



**Bedfordshire Hospitals**  
NHS Foundation Trust

# BedSide

Bedfordshire Hospitals magazine for staff. Edition eight, Winter 2022

PAGE 6

**NEW BEDFORD  
OUTPATIENTS**

PAGE 6

**ON THE ROAD  
TO RECOVERY**

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## InPhase - now live

Our new risk and safety incident management system, InPhase, which replaces our Datix systems is now live!

InPhase is the new system we use to report incidents, identify and monitor risks and help us manage our complaints and claims effectively. It also features a dedicated safeguarding and mortality tools.

The new system features many benefits including:

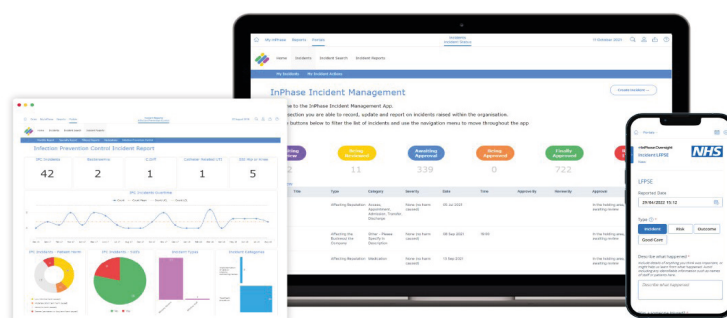
- A modern feel and is easier to use when raising incidents, risks or complaints
- Quicker real time reporting
- Cloud based mobile friendly platform which can be accessed on iPads, iPhones, Android devices and the intranet

- Features a lessons learned functionality
- The same system will be used across sites, meaning reports can be accessed on both sites
- Sends alerts out to users
- Customisable, allowing us to develop on it following feedback

This software is a vital part of our governance processes, as well as supporting our relationships with the CQC, ICB and NHS England.

All information from the Datix system has been moved across to InPhase meaning no reports or incidents have been lost.

Training is now available and can be accessed on-site or remotely. More information can be found on the staff intranet, and if you need any support please raise a ticket via the IT portal.





**David  
Carter**

Chief  
Executive

**Simon  
Linnett**

Chair

# Welcome

## from the CEO & Chair

### **Winter is certainly here, which means our teams are planning for a busy few months ahead with growing winter pressures.**

Acknowledging that the NHS is expecting a challenging winter, it is even more important that you look after yourself and one another at this time.

We hope that you have taken up the opportunity to get 'winter ready' by having your seasonal vaccinations. We are still running flu clinics on-site, so do get yours booked in if you haven't yet. Although we have stopped offering the COVID booster on our hospital sites, you can still get these within the community or via the national booking system. We must protect each other and our patients - particularly those most vulnerable - from these nasty illnesses which we know all too well can be life threatening for some.

December is a particularly special time for us as we get

to host our winter engagement events for our amazing staff. This is our chance to engage with you, give you a break from the everyday and express the immense gratitude we have for everything you continue to do, day in and day out for our patients.

December is also a time to reflect on the year that's passed. We are immensely proud of the huge amount of work that has taken place over the last 12 months. We have certainly progressed with some of our major redevelopment projects, including the opening of our newly expanded Outpatients area at Bedford (page 12), marking a huge milestone for our COVID-19 recovery, allowing our teams to see more patients, tackle our waiting lists and treat those whose care has been delayed due to the pandemic.

Within this issue of Bedside there are many more examples of work going on within the Trust that really inspires us, and we hope will

inspire you too. We shine a spotlight on many of your achievements, both in work and beyond. From one of our student midwives winning the prestigious Nursing Times' Student Midwife of the Year award (page 16), to a group of staff leading the way, with the first of its kind '10,000ft Theatres' patient safety initiative (page 5), to those long serving volunteers, some of whom have served up to 50 years, giving their own time to support our hospitals and community. (page 23)

Finally, we would like to finish by saying another huge thank you to all our amazing staff. We appreciate the incredible efforts that you go to make this organisation such a special place to work. We wish you a happy festive period, and hope that you all get an opportunity to see family and friends and take some well-earned rest. Thank you.

# Our Strategy

**Following the merger of Bedford Hospital and the Luton and Dunstable University Hospital in April 2020, there has been a strong focus on developing an overarching Strategy for the new larger Foundation Trust.**

This was finalised in summer 2022 and builds on our successes in the first 18 months as a merged Trust.

David Carter, Chief Executive, said 'Our Trust strategy is a key milestone for our organisation and provides a clear framework and direction of travel for the future of hospital services at Bedfordshire Hospitals.

'It further reinforces our commitment to place our staff at the centre of everything we do, prioritising them and their development so that they can continue to deliver outstanding care to our patients.'

Within the strategy we have identified five key areas that we will focus on. These are:

## 1. Workforce and Culture

Putting our staff and teams at the centre of everything we do and supporting their development to deliver outstanding care to our patients. We will focus on: celebrating diversity and inclusivity, promoting clinical

leadership, creating an honest and open culture, embedding our THRIVE values further and becoming a sustainability exemplar in the NHS.

## 2. Infrastructure

Investing in our estates and facilities to give staff a modern, safe environment to work in. As well as our physical estate we will prioritise utilising digital technologies to improve safety and drive efficiencies.

## 3. Our portfolio of hospital services

Maximising the benefits of the merger through effective integration across the two hospital sites, taking the 'Best of Both' approach to learn from each other and remain a high performing Trust. We are committed to developing both sites as thriving district general hospitals with full 24/7 Emergency Departments, inpatient paediatrics and consultant led obstetrics.

We will continue to reform and strengthen services at the front end of the hospitals, recognising that managing emergency demand is a critical element of the success of the whole hospital.

## 4. Community and primary care

Working closely with local health and care partners to strengthen our contribution

to improving local delivery of primary and community healthcare services.

We will look to grow and develop interface services such as the frailty service, "hospital at home", Archer Unit and virtual wards, to reduce the need for patients to come into hospital.

## 5. The wider determinants of health

Working with our ICB partners to address the challenges brought about by continued population growth, an aging population, health inequalities and a significant increase in health anxiety post COVID-19. Recognising our role as a major local employer and taking pride in contributing directly to the economic and social wellbeing of our communities.

**You can read the strategy in full on our intranet.**





# Take off for '10,000ft' Theatres' safety initiative

**A new patient safety initiative called '10,000 FT' was launched by the Theatres team at the L&D in August that aims to obtain instant quiet, removing distractions during pivotal moments in theatre.**

Staff from across the Trust were invited to drop into the Comet Lecture Theatre at the L&D on 18 August to find out more about '10,000ft', a concept adopted from the airline industry which aims to obtain instant quiet, removing distractions during pivotal moments in theatre.

Any staff member in the MDT will be empowered and supported to call out '10,000ft' so that everyone can stop, focus, think and concentrate.

This should be used at critical moments on the patient journey in Theatres when absolute quiet and no distractions are required and a pause/slowing down moment is needed to keep our patients safe.

