

Your healthcare in North Tyneside

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Inspected and rated

Outstanding ☆



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Your services in North Tyneside General Hospital

24/7 urgent care centre – for walk-in patients for a variety of urgent but non-life threatening conditions.

Planned and on-going care and rehabilitation including:

- Children's services
- Diagnostic tests (x-rays and scans)
- Diabetes care
- Elderly care
- Maternity services – pregnancy and ante-natal care
- Oncology (cancer) treatment
- Outpatient clinics in a range of conditions
- Palliative care
- Stroke care and rehabilitation
- Surgery - planned operations and procedures
- Therapies including physio, occupational and speech and language

In a year, North Tyneside General Hospital:

Treats more than 34,000 patients in urgent care
 Performs around 6,000 operations
 Sees around 148,000 people in outpatient clinics
 Cares for around 4,000 people on the wards
 Carries out around 18,000 day-cases procedures
 Performs more than 95,000 radiology tests including x-rays and MRI, CT and ultrasound scans

Your services in Sir GB Hunter Memorial Hospital

Diagnostic tests (x-rays and scans)
 Outpatient clinics in a range of conditions

Community services in North Tyneside

- District nursing
- Health visitors
- Palliative care
- Podiatry
- School nursing
- Sexual health
- Specialist nursing services
- Therapies including physiotherapy, occupational and speech and language
- Wheelchair services

Healthcare at the heart of the community

Welcome to this dedicated supplement all about services at North Tyneside General Hospital by Northumbria Healthcare NHS Foundation Trust.

The hospital is at the heart of healthcare in the area and provides care to people living in communities across the borough. Our staff are on hand 24 hours a day, seven days a week to deliver timely, compassionate care to people of all ages.

With the introduction of a new model of emergency care in North Tyneside and Northumberland which saw emergency care services centralised at The Northumbria hospital in Cramlington last June, North Tyneside hospital has become a centre of excellence for planned and on-going care.

This means that whether you have been referred by your GP for an outpatient appointment, need a planned diagnostic test or scan, are having on-going care or are having

a planned procedure or operation – these will all take place at North Tyneside General Hospital.

Our 24/7 urgent care centre also operates round the clock looking after people with urgent care needs.

Every year thousands of people chose to have their orthopaedic operations at the trust and within this supplement we hear from a patient who's chosen North Tyneside hospital to have two knee replacements in the last 12 months. (page 7).

If you require on-going rehabilitation following emergency treatment at The Northumbria hospital, this will also take place at North Tyneside hospital, if this is the hospital closest to you.

However, as explained on page 4, due to fast access to specialists and diagnostics at The Northumbria, more people are now being discharged straight home.

With the opening of The Northumbria hospital, there is more

space available at North Tyneside General Hospital in order to develop services, enhance privacy and dignity for patients and improve patient experience.

Within the supplement, there's information about plans to move endoscopy services to a permanent purpose-designed home with North Tyneside General Hospital (page 5) and a new £6million facility dedicated to supporting older people with dementia and other mental health issues (page 6).

It also details how the new £750,000 CT scanner which was installed a year ago is giving people in North Tyneside access to the best diagnostic testing available anywhere in the world (page 5).

For people in the Wallsend area of North Tyneside, we also run a community outpatient centre at Sir GB Hunter Memorial Hospital.

This enables people to attend an outpatient clinic or have an x-ray or an ultrasound scan closer to home.

The x-ray facility operates as open access meaning that if you have been referred for an x-ray by your GP, you can attend between 9am and 4.30pm (closed for lunch noon to 1pm) on a Monday, Wednesday or Thursday.

We not only provide services at North Tyneside General Hospital and Sir GB Hunter Memorial Hospital – we deliver a range of services in the community across the borough.

Our staff work from GP practices and health centres and in people's own homes and are able to provide real continuity of care for patients.

Our teams include community nursing, sexual health services, health visitors, occupational therapy and school nurses.

In many areas, our teams in hospitals work closely with community colleagues to ensure a seamless transition for patients from hospital to home, ensuring there is no disruption to their care.

Top marks for North Tyneside hospital

Patients rate North Tyneside General Hospital highly for the care it provides.

The hospital consistently receives top marks from patients with regards to respect and dignity and kindness and compassion with 96 per cent of patients saying they would recommend the hospital to family and friends.

Northumbria Healthcare is committed to continuously improving the care it provides and places great emphasis on listening to feedback from patients and relatives.

The trust's patient experience teams collect feedback from patients while they are in hospital with comments fed back to teams within 24 hours.

