support and information can be provided at an early stage. Our team, in their distinctive lilac and white striped tunics, are (left to right) **Janet, Kerri, Sarah, Steph, Josie, Libby** and manager **Sarah Trkulja**.

7 Congratulations to **Jasmine Lowdon** from the infection prevention and control team. She was second female overall in the Northampton half marathon, and the first senior lady in 1h 37s. It was also the county championships event so she'll keep those placings for a year! Jasmine said: "I love running because it is great for relaxing and for making me feel healthy."

8 As well as introducing fresh seasonal food and new patient menus earlier this year, our catering team have also been going all out to improve the quality of produce they use and to try and make the whole service more sustainable. A big well done to **Stephen Cox** and all the team for their success in achieving Bronze status in the Soil Association's Food For Life accreditation.

9 Well done to A&E consultant **Dr Julia Weatherill** who managed to complete 700 miles of her Land's End to John O'Groats bike ride before she had to stop due to a leg injury. She raised over £2,000 to benefit our A&E department, and said "folk are still keen to give me more money!" – which you too can do at www.justgiving.com (type in 'julia-weatherill-4')

10 A sad farewell to our senior occupational health nurse **Sarah van Zoelen**, who has left us for pastures new after 18 years at NGH. Seen here in professional 'flu-jabber' mode, Sarah will be much missed by colleagues throughout the hospital.





I love running because it is great for relaxing and for making me feel healthy.



"IT MAKES SENSE TO COME TO DANETRE"

As well as providing a wide range of acute services from our large site on the edge of the town centre, Northampton General Hospital also runs outpatient clinics, and also a day surgery unit, at Danetre Hospital in Daventry.

Opened just seven years ago in a new purpose-built unit, Danetre is still a well-kept secret for many people outside the Daventry area. The London Road site has a long history in the town, and still houses the old hospital building, erected in 1838 and originally the Daventry Union Workhouse.

But the modern building is a light, airy and welcoming environment, within which a wide range of services are provided, including an inpatient ward now run by Northamptonshire Healthcare Foundation Trust. There is also an on-site GP practice and pharmacy, plus the Friends of Danetre Hospital shop and a restaurant.

Gill Evans, the interim sister at Danetre outpatients when we visited in October, is passionate about the benefits that patients can expect from the unit. She said: "I take part in a number of clinics, so I'm very hands-on as regards patient care, but the sister's role also involves leading the team, and ensuring the whole department runs smoothly.

"We already provide a wide range of clinics, ranging from cardiac and ophthalmology to colorectal and gynaecology, and many more besides. There's capacity to do more and we are planning to increase the number of clinics in the near future.

"Many of our patients don't have full mobility, and so Danetre is closer for them to get to. But it isn't just Daventry people that come here. We're very easy to access because there is free on-site parking, the bus stops just outside, and the good roads

make it an attractive proposition for those living in other parts of the county too.

"There are lots of other reasons to come to Danetre for your outpatient appointment too, including our team of caring and dedicated staff. There's also just one central waiting area, so you don't have to wander around getting lost in a maze of corridors. You could say that we combine the friendliness of a small hospital that you can easily find your way around with all the professionalism and backup expertise of a large hospital. In fact, all the consultants you see here at Danetre are exactly the same ones you would see at NGH.

"So whether you come from Daventry or the surrounding villages, or anywhere this side of the county, it really makes sense to come to Danetre for your outpatient appointment."



SCAN QR FOR VIDEO



Some of our outpatients team at Danetre Hospital: Sarah Midson, Amy Hopkins, Louise Sanderson, Valerie Shrubbs and Gill Evans

Why you should come to Danetre for your outpatient appointment

- ▶ Convenient edge of town centre location
- ▶ Easy access by car or bus
- ▶ Free on-site parking
- ▶ One central outpatient waiting area
- ▶ Small, friendly hospital
- ▶ Large hospital expertise and backup
- ▶ All consultants from NGH
- ▶ GP and pharmacy on site

Outpatient clinics at Danetre

- ▶ Colorectal
- ▶ Gynaecology
- ▶ Cardiac
- ▶ Ophthalmology
- ▶ Maxillofacial
- ▶ Plastic surgery
- ▶ Rheumatology
- ▶ Urology
- ▶ Sexual health
- ▶ Antenatal
- ▶ Infertility
- ▶ Ear, nose and throat

Coming to Danetre

- ▶ Ask your consultant whether you can be seen at Danetre
- ▶ Call us on 01327 708800
- ▶ We're open from 7.30am – 6.00pm Monday to Friday
- ▶ Find us on Google maps at NN11 4DY



Consultant ophthalmologist Mr Ian Fearnley with patient Erin King from Welton



Receptionists Sue Foster (left) and Jenny Patton book in all the Danetre outpatients. Jenny, who's been at Danetre for 12 years, the last three in outpatients, said: "Everyone seems very positive and happy to be here in a new build, bright and comfortable environment." Sue added: "The patients are friendly and they always have nice things to say about coming here."

A new ECG machine – courtesy of our Friends

The Friends of Danetre Hospital have given a new electrocardiogram (ECG) machine to the clinics at Danetre, replacing one that was around 20 years old.

NGH consultant cardiologist Dr Helen Binns said: "It's a great machine. We can now easily compare ECGs over time, a whole range of patients will be using it, and it makes the job of nurses and doctors here easier too."

"Our cardiac clinics at Danetre are always booked up very quickly, and patients are often happy to wait a bit longer for an appointment because it's so convenient. Having tests done, getting treatment or diagnoses can be stressful for patients, and I think because Danetre is a smaller hospital, lots of people feel better coming here."



Photo courtesy Daventry Express

Arthur Pritchett from the Friends of Danetre Hospital, Dr Helen Binns, and Alf Goodridge MBE from the Friends, with the new ECG machine

MEET SOME OF OUR STARS!

Our **Best Possible** Care Awards event in September was the biggest and best yet! This year we extended the shortlist for each of nine awards to six nominees and invited all 54 to bring a guest. Held for the first time in an off-site venue at the Park Inn Hotel, the evening celebration of some of our NGH stars was a glitzy, glamorous affair – and also very emotional for many staff. “We all felt like winners!” was a refrain we heard more than once as people were leaving.