This could be during intubation, extubation, final instrument & swab checks, uncontrolled bleeding, during key moments during the WHO Check list (e.g. Sign In/Time Out/Sign Out), or a Category 1 section when staff are struggling to be heard and the whole team needs to work together at



critical moments. (This is not something to replace the WHO Safer Surgery checklist - it is meant to complement what we are already doing and has even been described as the 'missing link' in the WHO checklist which we've been using since 2008/9)

'10,000ft' is something that could be rolled out to other clinical areas such as Critical Care, ED, Cardiac Cath Labs and Interventional Radiology.

Clive Underwood, Lead Nurse for Theatres said

*"We were delighted to see so many people come along and find out more about this exciting initiative. We are proud to be one of the first Trusts in the country to adopt this approach and look forward to seeing how it evolves over the next few months."*

Stephanie Naughton added: "We are really pleased with the rollout of 10,000 FT. It is in its final stages at the moment; with the last four theatres rolling out at the beginning of September.

"We have implemented 10,000 FT in all main theatres and will be working towards the rollout in Maternity theatres during October and November.

"We have had really positive feedback so far and we are confident that the initiative will become embedded in our normal practice over the next few months."



# Looking after your health and wellbeing this winter

A message from Jennie Jones, our Head of Staff Engagement, Health and Wellbeing:

"Your mental and physical health and wellbeing is very important to us. Working in an acute hospital environment can be uncertain, relentless and therefore strenuous on our health and wellbeing.

"The way we support each other, and care for our patients, is outstanding, however looking after ourselves (both physically and emotionally) is equally important. It's ok not to be ok - remember you are not alone, we are in this together and we are here to help and support you."

## Support for staff:

We have a number of support services and resources available if you feel you need to reach out for extra support. Here are a few:

### Employee Assistance Programme (CiC)

A free information, support and counselling service available to all staff 24 hours a day, 7 days a week.

### Occupational Health

The team provide a confidential service that is proactive, adaptive and preventative. They also supply information, advice, guidance and support to staff.



### Schwartz Rounds

A structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare.

### Take heART

A creative group to support and enhance the wellbeing of patients, visitors and staff within our hospitals through the arts.



### Wellbeing spaces

In an environment as busy as the acute hospital, sometimes we all need a safe space to gather our thoughts and recharge. We are proud to have two wellbeing spaces open to all staff, designed to provide colleagues with an area where they can unwind and recharge.

### Peer Listeners

Peer to peer led, providing an empathic and non-judgemental listening space for a colleague to talk through an issue that is distressing or difficult.

For more support visit the intranet: Intranet Homepage - Staff Hub – Support for Staff



## Boost your immunity this winter

**A key way to look after your health and wellbeing this winter is to book your annual seasonal vaccinations, to give your immunity a boost.**

Seasonal vaccinations help protect ourselves and others against significant viruses like COVID-19 and flu, which will be circulating alongside all the normal colds and sniffles.

We are still running flu clinics on-site, so do get yours booked in if you haven't yet.

Although we have stopped offering the COVID booster on our hospital sites, you can still get these within the community or via the national booking system. We must protect each other and our patients - particularly those most vulnerable - from these nasty

illnesses which we know all too well can be life threatening for some.

Ann Williams, Deputy Director of Nursing has boosted her immunity:

"Both COVID-19 and flu are serious viruses that can significantly impact some people, and sadly for some can be deadly. You can have no symptoms but unknowingly spread it to your friends, family and patients.

"I highly recommend staff get both vaccinations, if you're unfortunate enough to get flu and COVID-19 at the same time, you are much more likely to become seriously ill.

"Get your immunity boosted ahead of winter, it is the right thing to do for yourself, your colleagues and those in our

care."

All colleagues will have received an email inviting you to book your vaccine via VaccinationTrack. This is an easy online booking system which will allow you to choose a time that is most convenient for you.

If you have already had your vaccination elsewhere, please let us know. This is important as it keeps our records up to date and means you will no longer receive any more reminders to book. You can let us know via the intranet.

# A focus on Men's Health Awareness

This November we shone a spotlight on Men's Health Awareness Month. This is to raise awareness for men's health issues, reduce stigma and increase the likelihood of men seeking help when they need it.

Research tell us that men are less likely to reach out for help, especially when it comes to their mental health. Due to this, they are disproportionately affected by suicide, with 6/10 suicides being by men.

David Carter, Chief Executive said:

*"Like most men, I was brought up to believe that we have to be stoic and that it isn't considered 'manly' to admit your weaknesses or ask for help. This is quite difficult to overcome, and we have to challenge and remind ourselves that it is always OK to seek help, and the solution starts with talking about your problems. It is especially important for men to open up because not only does it allow them to access the help they need, but also it encourages others and makes it 'safe' to do so."*



Paul Tisi, Medical Director said: "As a clinician, it's really important to think about the patient as a whole, recognising that emotional and psychological factors can significantly affect wellbeing just as much as physical ill health.

"It is so important to have an outlet to mentally recharge. For me this outlet is playing guitar and listening to music. I spend a lot of my spare time seeing live music. By taking time to recharge, you invest in your physical and mental health to build a healthier, more sustainable future for yourself."

Matthew Gibbons, Finance Director: "The past two to three years have been challenging for most of us, so I know that I am far from unique in having experienced some real difficulties recently. I've coped by ensuring I get out into the fresh air and get some exercise. It's astounding how much exercise can improve your mental health, it has done wonders for mine. I really enjoy going running and cycling, it

gives me useful time to think, re-arrange my thoughts and process my emotions.

*"Hands down the best outlet I've used is simply talking to the people around me within my support network – be that family, friends or colleagues. If you'd prefer, you can speak confidentially to a professional or join a support group."*

If you have been feeling overwhelmed, lacking in motivation or low in mood for a while - please know that there is support.

You can access this via the intranet - (Intranet Homepage - Staff Hub – Support for Staff)



# Financial wellbeing

## Cost of Living Crisis Support

### The current cost of living crisis may be affecting your financial and emotional wellbeing.

Here you will find advice, money saving tips, help and support resources. We hope that this information is useful and gives you the support you may need during this challenging time.

### National Support

#### UK Government's Cost of Living Hub

a list of all resources, guidance and support available in one place.



#### Budget Planner Tool

A free planner to help analyse your spending.



#### Living on a squeezed income

Learn how to cut back on costs and see what extra help is available.



#### Debt advice locator tool

If you are struggling with debt, this web page can help point you to the debt advice service that best suits you.



### MoneyHelper

Tel: 07701 342 744 - add this number to your WhatsApp and send the MoneyHelper Service's national support team a message for help with debts, credit questions and pensions guidance.

### Local Support

We know it is easier said than done, but try not to suffer in silence. If you are feeling overwhelmed with your finances, there is always someone to talk to.

There is a wealth of support available from all local councils for residents of Bedford Borough, Central Bedfordshire and Luton Borough.