Patients also leave feedback on social media and on national websites. A recent review on NHS Choices not only praised the care provided on Ward 18 which cares for respiratory patients, however, the entertainment.

It read: "Hotel ward 18 is absolutely amazing. From the moment I arrived on the ward the care was fantastic.

"The staff not only looked after me and the other guests really well we also had some great entertainment.

"The nurses and healthcare were very cheery and I especially liked the in house band when the nurse was busy they would sing along to cheer everyone up. They have their own comedy duo



Ward 18's answer to Ant and Dec – domestics Stephen Hind (left) and Carl Mitchell. Ward 18 staff - sister Emma Douglas and nursing assistants Rene Ani and Jackie Pearson.



Our care

99% of patients said they were treated with kindness and compassion

98% of patients said they were treated with respect and dignity

96% of patients would recommend their care to family and friends

on the ward as well, the two cleaners are like Ant & Dec cheering us up with humour and cups of tea.

"If I ever get ill again I would love to go back to this ward."

Matron Sue Sutton said: "It's fantastic for the whole team to receive such positive feedback directly from patients.

"They work extremely hard every day to deliver the highest standards of care with compassion and do all they can to make patients' stays in hospital as pleasant as possible."

What North Tyneside patients say:

Top marks to all of the staff, I am very happy with my care. The team does everything they can for me. The ward is very clean.

I have been well looked after and I trust the staff with my life.

We're lucky to have a hospital like this. All of the staff are excellent and efficient - they're also very helpful.

It's been excellent all the way through, spot on. The staff couldn't have been nicer, each and every one of them, at all levels.

Praise for ‘outstanding’ staff after top CQC rating

Northumbria Healthcare NHS Foundation Trust has paid tribute to the thousands of dedicated NHS staff delivering care across North Tyneside and Northumberland following an ‘outstanding’ rating from independent health and social care regulator, the Care Quality Commission (CQC).

In November last year, the trust welcomed a team of CQC inspectors with further ‘un-announced’ visits. Findings from the CQC’s Chief Inspector of Hospitals, Sir Mike Richards, reveal Northumbria Healthcare as only the fourth organisation nationally to receive the highest possible accolade – ‘outstanding’.

North Tyneside General Hospital was rated ‘outstanding’ alongside the trust’s two other general hospital at Wansbeck and Hexham. The Northumbria Specialist Emergency Care Hospital in Cramlington which opened in June 2015 was also rated ‘outstanding’ as were community services.

The trust was commended for its innovative and pioneering approach to end-of-life care and services provided for



‘North Tyneside hospital has been rated ‘outstanding’ by the CQC’

children, young people and families in the community, were rated ‘outstanding’ in all five domains with patient outcomes consistently high and better than the England average.

In total, the CQC rated 20 core services at Northumbria Healthcare as ‘outstanding’ – more than any other organisation previously inspected by the Chief Inspector of Hospitals. The trust was also praised for its ‘inspirational leadership’ and ‘strong clinical engagement’.

The CQC report also iden-

tifies some areas for improvement. Northumbria Healthcare places great emphasis on listening to the views of patients, staff and members of the public.

Known as ‘The Northumbria Way’, this continuous focus on quality means that the areas identified by the CQC had already been identified by the trust with work underway to make the necessary improvements.

Mr David Evans, chief executive of the trust, said: “We are immensely proud to receive such positive recogni-

tion from the CQC after such a landmark year for Northumbria.

“On behalf of the trust board I would like to thank each and every member of staff for the commitment they show, every single day, to provide high quality patient care.

“Our teams look after people when they are often at their most vulnerable, whether that is coming into hospital, coping with an ongoing health problem, or learning to live with an unexpected illness.

“The care and compassion shown by our workforce touches people’s lives on a daily basis and every one of our employees should be rightfully proud of the great value they bring to our local communities and the people we serve.

“As always, we must now look to the future so that we can continue to build on our successes to date and push the boundaries of excellence in everything we do.

“We will continue to listen to our staff, patients and the public so that we can improve the quality of care we provide even further.”

Staff proud of North Tyneside Hospital and care it provides

Overall North Tyneside Hospital was rated ‘outstanding’ by the CQC.

Key findings from the report included:

- Staff were proud of the hospital and the care it provided to the local community and beyond
- Staff and patient engagement was seen as a priority with several systems in place to obtain feedback
- Staff delivered compassionate care, which was polite and respectful and went out of their way to overcome obstacles to ensure this. All patient feedback was extremely positive.
- There were processes to ensure patients were cared for in the right place at the right time. Patient flow was a priority.
- Patients received care in a clean, hygienic and suitably maintained environment.