And winners indeed they all were. We only wish we had space to show you all our nominees, plus the many more who didn't make it on to the judges shortlist, as we're proud of all our NGH stars. If you recognise someone delivering the 'best possible care' at NGH during next year, please make a note and look out for nominations to open in late spring.



**Proud!
Flabbergasted!
Chuffed!**
We asked some of our nominees and winners how they felt at the celebration night, and these were some of the answers. See what others had to say in our video – download the app and scan the image left

► AWARD WINNERS

Non-clinical team of the year

Pathology management team

Gus Lusack heads the **Pathology Management Team**, winners of the Non-clinical Team of the Year Award. The team ensure that patients receive their blood test results as quickly as possible, working not just with NGH, but also GP practices, clinics and nearby private hospitals.

“Pathology is a critical service,” said Gus. “Between 80 to 85 per cent of all visits to the hospital will require some input from pathology. It's very fulfilling to make such a significant contribution and that's what drives the whole team. Our job is not only to care for patients, but to care for them in the right way; making sure results we produce are accurate, making sure we have audits and learn from the mistakes we make.”

Gus believes that going above and beyond is what the NHS is all about. He is particularly proud of his team's perseverance during last year's industrial action, which he said “caused tremendous pressure, but brought out the best in the team”.

Outside of work, Gus is a football fan – “I am a long-standing Liverpool supporter, and occasionally I go to Anfield when time permits!” – and enjoys spending time with his family.



Ken Hughes Award

Fred Evans

The Ken Hughes Award is presented each year in memory of our former NGH non-executive director who was a keen believer in staff engagement and patient involvement in service improvements.

This year the accolade was awarded to **Fred Evans**, a former NGH shadow governor who stepped down from that role earlier this year. Shadow governors helped to oversee the working of the hospital, and Fred sat on many committees and forums, and had special links to pharmacy and A&E. He visited these departments at various times, speaking to the staff and asking questions about the job they do and the running of the department. He enjoyed being kept up to date on hospital news and putting forward suggestions for improvement. Writing in 2010, he said: “Being a governor has been a great satisfaction to me. My aim has always been to see Northampton General become one of the finest hospitals in the country.”

Fred has been a staunch advocate for patients and for the hospital over many years, offering challenge, wise counsel and constructive criticism. Fred is a true friend of NGH.



Being a governor has been a great satisfaction to me.

Patient Safety Award –

The geriatric emergency medicine (GEM) team



The night's biggest winners were our emergency department staff, succeeding in three award categories. **The A&E team** won Clinical Team of the Year Award for proactively implementing sustainable changes which have led to improvements in patient flow, safety and patient experience. **The GEM** (geriatric emergency medicine) **Team** picked up the Patient Safety Award for showing such commitment to the service they provide in a pressurised environment, that they were an inspiration to others.

And emergency medicine consultant **Dr Sarah Vince** was presented with the CEO's Innovation in Practice Award for showing passion and dedication to the care of elderly and dementia patients in A&E.

Sarah describes her job as "running the shop floor" in A&E, supervising junior doctors and taking care of

the many patients that come and go through the department each day.

"In my experience, the things that cause the most distress to patients are not having pain managed, not feeling listened to, and not understanding a plan of action," she said.

She works on ensuring patients know exactly what the next step of their care is, and that their pain and symptoms are constantly managed. "If a patient doesn't feel listened to, you're not actually going to be able to help them with what they need."

"Every patient is somebody's mother, brother, sister, daughter, so we need to look after our patients as well as we'd want a member of our own family to be looked after." Sarah stresses that high standards of patient care are "absolutely essential".

For Sarah, teamwork is the best aspect of the job. "Our department has got the best team atmosphere out of all the A&Es I've worked in. We really work together. When the

chips are down, I wouldn't want to be with any other team apart from who we've got here at Northampton."

Perhaps most humbling to Sarah is the enthusiasm of her colleagues. "I was absolutely astounded by the number of staff that came in their own time to attend the training sessions that we'd put on. Every single time we run a session, there's only room to stand, as so many people have come. Knowing that people are that enthusiastic, and spending time to improve patient care is exciting."

When not in the intense environment of A&E, Sarah enjoys gardening and family time, alongside travelling on annual leave. "I've spent some time in Africa over the past few years, and I've recently been to Australia for the first time. The next place I'd really like to go is Chile."

She added: "I felt honoured by the nomination. It's a really lovely feeling to know that the hard work we put in has been recognised by people outside the department. To win was amazing - I was really surprised."



CEO's Innovation in Practice Award **Dr Sarah Vince**

See some of our A&E team over the page







Clinical Team of the Year Award
The A&E Team

► AWARD WINNERS

Outstanding Contribution Award

Naomi Walters

Naomi Walters won the Outstanding Contribution Award, for her work in ensuring patient flow throughout the hospital is the best it can be.

"You absolutely have to stay 100% motivated, every day," she said of her role as specialist discharge sister. "The pressure for beds is relentless. You just keep your head up, no matter what the job throws at you."

Naomi visits the wards every day, helping the ward sisters to see patients and get them discharged, whilst also putting processes in place to make that as smooth as possible. She was fundamental in introducing a weekend discharge team, which helps to get patients discharged on Saturdays and Sundays, without having to wait until the following Monday. Now there's a team of seven nurses and seven junior doctors who all give up their own time to come in at the weekends. "We've been doing it for two years, and it works really well."

Whilst the role is intense, Naomi has no complaints. "I absolutely love what I do. I love talking to patients, I love the patient care, and I love patient flow. I've got a really good manager, my team are *really* good, and they're very supportive of me. The one thing you don't want is for someone to be on a trolley in A&E for any length of time. That's my motivation."

To alleviate the stressful workload, Naomi spends her free time going out and camping. She also has a passion for fast cars and drives a "very nice" Alfa Romeo.

The nomination was initially "quite a shock" to Naomi, but she said: "It's motivating for someone to recognise what you're doing well, because we can be quite negative at times as an organisation. It's nice to have some positivity."



Patient Experience Award

Debbie Wigley

Debbie Wigley, learning disability liaison nurse, was the winner of the Patient Experience Award.

"I feel humble to be nominated," she said. "To me, I just do my job, and I've got the best job in the world. I work with some very special people. So it's a privilege for me and also the fact that it raises the profile of people with a learning disability."