#### Bedford Borough

Information on local household support grants, free school meals, school holiday vouchers, council tax energy payments and much more



#### Central Bedfordshire

Information on Discretionary Housing Payments, available benefits, help with utility bills and much more



#### Luton Borough

Information on employment guidance, available



benefits, help with utility bills and more

### Useful tips

Find easy ways to stay in control of your food shop, make it easy to remember what food you have at home and prompts to ensure all the food you've bought is eaten - plus much more.

#### 'love food hate waste'

Find out more about good food habits.



#### Sainsbury's feed your family for a fiver

Provides budget friendly meal ideas to feed a family of four for under £5.



#### Olio

An app that gives you the chance to collect free food locally from people and businesses that do not need it.



#### Too Good To Go

Every day, delicious, fresh food goes to waste at cafes, restaurants, hotels, shops and manufacturers, just because it has not sold in time. This app lets you buy and collect this food at a low price so it gets eaten instead of wasted.



# Nature scenes reduce stress and restore energy

**In August, we unveiled a new set of 11 original art works at our L&D site to brighten the Surgical Block, Radiology, and Maternity corridors.**

Our Take heART group are collaborating with Paintings in Hospitals (PiH), a charity committed to bringing world-class art to everybody by providing artwork loans and art activities to health and social care settings.

The artworks were chosen by staff to evoke dialogue and reflection, whilst bringing calm and a colourful distraction from hospital life. They have been described as empowering, uplifting and relaxing.

*"I didn't really notice the lack of it until the new artworks . It has made such a difference to the space and makes it feel less clinical, and very calming. I'm sure the patients will enjoy it and help take their mind off the medical aspects of their hospital visit."*

**Staff member, L&D**

Most of the selected artworks include nature scenes, chosen to reduce stress and restore energy, with vibrant pieces by Rachel Nicholson, Edward Beale, and Mark Hearld.



There is a growing body of evidence showing how powerful spending time in nature can be to help reduce levels of stress, anxiety, and depression. Now research is showing that just looking at images of nature is enough to have similar effects.

Dr. Sheena McLaggan, one of Take heART's founders, said:

*"We have really enjoyed partnering with Paintings in Hospitals to bring a wide range of uplifting artwork into our hospitals. It has been incredibly well received by both staff and patients and has helped to highlight the benefits of the Arts in a hospital setting."*

## Staff artworks on display

As part of our Platinum Jubilee projects we ran several creative workshops for staff across both hospital sites which were led by local artist Anne-Marie and inspired by her work.

Staff-created artwork from some of these workshops is now on display alongside the other work from this project.



# Have you been offered Gifts and/or Hospitality?

**Staff should not accept gifts or hospitality – from families, service users, suppliers or contractors - that may affect, or be seen to affect, their professional judgement.**

All staff should familiarise themselves with 'Conflict of Interest and Declaration of Interest Policy' (Including Gifts, Hospitality, Sponsorship and Fit and Proper Persons) which can be found on the intranet.

Gifts that are valued over £50 should be treated with

caution and only be accepted if donated on behalf of the Trust Charitable Funds, and not in a personal capacity. These should be declared by staff.

Hospitality must only be accepted when there is a legitimate business reason and it is proportionate to the nature and purpose of the event, and should be declared if valued between £25 and £75. Anything over the value of £75 should be refused unless (in exceptional circumstances)

senior approval is given.

## How to declare?

You can access ESR at home or at work from the web browser by visiting <http://my.esr.nhs.uk>, or download the MyESR app.

More information is available on the intranet. If you have a question email: [DeclarationofInterest@ldh.nhs.uk](mailto:DeclarationofInterest@ldh.nhs.uk) or [Declarationsofinterest@bedfordhospital.nhs.uk](mailto:Declarationsofinterest@bedfordhospital.nhs.uk)

## Your Staff Governors

Governors are your voice. They are accountable to you! If you would like to get in contact with any of our governors, please send them an email. More information is on the intranet.



**Belinda Chik**  
Nursing & Midwifery



**Janet Graham MBE**  
Volunteers



**Hina Zafar**  
Non Clinical



**Mr Dimpu Bhagawati**  
Medical & Dental



**Sharon Sundersingh**  
Nursing & Midwifery



**Leon Fisher**  
Non Clinical



**Selva Loganathan**  
Prof & Technical



**Joby George Malal**  
Medical & Dental



**Noreen Byrne**  
Volunteers



**David Simms**  
Nursing & Midwifery



**Terrence Haynes-Smith**  
Prof & Technical



**Thomas Moss**  
Ancillary & Maintenance



**Ravi Mahay**  
Non Clinical



# Bedfordshire Hospitals Site Redevelopment

There has been lots of exciting progress made on both our sites.

The hard work and efforts from our redevelopment and clinical colleagues are really starting to pay off and we are excited to see the difference this will make over the next few months and years to our staff and patients.



## Bedford Hospital

### Cauldwell Centre

We are pleased to announce that one of our major redevelopment projects at Bedford Hospital, to expand our Outpatients area, is now complete.

This means that for many patients heading to Bedford Hospital for their outpatient appointments, they will now be treated within our newly expanded, modern and purpose built facility.

This supports the Trust's COVID-19 recovery plan, in which £6m of Government funding was awarded to the hospital to help tackle the backlog of patients waiting to be seen, and return elective and outpatient waiting times to pre-pandemic levels.

When we received the Government funding at the end of 2021 to help with our

COVID-19 elective recovery, we knew a huge focus point for us was to expand our Outpatients facilities, as this has been a continuously challenging area for us.

A huge amount of work has taken place by our contractors R.G Carter, our Redevelopment Team, and our clinical teams to plan for the new facility which meets the needs of both our staff and patients.

*The expansion includes an additional 34 rooms, which increases the overall number of Outpatients rooms from 19 to 53.*

The additional 34 rooms include 27 purpose-designed Outpatients rooms, 3 treatment rooms for minor procedures and 4 e-consultation rooms.

This will have a significant impact on the current and future operational pressures

for us, as we will be able to comfortably see more patients and provide our staff with a better working environment to continue to deliver high quality patient care.

HM Lord-Lieutenant of Bedfordshire, Susan Lousada, joined Bedford Hospital Outpatients staff on Wednesday 5 October to officially open the new space.

Cathy Jones, Deputy Chief Executive and Chief Operating Officer for Bedfordshire Hospitals said:

"In the face of undeniable pressure, our teams have worked exceptionally hard to treat both COVID-19 and non COVID-19 patients throughout the pandemic, while supporting the continuation of planned and urgent care services.

"We are thrilled to have completed the expansion of our new Outpatients space, which we know will go a long



way to easing some of these pressures.

“Recovering from the COVID-19 pandemic is a priority for the Trust and this additional space will allow our teams to see more patients, and importantly treat those whose care has been delayed due to the pandemic.

