



SIMON NEARNEY

From Desk of the
Director of Workforce & OD

WE ALL COUNT...

Did you know we have 350 different roles within our Trust? More importantly every single one matters... Every person matters and their contributions, enable Team HEY to proudly say 'we deliver great care to patients and their families.'

Talking about team members, the first recipient of Tea on Terry (ToT) was Di Broadley, a transfer nurse working in ED with over 20 years of experience. What you notice about Di is her ready smile and friendly nature. She instils confidence. Those little things, that small talk, coupled with her vast experience, shape the vital first impression for our patients. Her manner assures patients and relatives that great care is more than our hospital's tagline; it's the standard we aim to deliver.

Meet Rich, Mike, Kelly, or any of our Portering Team and you will get friendly banter, a chat about the weather and some welcome distraction on your journey within the hospital. Or they may just listen and provide a little pastoral care – that

human touch that helps calm nerves for patients on their way to appointments, scans, theatre or home.

SPOILER ALERT

Those in administrative roles also play a key part. Take Jo Smith, Medical Administration and Rota Manager, second recipient of ToT. Jo has been supporting Ben Rayner, Clinical Director for Emergency & Acute Medicine and Medical Director Dr Jacque Smithson with the coordination of doctor's rotas in ED. Jo has been highlighting gaps in the rota against known peaks in patient demand, helping the service take a proactive approach to patient safety and flow. How did Jo feel about meeting Terry?

"It was nice to take time out of a busy schedule to meet Terry and discuss the Administrative side to ED."

We rightly highlight the commitment and dedication of medical, nursing and therapist teams, but it takes great staff in every role to deliver the kind of care and patient experience we aim to provide every day. We are infinitely better off when the whole system comes together, when we value one another and recognise the amazing acts of care



Jo Smith, Medical Administration and Rota Manager and Terry Moran, Trust Chairman

and kindness provided from everyone, every day.

So whether you are actively delivering medical treatment, or you are serving a hot meal to a poorly patient or nervous relative, cleaning, making beds, keeping systems and equipment going, analysing data, administering meetings where decisions get made – whatever you do – don't underestimate the value you bring to our patients.

It was true for Aristotle and it's true for us, "The whole is greater than the sum of its parts." But that doesn't mean we shouldn't stop and take stock – every part in our vast system adds value and contributes to the collective patient experience. We have great staff and we will continue to deliver great care, which will give us a great future...

COOL CREDIBLE CONVEYANCE

Average ambulance handover time in September 12 minutes 55 with 72.2% handed over in 15 minutes. This is the best performance since April 15. This includes only two recorded over 60 minute handovers- again **the best performance since April 15.**

OUTSIDER'S VIEW

When a system has people at its heart, people respond. Check out this lovely feedback that Kate Hopkinson, Lead Recruitment Consultant from Holt Doctors passed on from a locum doctor working her first shift in our ED:

"The shift was really good, thanks, definitely looking forward to going back and would definitely be happy to book more shifts there for December onwards." - Mel