Patients with learning disabilities often come into hospital scared of their surroundings, so Debbie and her support worker Tom Oakes (also nominated for an award this year) try to build their confidence. "Our job is to communicate with them, to reassure them, to explain things in a way they can understand," said Debbie. "We encourage carers - if they want to - to stay with them and support them to try and relieve that anxiety."

Debbie, who has been in her current role for almost five years, says that NGH has made many positive improvements in the care and support of patients with a learning disability. "We have introduced hospital passports, which tell staff more about each person so they know how to support them, including how they communicate and how they show that they are in pain for example. We have also brought in easy-read leaflets to explain things such as x-rays and MRI scans, and a programme of learning disability awareness training for staff."

"For me, it's making a difference to the patient experience," Debbie said, "If I can make a difference to their hospital journey... that's wonderful for me, that's positive for me."



Unsung hero (clinical)

Becci Smith

Rebecca Smith was “blown away” to be even nominated for the Unsung Hero (Clinical) Award and was amazed to win it. “I feel I don’t deserve it,” she said, “because everyone works really hard, and I think everyone should share it.”

As junior sister on Dryden Ward, her role involves everything from switching over from the night team to performing safety checks, to answering call bells and making sure everyone on the ward is okay – all to ensure the patient leaves in good health and spirits. “It’s just making sure if they have queries, concerns or anything they’re not happy about that we talk through their problems with them. It’s about being there for them all the time.”

Becci believes that keeping staff morale high is equally important due to the stress of the fast-paced job. “I love my team. I’m not just saying it because I work with them, they are absolutely amazing. They work really hard, they’re always coming in on days off, and I always feel it’s really important to be there for them and make sure they’re okay. If they’re not okay, then it has an impact... they’re the ones that make the ward what it is.”

She enjoys the buzz of working at the hospital, working with different people every day, and caring for patients. “Getting appreciation from patients and their families is just out of this world. As long as I go home and know that I’ve done the very best I could that day, then that’s what makes me happy. Some patients spend weeks here. When they leave and you see them walking out the door well, you think to yourself ‘wow, we’ve done that!’”



Unsung hero (non-clinical)

Linda Burniston

Linda Burniston was the winner of the Unsung Hero (Non-Clinical) Award. “I felt shocked at first then really proud,” Linda said of the moment when she first learned she had been nominated. “All the team were watching me open the letter – I had no idea they had put me forward - and it was a very touching moment. The ceremony itself was a truly amazing night – the atmosphere was wonderful, really positive. It was lovely to be part of that, whether you won or not.”

Linda’s a patient tracker, working with the consultants as they go around the assessment wards. She helps to organise the care that comes from the discussions they have at the bedside with the patients, communicating what is needed to nursing staff and keeping things on track. She describes herself as approachable, hardworking, and a good team player. She likes the fact that no two days are ever the same, plus the challenge of getting things done, and “the fantastic team” she works with.

“I feel really privileged to work with these people. I started as a healthcare assistant on Dryden ward 25 years ago and at first I hated it. But my husband encouraged me to stick at it and I did - and he was right because there’s nothing I’d rather do. I came to the emergency assessment unit for six weeks when it was being set up, but 19 years later I’m still here. I absolutely love it.”

Linda’s known for her cakes (she’s got everyone baking on the ward now, even the doctors!) and loves spending time with her four grandchildren. “I believe in hard work but also in living for today. “You need to take one day at a time. Everywhere is so stressful now, today is just enough.”



Volunteer of the year **Wendy Drage**

Wendy Drage of the Northamptonshire Cancer Partnership was the winner of our Volunteer of the Year Award. She couldn't quite believe that she had been nominated but said: "I'm proud that what I've been doing has been noticed by people."

"The partnership is a group of volunteers who've either been touched by cancer or are carers of people who have had cancer. We go around the departments and see where improvements can be made, and we've helped to transform both the bereavement suite and the haematology department over recent years."

An experienced volunteer, having previously worked with the Community Health Council and Cynthia Spencer Hospice, Wendy strives to give patients comfort and support as they reach the end of their lives. "This is something I really do care about."

When visiting her late husband in hospital, she noticed many elderly patients alone who had no relatives, or were too far away to visit, and she'd perhaps pop over and sit with them for a while. Now she's involved with setting up a group of volunteers to keep those patients company, as you can read on the facing page. She said: "It's really important to me that this takes off and is successful."

Wendy's children describe her as committed, empathetic and communicative. "If you're helping somebody, you come away with a really good feeling. It's not a selfish thing, it's a selfless thing."



Companion volunteers Maggie Coe, Judith Pettit and Wendy Drage



Watch our volunteers and end of life care nurse Wendy Smith in this video, exclusive to Insight readers. Download our NGH Plus app and scan the image here to view it.

COMPANION VOLUNTEERS HELP TO ENSURE NO PATIENT DIES ALONE

Volunteers at Northampton General Hospital are spearheading a pilot project to provide companionship and support for patients receiving end-of-life care so that no patient dies alone.

The volunteers are asked to sit with a patient who is actively dying if there is a possibility of the patient being alone when they pass away.

Volunteer Wendy Drage was moved to propose setting up the scheme as a response to her personal experience of seeing older patients receiving end-of-life care and having no visitors during their stay in hospital.

Wendy said: "It saddened me to see elderly patients who were on their own and without any family or friends visiting. Nobody should have to die alone if they don't want to. So we put forward the proposal to set up a group of specially-

trained volunteers who would be available on an on-call rota basis.

"There are four of us at the moment. We've had training from the palliative care team and the hospital chaplain so we know what to expect. It's important to have that emotional and psychological support."

The palliative care team carry out daily assessments of patients receiving end-of-life care and they work with the nursing staff to recognise when a patient would benefit from having a volunteer spending time with them. Not all of the patients who have had a volunteer companion have been without visitors; on some occasions, a volunteer has sat with a patient whose visitors needed a short break but didn't want to leave the patient alone during that time.

Companion volunteer Maggie Hayes said: "I had an experience a couple of years ago when my mother died. It happened very

quickly. As a family we couldn't get there and one of the first things a nurse said to me was 'She wasn't on her own, I was with her.' And that was a real relief for me, knowing that somebody was there with her.