Hayley Peacock-Jordan, Senior Sister within Outpatients at Bedford Hospital said: “We are very much looking forward to welcoming our patients to this modern, patient-centred facility.

“We are also excited to expand our e-consultation rooms, which we introduced at the start of the pandemic. Over 25% of our appointments are currently virtual video consultations, which have been hugely successful, offering a more convenient, flexible service to patients, and brings their care closer to home.”



“Our clinical teams have played a huge part in the planning of this new space to ensure it meets the needs of our patients. We absolutely know that this is going to make a huge difference to the experience and care our patients and visitors receive.”

### Emergency Department upgrades



At Bedford we have reached a fantastic milestone, as we have now completed the first floor internal fit out of our recently expanded ED. This provides Bedford ED staff with a much needed new and improved staff area – including shower and changing facilities, a staff rest area, multiple meeting rooms, a seminar room and hot-desking solutions.

Dr Thomas Larsen, ED Consultant and Clinical Director said:

“The refurbished staff facilities at Bedford are a fantastic improvement from what we had. The staff room is actually about three and half times bigger than the old one. It’s

also great to now have multiple meeting rooms, a seminar room and hot-desking.”

The expanded space also enables the expansion of our imaging provision within, allowing the commission of a CT scanner into the department. This will take place once work to update our electrical infrastructure has been completed next year.



### Electrical Substation

Work to update our electrical infrastructure is progressing well. This work is necessary to provide electrical capacity to support strategic developments across the hospital site, including the new theatre expected to start construction in 2023.





# Bedfordshire Hospitals Site Redevelopment

## Cherry Tree Garden

At the end of September we officially opened the Cherry Tree Garden at Bedford Hospital.

This event was the perfect opportunity to showcase our new garden, which replaces the previous garden by Beeden House (now being used to host our electrical substation).

The purpose of the garden is above all a place for staff and visitors to recharge and relax in. Green spaces really have the power to de-stress people and it's so positive for our staff to have access to this.

It also gave us an important opportunity to come together and see the new memorial features within the garden, dedicated to our beloved colleagues who are sadly no longer with us.

We are proud that the garden also homes baby loss remembrance features, which were donated by some of our bereaved families. We hope that this tranquil space offers these families some comfort.

## Luton & Dunstable University Hospital

### Acute Services Block and New Ward Block

It's been a busy few months for the Acute Services Block and New Ward Block project,



with works still expected to complete in Summer 2024.

All below ground drainage and foundations work are now complete, and you will have noticed the buildings going up at speed. The ground, first and second floor of the Acute Services Block have been erected, with the concrete floor slabs in place. For the New Ward Block, the first floor pouring of concrete also is complete, with columns up to the second floor currently being installed.

Over the coming months, scaffolding will be put in place around the buildings as the facades are being installed.

The buildings are expected to reach the highest point, at six storeys high, in late January 2023. At this point the last part of the structure will be put in place.

Once complete, the new

buildings will house modern facilities for enhanced maternity services, a level 3 neonatal intensive care unit, critical care and eight new operating theatres.

We appreciate that it can be noisy on-site at times but we are continuing to work closely with Kier to manage the project and ensure minimal disruption for staff, patients, visitors and local residents.

### Emergency Department upgrades

Following the creation of six major bays within the department earlier this year, work has been progressing to create the expanded adult waiting area, dedicated paediatric waiting area, additional adult major cubicles and a dedicated paediatric high dependency bay along with a new main entrance to the hospital.



A further phase has commenced with the creation of a new CT scanner room within the department, which is due to complete by the end of the year. By having the CT scanner situated within the department, it will allow for timely and efficient care for patients, minimising the need for them to be transferred to other areas of the hospital.

Alongside this, the new extension area is watertight and internal fit out continues at pace, including the new central corridor nearing completion.

The new main entrance area and retail outlets are due to complete early in 2023.

It has been a challenging time with noise and the impact on nearby services, however we are working in partnership with our contractors to mitigate this.

### Energy Centre

We are now entering the final stages of the main build of the Energy Centre.

Over the past few months, we have seen the first running of our new generator sets, and these have been stress tested to 110% of their design load capability.

Our focus is on completing the outer shell, alongside the final groundworks around the building to set out the footpath and road levels.



The Energy Centre will deliver a substantial reduction in energy consumption, supporting the Trust's drive to Net Zero Carbon, and will increase resilience across the site.

# Chelsea Beckford-Procyk awarded 'Student Midwife of the Year'

**We are delighted to share that Chelsea Beckford-Procyk, a third year student on placement at Bedford Hospital was crowned 'Student Midwife of the Year' on 27 May 2022.**

Chelsea is currently in her final year of studying BSc (Hons) Midwifery at University of Bedfordshire. As part of her studies, she joined Bedfordshire Hospital's Midwifery course in 2019 where she has been working on placement at the Bedford site for the past few years.

Determined to promote anti-racism in maternity care, Chelsea's accomplishments include a published article in The Practice Midwife Journal, speaking at a global conference for International Day of the Midwife and running the 'Blk Mum to Midwife' blogcast. Chelsea said:

"I am absolutely delighted to have been chosen as the Student Nursing Times Student Midwife of the Year.

"I decided to take on extra-curricular work on anti-racism in midwifery care because it was something I am passionate about. To receive



recognition for this on such a large platform shows that my voice matters and my work is of value. This really motivates me to keep going and I'm really looking forward to seeing where my future career path takes me."

## 30,000 teddies delivered to children

**If you go down to A&E today, you could be in for a fluffy surprise...**

As all parents know, a visit to A&E can be a scary experience for a child, but the Trust is set to make hospital journeys a little easier for young patients, thanks to the generous donation of 30,000 extremely cute and cuddly teddy bears from the Freemasons Provincial Grand Lodge of Bedfordshire.

The Bedfordshire Freemasons have been supplying the colourful bears to Bedford Hospital and Luton & Dunstable University Hospital A&E Paediatric Departments

since 2004. Recently Bedford Hospital celebrated the arrival of the 30,000th bear donated.

Not only are the bears there to offer comfort, but they are used to demonstrate medical procedures. Doctors and nurses often show children the procedure on the bear, before it is performed on the patient.



Jo Andrews, Paediatric Lead at Bedford Hospital received the cuddly toys from Tony Henderson, Head of Bedfordshire Freemasons and the Beds Masonic Bikers. Jo said:

"The children we see in our department are often very distressed and upset – these teddy bears really help us to calm them down and assess their needs as soon as possible.

"It's such a simple thing, but they really make a difference to the care and experience our young patients and their families receive when they are with us.



# Commemorative book of 2020 babies presented to Cygnet Wing

A Facebook group launched in March 2020 to connect pregnant women and new mums has presented a commemorative book of babies born at Bedford Hospital in 2020 to the staff at Cygnet Wing, as a way of expressing their gratitude for the hard work of the midwives, doctors and other NHS workers who helped to deliver babies during the pandemic.