Inspectors also found several areas of outstanding practice including:

- The joint working by the falls team, which has raised the profile of falls and engaged staff, patients and their relatives in trying to reduce falls.
- The role of nutritional assistants and the focus on the nutritional needs of patients which had improved the patient experience.
- The ‘real time’ data collected on patient experience to assess how each ward is performing.
- The development of comfort care packs for relatives.
- Reduced length of stay for surgery patients
- An innovative approach to end-of-life care providing an integrated person-centred pathway of care in partnership to provide services that were flexible, focused on individual patient choice and ensured continuity of care.

High praise for family community health services

The community health services for children, young people and families rated ‘outstanding’ in all areas cover services provided to people in their own homes, in schools and in clinics across North Tyneside and Northumberland.

These include health visiting, school nursing, community children’s nursing, looked after children, the family nurse partnership, physiotherapy, occupational therapy, speech and language therapy and sexual health services.

Key findings from the report included:

- Staff created a strong, visible, person-centred culture and were highly motivated and inspired to offer the best possible care to children and young people, including meeting their emotional needs.
- Staff were very passionate about their role and, in some cases, went beyond the call of duty to provide care and support to families.
- There was respect for the different personal, cultural, social and religious needs of the children and young people they cared for, and care and treatment was focussed on the individual person

rather than the condition or service.

- Families were very positive about the service they received. They described staff as being very caring, compassionate, understanding and supportive.
- The culture was open and transparent with a clear focus on putting children and young people at the centre of their care.
- Staff were very positive about working for the trust and leadership was excellent across all services.
- Services were flexible, provided choice and ensured continuity of care.

‘Outstanding’ dental service focuses on patients’ needs

Dental services provided by Northumbria Healthcare at community clinics and hospital sites were rated ‘outstanding’ by the CQC.

The clinics provide a range of specialised dental services which are not routinely available in general dental practice, including general anaesthesia, inhalation sedation, orthodontics, oral health promotion, dental epidemiology, special school screening and dental care for patients with a variety of special care needs including patients with complex medical needs,

looked after children, anxious and phobic patients and patients with a range of disabilities.

The service was rated ‘outstanding’ because:

- It is effective, evidence-based, innovative and focused on patients’ needs.
- It is as extremely responsive to patients’ needs; people could access services in a timely way that suited them.
- Effective multidisciplinary team working and links between clinics ensured patients received appropriate care at the right

times and without avoidable delays.

- Patients from all communities could access treatment if they met the service’s criteria.
- The service had a proactive approach to understanding the needs of different groups of people.
- Patients, relatives and carers said they had positive experiences of care within the service with staff providing compassionate and effective care.
- Staff are hard-working, caring and committed to the care and treatment they provided.

'One year on' for new model of emergency care

June sees the first-year anniversary of the opening of the Northumbria Specialist Emergency Care Hospital in Cramlington and healthcare leaders have praised NHS staff for their tremendous efforts during a year of such huge transformational change and an exceptionally busy time for services. The trust has published a 'one year on' update which shows:

- A 15% increase in urgent and emergency care activity with over 150,000 attendances across both The Northumbria hospital and at 24/7 Urgent Care Centres in North Tyneside, Wansbeck and Hexham hospitals
- Northumbria Healthcare as one of only a handful of trusts nationally to meet the four-hour standard for patients to be seen within four hours during the whole of 2015/16
- A 14% reduction in emergency admissions to hospital, with almost 7,500 fewer people being admitted, resulting in a £6million saving for the local health economy
- Senior clinical decision making from emergency medicine consultants on site 24/7 and almost 80,000 radiology examinations performed, resulting in much quicker diagnosis and treatment for seriously ill or injured patients
- Improvements in clinical outcomes, for example in cardiology where very early indications show the number of people now surviving heart attacks has dramatically increased since the centralisation of specialist expertise in June
- Consultants in a range of specialties, including consultant cardiologists, now working seven days a week and doing twice daily ward rounds on a Saturday and Sunday, just as they do on every other day of the week
- 9 out of 10 patients using the emergency department at The Northumbria rated their

So impressed with specialist heart care

Doreen Wilkinson is one patient who is benefitting from specialist heart care available at The Northumbria hospital.

Doreen, 66, experienced sudden chest pain and shortness of breath at home in the early hours of Sunday 5 June. She called 111 however an ambulance was sent to her home in North Shields which took her straight to The Northumbria for emergency treatment.

When in the emergency department, where emergency medicine consultants are on site 24/7, Doreen was quickly assessed and underwent diagnostic tests which showed she was having a heart attack.