"When we sit with a patient, they may or may not be conscious. You don't always sit there and chat; sometimes you reminisce with them and sometimes you sit quietly but I think they all benefit from the comfort of their hand being held."

As a pilot scheme, it currently operates on weekdays, during the day – but the volunteers are hopeful that with the right training, it will be more widely available in the future. Wendy said: "I hope it will grow. My vision is that anybody who's on their own when they're at the end of their life and wants to have somebody there with them will have that wish granted."

If you would like to know more about becoming a companion volunteer, or about other volunteering opportunities in the hospital, please contact Sheila Baker in the Friends of NGH office on 01604 545802 or email friendsofnggh@ngh.nhs.uk

SHE'Z A WINNER!



Huge congratulations to nurse specialist Shez Holmes on picking up the service improvement excellence award at November's Macmillan Excellence Awards! She's pictured here receiving her award from host Roger Black, Lady Camilla Halifax, Macmillan President; and Liz Summers, who nominated Shez for the award.

The awards celebrate the outstanding work carried out by Macmillan health and social care professionals across the country. Shez, who works here at NGH as a Macmillan neuro-oncology clinical nurse specialist, was recognised for her role in bringing in substantial improvements in the care and support of our brain tumour patients.

She established a nurse-led clinic to provide specialist information and advice, including a telephone clinic which has improved the patient experience and reduced unplanned admissions to hospital. Eighty per cent of the calls to the service are from family/carers, who have been supported to manage more effectively. All patients now have a comprehensive health needs assessment, and the length of stay has been reduced from a maximum of six months to six weeks.

Shez said: "It was a wonderful surprise to receive the award and I'm very honoured. As a Macmillan nurse professional you always strive to do the very best for your patients and you don't do it expecting to get nominated for awards. We all work as part of a team and so this award also reflects the hard work and dedication of my colleagues."

Dolly and Pauline help celebrate

Two of our Macmillan professionals recently featured in publicity to help the national cancer charity celebrate 40 years since the very first Macmillan nurse was appointed.

Dolly Barron, team leader and Macmillan nurse for the specialist palliative care and end of life care teams, a Macmillan professional for 20 years, said: "As more people are surviving cancer, and with more than 200 different types of cancer, we now have nursing professionals who specialise in different cancer types, and I feel very privileged to be able to concentrate on what is important to them



outside of the day to day bustle of a busy ward environment."

Pauline Gibbings is a Macmillan head and neck clinical nurse specialist (CNS) at the hospital and has 10 years' experience as a Macmillan professional. Reflecting on how her role has changed over the years, Pauline said: "There's more emphasis now on multi-professional and CNS clinics. I've gained more confidence and knowledge and that allows me to support patients and carers at a higher level. There are also more patients as people live longer and we get better at diagnosis and treatments improve."

DEBBIE'S DYING WISH FULFILLED

Debbie Sadler was 51 when she was diagnosed with cancer. Despite a long and difficult journey with her health she continued to smile and put others, including healthcare staff, before her own needs. So when she revealed that she had started to think of a 'bucket list', Macmillan nurse specialist Hollie Watts knew it was something she wanted to help with.

Hollie said: "In my job, it's the being there that counts, and I think Debbie looked on my support in her final weeks as someone outside of her family that she could discuss problems with. She listed experiences she wanted to fulfil in order to maximise every moment she had left."

One of the things on the list was to ride a Harley Davidson motorbike – something

Debbie had never done. Hollie immediately started thinking about how to make that wish come true, and enlisted the help of Kev and Flavia Taylor, also NGH nurses, to help her in that mission.

On Sunday 2 August the sun was shining as Hollie wheeled Debbie outside the hospital with her husband Jim and Allebone ward sister Kirsty. Moments later, 25 Harley Davidsons roared into the hospital grounds, and parked up alongside Debbie.

Hollie said: "Debbie's face was a picture, and for some minutes she was stunned and speechless. Then she kept repeating 'I just can't believe it, these people have come to see me. Thank you so much.' Although Debbie wasn't strong enough to go for a ride, but she stood amongst the bikers and their

Harleys and beamed from ear to ear!

"The day for me was about simple acts of kindness, and for being thankful for good health. I'd like to say a heartfelt thank you to Kev and Flavia and all the bikers of Northamptonshire who helped to make Debbie smile.

"Sadly Debbie passed away peacefully at home just two days after that beautiful sunny Sunday afternoon. She wanted me to ensure that her story appeared in Insight and the Macmillan magazine, and so I hope I have done her justice. Debbie was a wonderful and kind lady, who will be sadly missed by many here at NGH."

Many thanks to Jim Sadler for allowing us to share these photographs and Debbie's story.



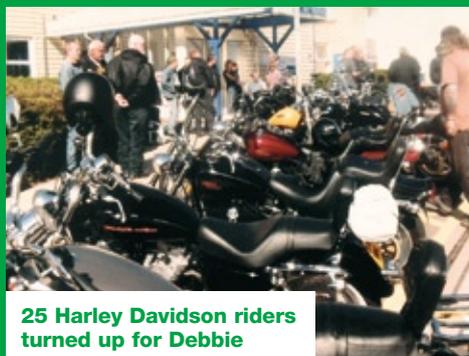
Bikers and staff pose with Debbie and Jim



Hollie Watts (left) with Debbie Sadler



Hollie Watts (centre) with staff nurses Kev and Flavia Taylor



25 Harley Davidson riders turned up for Debbie

"Being a Macmillan head and neck clinical nurse specialist at NGH is one of the most challenging but rewarding jobs I've done. However I wouldn't change it for the world! "What makes the Macmillan role unique is being there for the entire patient journey, right up until the person needs end of life support. Sometimes we need someone simply to 'be there' – not to fix or do anything, but just to let us feel we are supported, listened to and cared about."

Hollie Watts

As the charity celebrates 40 years since the very first Macmillan nurse was appointed, we would like to thank our 35 Macmillan professionals who do such fantastic work to support patients at NGH. We couldn't do without you!

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Northamptonshire Health Charitable Fund
Supporting
Northampton General Hospital
Northamptonshire Healthcare
Registered charity no: 1051107

All donations to the hospital are managed, separately from NHS finances, by the trustees of the Northamptonshire Health Charitable Fund, a registered charity. If you would like to make a donation, or be involved in raising money for NGH, please contact our fundraising office on 01604 545857.