The group was set up in March 2020 by Lottie Bagnall who gave birth to her daughter Heidi at the Cygnet Wing in July 2020. Lottie says:

*"I wanted to do something to connect new mums and pregnant women at a time where face-to-face support was impossible. All of our antenatal classes had been moved online: other activities like pregnancy yoga and aquanatal classes were cancelled, and I had been really looking forward to making friends."*

"I had hoped that maybe 20 people might join the group and 4 or 5 might be interested in meeting up outside of lockdown." The group now has over two thousand members and hosted regular meet-ups for new mums and pregnant women between lockdowns, allowing members to make new friends and access support from each other.



The idea for the book came from Emily Davy, an Obstetrics and Gynaecology Doctor at Bedford Hospital who also joined the group whilst pregnant in 2020. Lottie felt that the book was an excellent way to thank the staff at the hospital and helped Emily to publicise the book in the group.

Lottie said: "I had a wonderful experience at Bedford Hospital: the staff were absolutely brilliant and made me feel very comfortable the whole time I was there. Supporting birthing people must be a difficult job at the best of times: it must be even harder during a global pandemic! I loved the idea of Emily's book, and the fact that so many women wanted to include their babies and birth stories in the book is testament to the hard work of the Cygnet Wing staff."

On Thursday 16 June 2022 the book was presented to the Cygnet Wing staff by Amy Nightingale, one of the first members to join the support

group. Amy, who gave birth to her son Nolan in 2020 at Bedford Hospital, said "I felt so lucky to be able to revisit one of the most important days of my life with the people who made it special despite the restrictions. What will really stay with me is just how much the book means to them all and the memories it contains."

Upon receiving the book, Tara Pauley, Head of Midwifery at Bedford Hospital, said, "Our staff were extremely moved by the time taken from all of these families that gave birth in 2020 to compile their photos, stories and thanks, this is such a powerful collection of positivity during what has been a challenging time for so many. We plan to have the book on a display unit where we can change the pages, as a reminder of that gratitude and appreciated difference our teams have made".

# Midwives win NHS England's Chief Midwife Officer's Silver Award

**We are proud to share that Professor Jaqueline Dunkley – Bent, NHS England's Chief Midwifery Officer, recently awarded three of our marvellous midwives these coveted awards.**

The Chief Midwife Officer's Silver Award is awarded to midwives in recognition of exceeding the expectations of their everyday role.

The three winners included Michelle Causer, Perinatal Mental Health (PMH) Midwife, Jo Duke, Community Midwife and Louise Preston, Deputy Head of Midwifery at Bedford Hospital.

Based at our Luton and Dunstable University Hospital site, Michelle Causer, Perinatal Mental Health (PMH) Midwife was recognised for setting up an established Perinatal Mental Health pathway at Bedford Hospital and recruiting into a specialist post to continue the pathway.

Michelle said "It is beyond overwhelming and very humbling to have received the award. It is such a privilege to work alongside a fantastic team and with some of our most vulnerable women developing pathways to enable them to have access to specialist services locally as well as always making sure that mental health has parity of



esteem with physical health in maternity care."

Community Midwife Jo made headlines earlier this year after undertaking a CO Monitoring Assessment on one of her then pregnant women which led to a boiler leak detention in the patient's home. This early assessment by Jo potentially saved her patient's, her unborn baby's and her family's lives.

On receiving this award, Jo said "For me, I felt as if I was doing my job... to be recognised as going above and beyond for my patient and her then unborn baby is such an honour!

Jo continued "My actions have definitely raised awareness around carbon monoxide poisoning and many pregnant women now ask during appointments if they can get their CO level checked."

Deputy Head of Midwifery at Bedford Hospital, Louise Preston was recognised for

her leadership in the initiation and delivery of the midwifery international recruitment work stream.

Louise said: "I was overwhelmed to have received this award. When I joined the Trust in November 2020, I was heavily involved with writing job descriptions, getting jobs live on NHS jobs and conducting interviews and since then, we have recruited numerous specialist midwives, clinical midwives, and supported staff returning to midwifery along with nurses completing post-registration midwifery programmes. Looking at what has been achieved is amazing – particularly our international midwifery recruitment project.

Louise continued: "This project is the largest in the East of England and also in the country. This achievement wouldn't be possible without the support of our recruitment teams, practice development team and clinical educators. I am privileged to work with a



great team, and this award is a great recognition of this work."

Director of Midwifery at Bedfordshire Hospitals, Emma Hardwick, said: "I am immensely privileged to be

working with such wonderful midwifery colleagues across both of our maternity units. Louise, Michelle and Jo are fantastic examples of midwives whose outstanding contributions have had an

immensely positive impact on midwifery as a profession, maternity services and most importantly to women, babies and their families. It was an honour to nominate them and for this to be recognised."

## Maternity workforce boosted by international recruitment programme

Our Maternity Units were commended on their successful international midwife recruitment programme by Professor Jaqueline Dunkley-Bent, NHS England's Chief Midwifery Officer and Wendy Matthews OBE, NHS England's Regional Chief Midwife and hailed for the great work we're doing across the Trust in maternity.

Our incredibly successful international midwifery recruitment programme has allowed us to welcome midwives from Nigeria, Ghana, Jamaica and Zimbabwe to name a few. As part of this programme, the midwives will work across both our hospital sites, contributing to improving the quality of care within maternity for pregnant women/people and their families.

Amongst the 37 midwives who have already arrived at Bedfordshire Hospitals is Theresa Asiedu who relocated to England from Ghana in May of this year.

When asked about her

experience of navigating a new country, Theresa said: "From the moment our plane landed we have been looked after! The Trust continues to provide guidance and support for us which has only made this experience easier.

"We, the international midwives, have even built up a small, friendly community. We make our native food for each other to try and as some are expert hair braiders, they kindly offer their services to those who would like it. These are some of the small home comforts we cherish."

Theresa and Portia (who is originally from Zimbabwe), were two of the midwives invited to spend an evening with Professor Jaqueline Dunkley-Bent.

Portia Shanduka was all smiles as she recalled



the evening: "Following her entrance, Professor Jaqueline Dunkley-Bent straight away began chatting, mixing and mingling with people and came to sit at our table. We introduced ourselves, took lots of selfies and she proceeded to ask us about our welfare and living conditions. Such a thoughtful, inspirational role model!"

Emma Hardwick, Director of Midwifery at Bedfordshire Hospitals said: "It was such a pleasure to have Professor Jaqueline Dunkley-Bent, NHS England's Chief Midwifery Officer spend an evening with us all. We are so delighted for our midwifery colleagues from overseas to have chosen to come and work with us in our maternity units at Bedfordshire Hospitals NHS Foundation Trust. They are extremely talented and experienced professionals and are making such a difference as part of our maternity teams."





# Bedfordshire Hospitals NHS Charity

Our Charity team continue to work hard to raise vital funds for our hospitals. Through the support of the community and our dedicated volunteers, they make a difference to staff, patients and visitors.

## Christmas

### Light up a life

Our annual Light Up a Life campaign raises funds for the Neonatal Unit at Bedford Hospital and the Neonatal Intensive Care Unit (NICU) at the L&D.

Lights can be purchased for our tree at the L&D or in the Sir Captain Tom Moore garden at Bedford.

Our Light Up a Life ceremonies took place at the end of November and start of December, with the lights now twinkling proudly for all to see.

You can purchase a light as a gift or in memory of a loved one. Lights cost £5 each or three for £10.



Visit us in the charity bungalow at the L&D on Calnwood Road, the voluntary services at Bedford Hospital or email [fundraising@ldh.nhs.uk](mailto:fundraising@ldh.nhs.uk) if you'd like to purchase a light.

### Give a Gift

Spending time in hospital can be distressing, especially over the festive period. This is why we aim to ensure that every patient at our hospitals receives a gift on Christmas Day.

Thanks to generous donations from the local community and organisations, we'll be doing the same again this year.

If you want to get involved and make a purchase, you can visit our Amazon wishlists.



Alternatively, if you have any spare gifts you'd like to donate, you can drop them to the dedicated drop off at the L&D's restaurant or the voluntary services office at Bedford.

## Latest news

### Trolley service

Our trolley service has now

launched at the L&D. The trolley will visit various wards and offices around the site, providing the opportunity for staff to make a purchase if they are too busy to leave the ward, and for patients who are unable to leave their bed.

The service runs twice a day, 10am to 12pm and 2pm to 4pm, Monday to Friday. Every purchase made supports the Charity.

To make the service a success, and to visit as many places as possible, we need the help of volunteers. If you are interested in helping, or know someone who might, please email [BHNCharityHub@ldh.nhs.uk](mailto:BHNCharityHub@ldh.nhs.uk). All volunteers must be over the age of 18.



### Blossom Volunteers

Our Blossom Volunteers Project continues to thrive with volunteers now on both sites, providing companionship to those at the end of life.

Blossom Volunteers are available to relieve the pressure on staff who don't



always have the time to spend with patients, as well as support loved ones who are unable to be with their relatives at all times.

If you're interested in becoming a Blossom Volunteer or want to find out more about using the service for your patients, please contact the team

L&D: Leanne.Tucker2@ldh.nhs.uk

Bedford: Deborah.Allman@bedfordhospital.nhs.uk

## An update on our appeals

Let's bring you up to speed with our latest fundraising appeals. These appeals are to improve our hospitals with items and facilities that are above and beyond NHS provision.

### Central monitoring system at the L&D

The Central Monitoring System (CMS) has been placed in the new Majors area



Edition Eight, Winter 2022

of the upgraded Emergency Department (ED) at the L&D, thanks to The Amateurs Trust funding.

It's estimated that on average 50 patients a day (18,250 patients per year!) will benefit from this system.

### Children's Critical Care Room appeal at the L&D

Work to create the new critical care room for children at the L&D is now underway, with a huge thank you to everyone who supported our efforts to raise £78,000.

The redeveloped and refurbished existing treatment room will create a new critical care room, providing a dedicated, spacious area which can accommodate a larger team with ready to access specialist equipment for resuscitation of a patient.

### Emergency Department at the L&D

Our Emergency Department appeals are focused on two different areas; vital technology items and POCUS - a battery operated portable scanner which can support quicker diagnostics for emergency patients.

Technology items: £6,280.94 of our £31,093 goal

POCUS: fully raised thanks to a donation from League of Friends

### Special Care Baby Unit (SCBU) at Bedford

The special care baby unit are raising funds to purchase additional items for their two rooming in rooms and their three side rooms. This is to enhance the environment for those parents staying on the unit, resulting in an improved experience.

Riverbank refurbishment at Bedford

Thanks to Bedford Hospital Charity & Friends and a legacy donation, the children's play area in Riverbank Ward is undergoing a much-needed refurbishment.

It will provide a playful area to suit children from new-born up to 18 years of age, with a space to take much needed time away from their beds. There will also be an area for children with special educational needs, with a ceiling projector for games and an area to be able to watch films and a craft area.

We can't wait to show you the completed work.

# Volunteers' Week

1 to 7 June 2022 every year marks Volunteers' Week which celebrates the incredible commitment and hard work of volunteers across the country, including all of the fantastic volunteers who support Bedfordshire Hospitals on a daily basis.

We are very lucky to have a team of dedicated volunteers who play a vital role, donating thousands of hours of their time each year – over 12,000 in 2021 – offering their support to colleagues and patients across our Trust.

We are eternally grateful for all that they do!

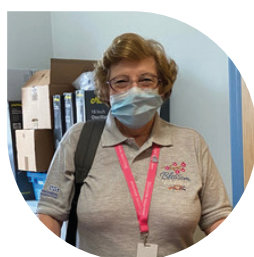
## Ken

Ken is a volunteer in the Outpatients department at Bedford Hospital.

Ken wanted to give something back to the community after retirement and found volunteering has many benefits: "As a retired widower, volunteering gives me a chance to meet new people, keep my brain active and try new things."

## Rose

As a Blossom volunteer, Rose



supports end of life patients and their loved ones.

Rose does so by comforting them verbally, playing gentle music, reading short stories or articles or even just holding their hand.

"Family members often tell me about their much loved relative, the highlights of their life, their career, their interests and things that they have enjoyed doing. It is a unique privilege to be a member of the Blossom team."

"I've witnessed first-hand the outstanding care provided by those who work here and I felt it was my turn to make a difference. The people here really are lovely."

## Chris

Chris' first day as a volunteer at the L&D was back in July 2019 in the Eye department.

Following on from COVID restrictions and as the hospital expands, Chris was awarded a new role as a guide.

"Being able to talk, joke with and hopefully help relax the initial apprehension most people feel when attending the hospital is fulfilling."



## Julie

Charity Shop volunteer Julie serves staff, patients and visitors in the maternity unit at the L&D.

Julie's husband has been cared for over the past few years at the L&D and she wanted to give back.



## Peter

Blossom Volunteer Peter wanted to help bring comfort and peace to our patients who are in their last stages of life.

"I have found that the holding of a hand, the whispering of a word of comfort and particularly music has helped me to connect with people nearing their final hours of life. It's been the most rewarding role I have had for several years."



If you are considering joining us as a volunteer, we would love to hear from you. Please email [voluntaryservices@ldh.nhs.uk](mailto:voluntaryservices@ldh.nhs.uk) or [Voluntary.Services@bedfordhospital.nhs.uk](mailto:Voluntary.Services@bedfordhospital.nhs.uk)



# Volunteer Long Service Awards

On Friday 10 June 2022, we were thrilled that once again, around 100 of our long serving volunteers at Bedfordshire Hospitals were able to join us at Parkside Hall in Ampthill for our Volunteer Annual Thank You and Long Service Awards.

We are incredibly fortunate to have the support of approximately 350 volunteers



across both of our hospital sites and so it is important to us that we are able to recognise their valued contributions.