Please visit our website for more fundraising stories and details of how you can get involved www.nghgreenheart.co.uk

Thank you!

Here are just a few of the many generous donations we have received over recent weeks. Every gift, large or small, enables us to provide that little bit extra to help care for our patients, and we are very grateful to you all – thank you so much.



Sarah and Richard West with son Ryan presenting the cheque to some of the Gosset Ward team.

“The care and attention Ryan received and the amazing support offered to me and my husband was amazing.”

Avon employees vote for Gosset babies...

Our neonatal Gosset Ward has had two large donations recently. Gosset Ward was selected by Avon associates to receive a £5,000 donation as part of the cosmetic company’s annual scheme. The ward was nominated by Avon employees in the Northampton office through a scheme called Associates Choice. Voting for Gosset was driven by field communications manager Sarah West whose son was cared for by the unit in the

first vital few weeks of his life.

Sarah said: “Our son, Ryan, was born seven weeks early and spent the first five weeks of his life on the ward. The medical care and attention he received and the amazing support offered to me and my husband, Richard, was amazing. We will never be able to repay the hospital, ward and staff for what they did for us, but to be able to give a contribution for their amazing ongoing work is a real privilege.”



...and the Mayor’s appeal raises £7,800

When John Caswell was Mayor of Northampton for 2014/2015 he chose to support Gosset as his charity of the year. The ward is close to his heart as two of his grandsons were treated there. Money was raised through lots of different events, including holding a ball in November last year, and family and friends being sponsored to take part in the Waendel Walk.

The appeal also partnered with Brackmills polymer bearing specialist Igus who donated £2,500 for the Mayors appeal, following the UK leg of a worldwide tour by a car retrofitted with bearings made from the company’s self-lubricating material. Altogether a huge £7,820.82 was raised for our neonatal ward!

Nearly there! Our chemo suite appeal tops £300,000

Well done everyone for all your wonderful donations to help refurbish our chemotherapy suite – of which these below are just a few. Our total so far has reached £310,000 – and we're now so close to that target of £350,000! Can you give us one final push to help reach it?



We're bowled over by Norman's fundraising

Norman Kitchener organised a 24hour indoor bowling tournament in September at Bridgman Bowling to raise funds for the chemo suite in memory of his wife Jacqueline. With his friends and family who were sponsored to take part and with raffle ticket sales and gift aid they raised an incredible £11,456! They held a presentation dinner and dance in November which the charity team went to, to say thank you for all their hard work!



Peacock team continue their support

Over the past few years David and Sue Streatfield, with help from their customers at the Peacock pub in Long Buckby, have supported the Oncology department at NGH with fundraising. Both David and Shirley have been treated in the department and this is their way of giving something back. This year they organised raffles, coffee mornings,

table top sales, car boot sales – and one of their barmaids had her hair cut off raising £3,900 that weekend! A friend of the pub, Shirley Reeve jumped out of a plane at 10,000ft to raise another £3,000. Altogether the team have donated a grand total of £10,339.14 to the appeal since 2012, so a big thank you to all of you for your continued support.



Lucy draws in more cash

Well done to Lucy Tompkins who joined forces with the Red Lion pub in Bozeat to raise money for the appeal. Lucy turned her artistic skills to drawing a picture of the pub using children's crayons, and then made copies to auction off to whoever would like one. The original is hanging in the Red Lion, with the 25 copies being sold for a total of £600!



Kelly's hair cuts a profit

Kelly Fisher owns and runs Identity Hair Salon in Duston and wanted to support the chemo suite as they have customers in the salon who have received treatment there. Kelly, who used to have long hair all the way down her back, had it cut off to a bob and donated it to the Princesses trust to be used for wigs for children. The salon also held a sponsored bikeathon in the shop, raffles, cake sales and penny pots, raising a fantastic £2,325.79 for the appeal.



Golfers' long day was well worth it

Maurice Edgerley organised a team of golfers to undertake a 72 hole golf challenge to raise funds for the chemotherapy suite appeal. They started at 4.45am and finished around 9 o'clock in the evening – but the long day was worth it as they raised a fantastic £2,899.88! Maurice and his wife Lesley, who is currently receiving treatment in the suite, came in to present the cheque to oncology directorate manager James Rogers, with fellow golfers Christian Williams, Steven McEaney and Nicholas Wheeler.

State-of-the-art manikin for sim suite

Donations to the NGH charity have enabled our simulation suite to benefit from an additional life-size patient 'manikin' which simulates life-threatening medical conditions for training purposes.

Clinical simulation manager Vicky Garrod said: "This new manikin is state-of-the-art technology and does much more than the old one. It has actual veins, so trainees have to give the 'patient' intravenous access in order to treat them. It's also wireless, which means that we can physically transfer it away from the simulation suite for the first time, making for a much more realistic training scenario.

"For instance in an A&E scenario we can reach a stage where the patient is acutely unwell and needs to be transferred to intensive care. Instead of simulating a handover simply by moving the manikin to the other side of the room, we can now put it on a trolley and transfer it physically to ITU along with all the kit. We can even make the patient physically deteriorate on route in order to check what the staff's priorities are and that they do the right things.

"We can take it out on to the wards, and having a second manikin has also enabled us to take on extra safety training and a new training programme for specialist doctors. It's such an amazing piece of equipment and a real boost to simulation training at NGH - it's brilliant that the charity committee have been able to fund this for us. We are forever grateful to them and of course to everyone whose donations made this possible."



Benham ward nurse Perpetua Rangarira in action with the new manikin

Anticoagulation gets a makeover

Our anticoagulation department has had a makeover, thanks to some generous donations made to the NGH charity, and is now a much brighter, cleaner and more comfortable area for patients to visit and for staff to work in.

Manager Bethan Read said: "It has made a real difference because

not only does it look brighter, cleaner and a lot less cluttered, it's a much cheerier place for patients to come into and for staff to work in."

Oncology project officer Laura Cooper helped to get the refurbishment off the ground, and liaised with the NGH charity to fund a makeover costing £16,000. It involved new vinyl

flooring throughout, a new reception desk, new waiting room chairs and pictures for the walls, cleaning of all window frames and fitting of blinds.