Over the last two years, we have had to place this event on hold, however with the support of Bedfordshire Hospitals NHS Charity, it was our pleasure to be able to host the event once again, and were joined by some of our wonderful

volunteers who continue to give their time so freely.

The Lord Lieutenant of Bedfordshire, then Helen Nellis, joined us to present awards to our longest serving volunteers alongside Gordon Johns, Senior Independent Director who very kindly stood in for Simon Linnett, our Trust Chairman.

It was a lovely afternoon enjoyed by all who joined us and we are already looking forward to next year!



## A taste of Great Britain for our International nurses

In July 2022, a new addition was made to our Pastoral care package for our International nurses on their arrival whereby they will experience a free "Full English Breakfast" during their induction at either the Chiltern restaurant at the Luton and Dunstable University Hospital or the Swannery at Bedford Hospital.

The first two groups who

took part were delighted and thoroughly enjoyed their first experience of a full English breakfast.

New recruit Sangeetha Santhosh Kumar, said: "I was really surprised that we were offered this and excited to taste an English breakfast for the first time. It really made me feel welcomed and looked after by our seniors."



As of 7 November 2022, 62 English breakfasts have been offered and this will be extended to international midwives who join.

# #DearSickleCell

This year, NHS Blood and Transplant - NHSBT (the organisation responsible for blood and organ donation) led a national #DearSickleCell campaign to raise awareness of the disease and encourage more people to donate blood.



## What is sickle cell disease?

Sickle cell disease is the name for a group of inherited health conditions that affect the red blood cells. The most serious type is called sickle cell anaemia. Sickle cell disease is particularly common in people with an African or Caribbean family background.

People with sickle cell disease produce unusually shaped red blood cells that can cause problems because they do not live as long as healthy blood cells and can block blood vessels. This disease is a serious and lifelong health condition, although treatment can help manage many of the symptoms.

If both parents have the gene,

there is a 1 in 4 chance of each child they have being born with sickle cell disease. People born with sickle cell disease tend to have problems from early childhood, although some children have few symptoms and lead normal lives most of the time.

The main symptoms of sickle cell disease are:

- Painful episodes called sickle cell crises, which can be very severe and last up to a week
- An increased risk of serious infections
- Anaemia (where red blood cells cannot carry enough oxygen around the body), which can cause tiredness and shortness of breath

Some people also experience other problems, such as delayed growth, strokes and lung problems. Children and adults with sickle cell disease usually require lifelong treatment which will always include regular monitoring but could also include:

- Antibiotics
- Folic acid
- Vaccinations
- Blood exchanges and blood transfusions

## What is sickle cell trait?

When someone has the sickle cell trait, it means they carry one of the genes that causes sickle cell disease, but do not have the condition (sickle cell



disease).

People who carry the trait will not develop sickle cell disease, but may be at risk of having a child with sickle cell disease and may occasionally need to take precautions to stop them becoming unwell.

### Why is there a particular urgency for more black blood donors?

Increasing the number of people donating blood, especially black blood donors, is an urgent priority for NHSBT.

Black donors are ten times more likely to have the Ro and B positive blood types urgently needed to treat the 15,000 people in the UK suffering from sickle cell disease. To get the best treatment, patients need

blood which is closely matched to their own. This is most likely to come from a donor of the same ethnicity. Yet only 1% of current blood donors are black – that's 11,400 people.

Each month hospitals in England request 3000 to 4000 units of red cells to treat patients with sickle cell. To meet this need there's an urgency to recruit 40,000 more black donors.

The shortage of Ro and B positive blood means sickle cell patients are often treated with substituted O negative blood – the only blood type that can safely be given to anyone. This treatment is less effective for patients than using more closely matched blood. Substitution puts pressure on O negative blood stocks

which are in great demand for emergencies.

Recruiting more black donors will improve the lives of sickle cell patients and reduce pressures on blood stocks.

### What could you do to help?

It's very simple, register to become a blood donor. Most people who are in good health can donate blood.

For more information on donating blood and to register as a blood donor, please visit:

[my.blood.co.uk/preregister](https://my.blood.co.uk/preregister) OR  
Call: 0300 123 23 23.

### My personal story by Terrence Haynes-Smith (formerly Lodge)

Me, my father and my son all have the sickle cell trait, but unfortunately my daughter, Portia, was diagnosed (by chance) at 18 months old (now 27 years old) with sickle cell anaemia.

There was no local pre-natal diagnosis programme at that time. Luckily having only one short episode in hospital in that time in 2019. She is always anaemic and has sickle pain two to three times a year. Usually in the arms, back and legs. The pain is severe. This is managed with analgesics. She has a natural high foetal haemoglobin level (Haemoglobin F) that has given some protection.

Portia has yearly checks with the consultant haematologist at Northampton. Her treatment has been vaccinations for, pneumococcus, meningitis, penicillin, folate, heart and retina checks and transcranial Doppler scans.



# Team of the month

## EPMA Team

May's team of the month went to our ePMA project team.

In May, our L&D site went live with NerveCentre ePMA (electronic prescribing and medicines administration).

The migration from JAC ePMA to NerveCentre was not an easy one and required a huge multidisciplinary team effort including Pharmacy, Digital, Nursing, Midwives and Junior Doctors. Well done and thank you to everyone involved.

## Team Tent

July's team of the month goes to our fantastic "Team Tent" who organised and executed our staff engagement events in July.

The team consists of colleagues from departments across the organisation varying from estates, HR and OD, communications, governors and corporate services. They took time out of their schedules, and, alongside their day-to-day jobs, worked to provide their colleagues with an opportunity to take a break from the frontline.



This year was the first event as a merged Trust and required double the amount of logistical planning and hard work!

As well as organising the events, the team do a variety of tasks, including clearing and setting tables, serving food and managing the audio-visual.

*Congratulations to "Team Tent" and the EPMA Team, winners of team of the month for May and July*

## Martina Trippanera and Yvonne Morrison

**August's team of the month went to Main Reception desk at the L&D.**

Martina (pictured) and Yvonne acted quickly when they noticed a patient crouched down, about to give birth on the service road. Upon discovering this, they quickly alerted the medical emergency team, found a cloth to help protect her dignity and sat with her until the medical team arrived. The patient gave birth to her baby in the road, and both mum and baby are safe and doing well.

Thank you both for your hard work and quick thinking. Without your swift actions the patient may not have received the medical care she needed.



## Team Cauldwell Centre

**Congratulations to September's team of the month winners Team Cauldwell Centre.**

These are a group of colleagues who have been working hard behind the scenes (and on top of their day job!) to make our new expanded outpatients space a reality on our Bedford site. Teams involved consist of a number of staff across the

Trust (Outpatients, clinical teams, Redevelopment, Communications, IT and more).

Thanks to all their hard work, we have started seeing patients in our new area and this is going to have a significant impact on our recovery. Allowing our teams to see more patients, and importantly treat those whose care has been delayed due to the pandemic.