"We also de-cluttered as much as we could, removing an old partition, notices, boards and pictures that were just making it look very untidy," said Laura.

"The old reception desk was very high and meant that patients felt uncomfortable in approaching it. The new desk incorporates a lower section where a receptionist can sit to welcome walk-in patients, and still retains a higher section where staff can work in private when necessary."

"It's a good utilisation of space," said Bethan, "and the whole area now feels like a proper clinic. Many of our regular patients who haven't been for a while are very impressed, especially those who come in at the lower ground level where we have the new oncology entrance and walkway. They are really pleased to notice how much it's changed for the better."

The newly refurbished waiting area



FIVE A DAY IS THE HEALTHY WAY!



Director of facilities and capital development Charles Abolins with Keith (left) and Joey Butlin (right), son of the owner of Healthy Options Ltd, Karl Butlin.

Have you seen our retro-stripped market stall outside the entrance from the main car park?

For the last two months NGH patients, visitors and staff have been able to look forward to buying fresh fruit and vegetables on their doorstep as part of a pilot partnership with Healthy Options Ltd. It's an idea that is working well in some other hospitals and we would really like to make it a permanent feature here at NGH as part of our health and wellbeing agenda.

If you haven't already seen it, do have a look when you're next visiting. There's a tempting range of fresh, brightly coloured, seasonal fruit and vegetables at reasonable prices – plus a stock of seasonal products in the run-up to Christmas.

See the market stall from 7.30am to 4.30pm, Monday to Friday, outside the South Entrance. That's opposite our main car park (Car Park 1) on the south side of the hospital – where you drive in from the traffic lights on Cliftonville Road.

New gym is fit for purpose

Cripps Recreation Centre at NGH now boasts a brilliant new gym facility, courtesy of Northampton Leisure Trust (NLT).

The state of the art gym features a calming and stretching studio, functional training studio as well as a strength, conditioning and free weights area.

NLT took over the management of Cripps Recreation Centre in May, and it now operates Cripps alongside its four other leisure facilities across Northampton under the Trilogy brand.

NGH director of facilities Charles Abolins said: "We recognise our responsibility to encourage and promote the health and wellbeing agenda not just in the context of our patients – and indeed helping to prevent people becoming patients in the first place - but also as one of Northampton's largest employers."

For more details and to sign up as a member, please visit www.trilogyleisure.co.uk/cripps



Staff step up to the challenge

Well done to our 147 employees who took part in the Global Corporate Challenge in a bid to get active and healthy. The 11 teams of seven joined over 5,500 other NHS employees – and 300k worldwide – aiming to rack up 10,000 steps every day for 100 days.

Easily beating that target, NGH participants recorded a grand total of 176,848,326 steps – the equivalent of travelling the length of Great Britain 81 times.

Congratulations to The X (ray) Men and Women, our winning team pictured here, who travelled 4,846 miles between them!

Director of workforce Janine Brennan said: "Interest was really high and we entered three times as many teams as we'd originally planned to. At the heart of the challenge, and the reason why we supported it as an employer, is the health and wellbeing of our employees. We plan to support it next year too."

INSPIRED LEARNING



- Small class sizes
- Specialist Music, French and PE teaching
- Quality care available 7.45am - 6.00pm, 46 weeks of the year
- First-class facilities and resources

Come and see for yourself.

Open Week Junior School & Nursery (3-11 years)

Mon 25 - Fri 29
January 2016

Give us a call
01604 765765



www.northamptonhigh.gdst.net

GRAFTON SPA AND WELLNESS

Tel: 01327 810 206

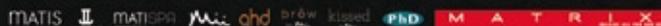


- Spa Days
- Private Use Of Spa
- Spa Rituals
- Party Bookings
- Gift Vouchers
- Memberships
- Unique Spa Experience
- Body Scrubs & Wraps
- Variety Of Massages
- 10 Seater Hydrotherapy Pool
- Aromatherapy Steam
- Aspen Sauna
- Mood Lighting In Treatment Rooms

10% discount at Grafton Spa and Wellness on presentation of this leaflet

email: enquires@GraftonSpa.co.uk Book online: graftonspa.co.uk

Grafton Spa and Wellness, Wakefield Country Courtyard,
Wakefield Lodge Estate, Potterspurty, Northants NN12 7QX



PB conversions

giving you freedom

"Specialists in vehicle adaptations for people with disabilities"



- ❖ Hand controls
- ❖ Drive from the wheelchair
- ❖ Auto Adapt Platinum Dealer
- ❖ On site service available
- ❖ FREE advice
- ❖ 3 Year warranty on PBC products
- ❖ 20 years experience
- ❖ Left foot accelerators
- ❖ Radio remote systems
- ❖ Annual service reminders



We now stock mobility scooters

Call for friendly service and free advice on:

01525 850588 • www.pbconversions.co.uk

PB Conversions, Unit 6 Acacia Close, Cherrycourt Way, Leighton Buzzard, Beds LU7 4QE
t: 01525 850588 f: 01525 850588 e: pbconversions@aol.com



Catherine House

day nursery school

- quality pre school education
- 3 months to 5 years open 8am - 6pm all year
- mature qualified and caring staff
- small group sizes
- home cooked meals
- education grant and vouchers processed

tel: 01604 633 109

54 Billing Road, Northampton NN1 5DB

OCTAGON DESIGN & MARKETING LTD

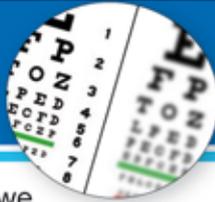
Working in partnership with the NHS

- FT members' magazines and literature
- Mailing service and socio economic profiling
- Annual reports, quality reports and summaries
- Advertising funded social care directories and information
- Advertising funded staff magazines
- Promotional items e.g. lanyards, pens, balloons, mugs etc
- Ebooks

Hawks Nest Cottage, Great North Road, Bawtry, Doncaster, South Yorkshire DN10 6AB
J 01302 714528 | www.octagon.org.uk | info@octagon.org.uk

DESIGN
PRINT
SUPPORT

Is sight loss making life difficult for you?



Then get in touch with us today as we are your local sight loss charity providing a range of services to help adults and children experiencing sight loss.