*Congratulations to Martina and Yvonne and Team Cauldwell Centre, winners of team of the month for August and September*

# Individual of the month

Rachel Chater and  
Sheena McLaggan

## Take heART

Rachel and Sheena set up our staff art and wellbeing group, Take heART and are passionate about increasing the availability of the arts for our patients, visitors and staff.

They have selflessly gone above and beyond to help improve and support the wellbeing of colleagues. In May they hosted a series of workshops for staff to take some respite from the front line and engage in some creative, therapeutic wellbeing activities and worked with a local artist to unveil large scale artworks on both sites.



**Sheena & Rachel**  
Take heART

Jade Parmenter

## Assistant mortuary and bereavement services manager

Jade led on a critical incident in the Bedford mortuary during the extreme heat we experienced in early July.

Despite the soaring temperatures, Jade was the personification of coolness under pressure as she dealt with the situation with her usual professionalism, calmness and positivity. Her first thought was always to make sure our patients were treated with the dignity they deserve and their families kept informed every step of the way.



**Jade Parmenter**  
Assistant mortuary and bereavement services manager

## Wendy Candlin and Eleanor Maters

### Physiotherapists - Bedford Hospital

Wendy and Eleanor have worked hard to get patients active, and stop them deconditioning.

They have worked tirelessly to educate staff on the importance of getting patients to be more active in hospital, provided wards with valuable resources and put into place 'Sir Captain Tom Moore' Walkways to motivate patients to get up and going.

Patients have hugely benefitted from their input, often getting out of bed each day, walking to the toilet, being more independent in their care & improving their functional ability.

It has also improved wellbeing and spirits on the ward, often providing patients with a daily activity to complete or aim for, which has sparked some friendly competition!

## Sally Smith

### Practice Development Nurse within our Emergency Department at Bedford.

Sally is one of our TRACK Champions and has made a massive difference in getting our ED to become one of the highest performing areas for completing their mandatory training and appraisals.

This is very impressive given such an incredibly busy time for the department.



**Wendy & Eleanor**  
Physiotherapists



**Sally Smith**  
Practice Development Nurse

## Nominate your colleagues now!

To nominate an individual or team please email [staffawards@bedsft.nhs.uk](mailto:staffawards@bedsft.nhs.uk) or fill out the form on the staff app.

# Digital update

## Clinical Portal

It's been just over a year since Clinical Portal went live on the Luton and Dunstable University Hospital site, which was followed by the addition of primary care data.

The Clinical Portal aims to provide relevant information in one window, so clinicians can form a better assessment and informed decisions about patients, without the need to open multiple systems.

Further developments have taken place with mental health data from East London Foundation Trust (ELFT) being added, meaning mental health data will be displayed where ELFT records exist and there is a matching NHS number.

The Clinical Portal is also being used by GP practices across Bedfordshire and East London Foundation Trust (ELFT), with plans in place to integrate ambulance services and local council information into the platform.

The portal's usage has doubled in the Trust since April 2022 and in September alone, over 250 clinicians accessed the system, with over 4,300 patient records viewed to enable better informed clinical decisions.

User feedback has been encouraging with Dr Soo, Diabetes Consultant saying: "Most useful is the GP record medication list. The rest of my

team, particularly the diabetes specialist nurses, and I think some junior doctors, have found this very useful as they don't have to wait to find a ward pharmacist to access SystmOne or phone the GP surgery to be placed in a call queue to find this information".

The Clinical Portal provides a wide range of benefits including:

- Providing a single point of access to clinical information from multiple systems and sources
- Enabling quick assessment of the patient without the need to open multiple systems
- Designed to give you the relevant information you need to understand patient journey across the local healthcare system
- Saving time and effort from contacting external

organisations

- Accessible from desktops, VDI and iPads
- No additional login required for this - access is quick and easy

If you're interested in finding out more information about how the Clinical Portal could help you and your team, please contact Indy Bhogal, [Inderpal.bhogal@ldh.nhs.uk](mailto:Inderpal.bhogal@ldh.nhs.uk)

## EmergencyList (Theatres)

The EmergencyList digital solution has been rolled-out out on both sites, providing a fully digitised emergency theatre booking process, replacing legacy email and time-intensive paper-based processes.

Web-based EmergencyList now allows clinical and theatre staff to book patients into theatre anywhere across the site, and remotely.





This solution is expected to reduce patient waiting times for emergency and trauma procedures, improve utilisation of the emergency and trauma theatres and reduce length of stay for surgical patients. It is also expected to reduce cancellations of elective cases to provide additional theatre capacity.

Guides for clinical staff, including how to access the system can be found on the intranet. For more information, please email Theatres. EmergencyList@ldh.nhs.uk

### Electronic Patient Record 'Levelling Up' Programme

NHS England has begun a national programme to improve the digital maturity of all acute Trusts. In line with this national directive and recent approval of the Electronic Patient Record (EPR) business case, we will be embarking on an ambitious multi-year digital transformation journey across the Trust. This will enable each of us deliver seamless patient care with significant improvement in efficiency and patient safety.

Those working at the L&D have experienced the developments of Nervecentre, where we are now using:

- E-Obs (Adult Inpatient and Fluid Balance)
- ED Paeds E-Obs (POPS)
- E-Handover (Adult Inpatient Nurses, Paediatric Nurses, Pharmacy)
- Clinical Photography
- Bed Management (Adult

Inpatient and Maternity)

- E-Takelist (Pre-Admit, Acute Medicine, General Surgery, ENT, T&O)
- Nursing Assessments
- Alerts and Escalations (NEWS2, AKI, Sepsis)
- EPMA (Adult Inpatient, Paediatrics and Maternity)

We will be expanding this to the Bedford site from January 2023, with the first functionalities being E-Obs, E-Handover, Task Management, Alerts and Escalations, Hospital At Night and Bed Management.

In addition to rolling out Nervecentre at Bedford, the team will be working on implementing additional modules, including ED and Order Comms (to replace ICE), to continue building the Trust's EPR.

For each of project, the Digital Team will be engaging with all stakeholders and welcome your input, involvement, and collaboration. For more information, please contact Martina Vogel-Matthews

Martina.Vogel-Matthews@bedfordhospital.nhs.uk

### Keeping safe

There are a number of ways we need to keep safe when online and using our electronic devices.

### Passwords

If you have a weak password, you risk breaching patient confidentiality. Use strong and varied passwords, and don't share them.

### Fishy emails?

If you think you've received a fishy email, it could be a hacker trying to access patient data. If an email looks untrustworthy, forward it to ICTHub@bedsft.nhs.uk and delete it.

### Is your computer unlocked?

It's an invitation to patient data theft. Keep screens and devices locked when they aren't in use.



## Weak passwords?

They risk breaches in patient confidentiality. Use strong and varied passwords, and don't share them.

### Protect Patient Data

From offline to online, keep I.T. confidential