Why not use our countywide **Enable Service** which can help with friendly advice, information, practical assistance and equipment to reduce the impact of visual impairment for you, and your family or carers. **Arrange your free home visit today.**

Drop-in to our **Sight Centres** in Kettering or Northampton for advice and support plus a wide range of aids and equipment. Alternatively visit our **Mobile Sight Centre** when it is in a town near you!



Helpline: **01604 719193**

Email: helpline@nab.org.uk

www.nab.org.uk

Registered Charity no. 201240



Supplying a wide range of mobility products and services



- Mobility Scooters
- Adjustable Beds
- Electric & Manual Wheelchairs
- Rise & Recline Chairs
- Stairlifts
- Hearing Tests & Aids
- Bathing & Toileting Aids
- Incontinence Products
- Extra Wide Cosyfeet Stockists
- Daily Living Aids



We also offer:



- Personal service with experienced staff
- Full 12 month warranty included on all products
- FREE delivery on large items direct to your home
- Specialist engineer delivery and set up available
- Home Demonstrations available on request
- Local engineers available for on-going support

More Than Mobility
25 Weston Favell Shopping Centre, Northampton NN3 8JZ

Telephone: **01604 407702** or **0800 980 5033**

www.morethanmobilitynorthampton.co.uk

CRIPPS DANES DUSTON LINGS MOUNTS

BRAND NEW GYMS!

Only **£26** per month

Unlimited
Swim, Gym, Fitness
Classes & Health
Suite

FREE
Cinema & Off Peak
Racket Sports



THE ANGELA GRACE

Northampton's Purpose Built Premier Care Facility
4-5 Cheyne Walk, Northampton, NN1 5PT

The Angela Grace is a family run care centre located in the heart of Northampton, opposite the general hospital. It is the flagship care facility of A.G.E. Nursing Homes Limited a care home provider that draws of 30 years of experience to deliver high quality care in a homely setting. Facilities include a designated activities centre with 1950's style reminiscence kitchen, hair and beauty salon as well as a café and conservatory. The Angela Grace provides care for people with a wide range of needs including residential care, dementia and nursing as well as end-of-life care and respite. Such specialist care and individual-based approach gives complete peace of mind to residents and their families.

For All Enquiries contact The Home Manager

Tel: 01604 633282 or

E-mail: admin@theangelagrace.co.uk





FROM THE ARCHIVE

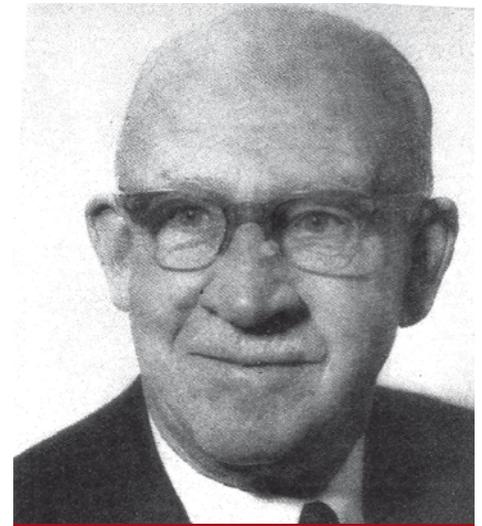
The history of our ward names



Mr Allebone



Michael Bond, creator of Paddington Bear



Mr Talbot Butler

Here at Northampton General Hospital many wards and departments have historically significant names. Archive volunteer Sue Longworth gives an insight as to how four of the wards got their name.

Allebone Ward

Mr Alan Allebone was a local businessman with financial and business skills that proved invaluable to the various hospital committees he served on at NGH. He was chairman of the hospital management committee during the introduction of the National Health Service in 1948. In later years he became a member of the area health authority and a trustee of the Cripps Recreation Centre at the hospital.

Benham Ward

Mr Cedric Benham was managing director of Paintons Ltd, in Kingsthorpe. This company manufactured electronic components and was taken over by Plessey in 1969. Mr Benham was recognised as a major benefactor and donated £5,000

towards the cost of converting part of Compton ward into the hospital's first coronary care unit, which opened in 1973. Coronary care was later re-located onto Dryden ward.

Disney and Paddington Wards

In the early 1980s the children's wards were re-structured and bed numbers increased. The children's ward at Market Harborough Hospital was moved to NGH in 1983, into what had been the Ear Nose and Throat ward. As there were now two children's wards they needed to be named to avoid confusion. They became Disney and Paddington in 1984. Michael Bond, author of the Paddington Bear books, attended the ceremony, as did such well-known characters as Mickey Mouse and Pluto!

Talbot Butler Ward

Mr Talbot Butler gave many years of service acting as chairman on various committees at both Northampton General Hospital and Creaton Hospital. His background as manager of the National Provincial Bank in the Drapery greatly benefited the hospital's management of finances. The ward, opened in 1969, was originally built to replace the old Crockett block and was used for patients with infectious conditions. When Dr Robin Sheppard was appointed in 1980, specialising in haematological diseases he expressed concern that his patients were on the same ward as infectious cases. He then negotiated with the management to have Talbot Butler ward used exclusively for his patients.

The Archive is normally open Wednesday mornings between 8am to 1pm. Please telephone 01604 544868 or email sue.longworth@ngh.nhs.uk to make an appointment.

Insight

Winter 2015-16 | Issue 57

Keep in touch

NGH has over 1,600 followers on Twitter and over 6,200 people have liked our Facebook page. If you're not yet one of them, here's how you can get updates about the hospital and the great work of our employees:

Follow us on Twitter @NGHNHStrust

Follow us on Instagram Northamptongeneralhospital
Connect with us on LinkedIn Northampton General Hospital NHS Trust

Like our Northampton General Hospital Facebook page. Until our Spring issue in March, you can also keep up to date with NGH news on our website www.northamptongeneral.nhs.uk where you will also find all back issues of Insight.

Editor: Peter Kennell 01604 523871
(peter.kennell@ngh.nhs.uk)

Designed and printed by Octagon Design & Marketing Ltd, Hawks Nest Cottage, Great North Road, Bawtry, Doncaster, DN10 6AB. Tel: 01302 714528

Insight is a free magazine, and we encourage our patients and visitors to take one home with our compliments. Please pass it on to a friend or relative when you have read it. Printing and design of the magazine are provided free of charge in return for the revenue from advertisers. No NHS or charitable donations are used to fund its production.

▶ DO SOMETHING AMAZING...

96% of us rely on the other 4% to give blood. Please don't leave it to someone else.

Most people can give blood. If you are generally in good health, age 17 to 65 (if it's your first time) and weigh at least 7st 12lb you can donate. You can give blood every 16 weeks, that's approximately every four months.

For more information please visit www.blood.co.uk

The next donor sessions at St Giles Church Rooms, St Giles Terrace, Northampton NN1 2BN are:

Monday 7 December
12.45pm - 3.10pm; 4.10pm - 7.10pm

Monday 4 January 2016
12.45pm - 3.10pm; 4.10pm - 7.10pm

Monday 1 February
1.00pm - 4.00pm

Monday 15 February
12.45pm - 3.10pm; 4.10pm - 7.10pm

Monday 29 February
1.30pm - 3.30pm; 4.30pm - 7.30pm

Monday 14 March
1.30pm - 3.30pm; 4.30pm - 7.30pm

To book an appointment call 0300 123 23 23.

▶ ANNOUNCEMENTS



Carols at Lunchtime

In St. Luke's Chapel
Hospital Street

(Opposite Cliftonville Restaurant)

**Thursday, 17th December
at 12.30 - 13.10pm**

**Followed by light refreshments
All welcome**

Come early to get a seat!



RETIRED (or soon to be?) NHS Retirement Fellowship (Northampton Branch) meets on first Wednesday of each month at 2.15pm at Northampton East Salvation Army, Northampton, NN3 8EZ. Range of speakers and activities. Open to ex NHS staff, together with spouse or partner. Please contact the chairman Ruth Gould on 01604 846508.

Fun is an essential ingredient at our nurseries where the care and education opportunities for each and every child are as extraordinary as the staff who provide them.

Ages from 6 weeks to 5 years. Open 52 weeks a year (excluding bank holidays)



Now taking registrations



Parents say:

"My daughter is very happy and relaxed and I have to say I am very happy to leave her in their care. The food, support, play and communication is at such a high level and they have helped me through a difficult period, going back to work is not easy"

Ofsted say:

"Staff demonstrate a superb understanding of the individual needs and interests of the children which include any additional or medical needs"

Ofsted inspection 2013, www.ofsted.gov.uk

Please call 01604 628444 or email nene.valley@childbase.com

Nene Valley Day Nursery and Preschool, General Hospital Complex, Cliftonville, Northampton NN1 5BD



*This offer can not be used in conjunction with any other offer from Childbase Partnership

Ref: VMH15

Now taking registrations



Parents say:

"We have three children (aging 8 years to 1 year old) all of whom have attended Windermere from approx. 7 months old. They have all enjoyed their time there, made friends, and participated in lots of activities. I have found all the staff friendly and empathetic"

Ofsted say:

"Babies are carefully nurtured and cared for in a superb indoor and outdoor learning environment and staff ensure that babies spend some time outdoors each day. Staff sit on the floor with the babies and gently engage them in stimulating activities matched to their age and stage of development"

Ofsted inspection 2011, www.ofsted.gov.uk

Please call 01536 520075 or email windermere.nursery@childbase.com

Windermere Day Nursery and Preschool, Haweswater Road, Kettering, Northants NN16 8XB



Part of Childbase Partnership

Ref: VMH15



THE
HERBAL
THE SECRET LIFE OF
BED
*Shakespeare's
Daughter*

Win free theatre tickets The Herbal Bed



The first *Made in Northampton* production of the New Year, *The Herbal Bed* explores the secret life of Shakespeare's daughter. A Royal & Derngate co-production with English Touring Theatre and Rose Theatre Kingston, Peter Whelan's play opens in Northampton before embarking on a national tour.

When William Shakespeare's daughter is publicly accused of adultery with her neighbour, her husband chooses to stand by her, suing her accuser for slander. In doing so, their lives fall under the glare of intense public scrutiny in this emotional thriller, based upon real events from Stratford-upon-Avon in the summer of 1613.

The Herbal Bed includes the character of

Shakespeare's granddaughter, Elizabeth, who went on to make her home in Northampton. The play offers a penetrating insight into the clash between human desire and social convention. A moving and uplifting story, it is a gripping thriller, a prescient social commentary and an extraordinary romance.

The Herbal Bed takes to the Royal stage from Friday 5 to Saturday 27 February. Tickets, priced from £10 to £29*, can be booked by calling Royal & Derngate Box Office on 01604 624811 or by visiting www.royalandderngate.co.uk.

For your chance to win two tickets to the 7.45pm performance of *The Herbal Bed* on Saturday 20 February 2016, answer the

five questions below.

Send your entry to arrive by Friday 29 January to peter.kennell@ngh.nhs.uk – or by post to Insight magazine, Communications, NGH, Cliftonville, Northampton NN1 5BD.

- 1 **Who** wrote *The Herbal Bed*?
- 2 **What** is the name of our app that enables you to scan Insight photos and watch a video?
- 3 **Where** is our new ambulatory care centre situated?
- 4 **When** does the Walk in the Park take place?
- 5 **How** many steps did our Global Corporate Challenge participants rack up?

* A charge of £2.50 applies for all transactions over £15. Does not apply to Groups, Friends or Disabled Patrons, and is per-transaction, not per-ticket.

► The winner of 'The Snow Queen' tickets in our last competition was Veronika Langsch from Northampton.

Every possible care has been taken to ensure that the information given in this publication is accurate. Whilst the publisher would be grateful to learn of any errors, it cannot accept any liability over and above the cost of the advertisement for loss there by caused. No reproduction by any method whatsoever of any part of this publication is permitted without written consent of the copyright owners.

Octagon Design & Marketing Ltd. ©2015/16.

Hawks Nest Cottage, Great North Road, Bawtry, Doncaster, South Yorkshire DN10 6AB. Tel: 01302 714528

Northampton General Hospital NHS Trust, has not vetted the advertisers in this publication and accepts no liability for work done or goods supplied by any advertiser. Nor does Northampton General Hospital NHS Trust endorse any of the products or services.