She was moved to the specialist cardiology ward where she was seen by one of the team of cardiology consultants who work every day of the week – with ward rounds on Saturdays and Sundays to see emergency heart patients.

Doreen immediately received blood-thinning medication to help reduce the blockage in the arteries in her heart while she awaited transfer to the Freeman Hospital.

Doreen said: "The doctors have said this has been a warning for me and could have been much worse."

"I really couldn't fault any of the staff at all, they have been brilliant."

"Nothing has been too much

care as good, very good or excellent and 97% of inpatients at The Northumbria would recommend their care to friends and family

The transformation of urgent and emergency care has not, however, been without its challenges. The



Doreen Wilkinson and consultant cardiologist Dr Colin Doig

bother for them and they go the extra mile."

Doreen was cared for in one of the single en-suite rooms on the ward and has been very impressed with all aspects of her experience.

"Alongside having access to specialists throughout my stay what I've really liked about this hospital is that it's not a long ward," she said.

"The nurses can stand in the middle and look into every patient's room and you never feel on your own."

Doreen, a mother of two, also praised the food and the

Northumbria Specialist Emergency Care Hospital is now the largest receiving emergency department in the North East and the centralisation of emergency care has impacted on the performance of ambulance handover times with around 7 per cent of all

fact that diagnostics is based adjacent to the emergency department, meaning patients do not need to go to another part of the hospital for tests.

Dr Colin Doig is a consultant cardiologist who works in The Northumbria looking after emergency heart patients.

He said: "The really big difference of the new model is the speed at which everything happens and the quick diagnostics which mean we are getting patients home much sooner than ever before."

"For patients being admitted

ambulance arrivals at The Northumbria waiting over 30 minutes to handover patients.

Northumbria has been working closely with the ambulance service and other partners to actively address this problem and make sure patients have a smooth tran-

sition into the emergency department, especially during times of peak demand. This figure is now showing signs of improvement and plans are in place to improve the physical space for ambulance arrivals in preparation for next winter.

with heart failure, the speed of diagnosis and ready availability of a cardiologist opinion, means their average stay in hospital is now one or two days – previously they may have been in hospital up to six days if they had been admitted on a weekend.

"The emergency service we offer now is exactly the same on a Friday, Saturday, and Sunday as it is on a weekend."

"In my 25-year career as a consultant cardiologist, nothing comes close to this level of quality improvement and it's a privilege to be part of it."

A widespread public awareness campaign ran throughout 2015 to advise the public on how to access services depending on the nature of their problem, including signposting to primary care.

This was largely successful with around half (47%) of all attendances taking place at 24-hour Urgent Care Centres in North Tyneside, Wansbeck and Hexham hospitals.

Of the 53% of attendances at The Northumbria, the number of walk-in patients has been higher than anticipated and messages continue to be embedded with members of the public and with the health and care system to ensure people understand the new model and are signposted to the right service.

Mr David Evans, chief executive of Northumbria Healthcare, said: "There is no doubt that our new model of emergency care is already having a very positive impact on patient care, clinical outcomes and experience and all early indications and measures show it is delivering exactly what we set out to achieve for emergency patients by centralising our specialist expertise on one site."

"Delivering these successes, as well as overcoming the challenges experienced during this first year would not have been possible without the efforts of staff in all areas – not only at Northumbria but amongst the wider local NHS."

"Delivering such large-scale change in the NHS is extremely difficult and I would like to thank all partners, in particular the North East Ambulance Service, for their support in helping us to work through some of the challenges experienced."

"Despite this, we should not underestimate the scale of what we have collectively achieved and the very positive benefits we are already seeing for patient care."

Endoscopy prepares to move to its new home

As part of significant developments at general hospitals following the new model of emergency care, North Tyneside General Hospital's endoscopy department is gearing up to move to its new home.

The opening of The Northumbria hospital at Cramlington has meant there is more space at North Tyneside General Hospital to develop facilities to ensure that patients coming in for planned operations and procedures experience the very best care, in the best environment, with the utmost privacy and dignity.

The endoscopy department at North Tyneside hospital is currently housed in temporary buildings attached to the main hospital and will relocate to the area where critical care was based, which has now transferred to the new Northumbria hospital.

Sandra Marshall, who is



Nursing assistant Donna Thompson looks after a patient in recovery

matron in charge of endoscopy, said: "It was always planned that we'd move to a permanent home instead of being in temporary buildings attached to the main hospital - the discussion was just where that would be. With the new emergency care hospital opening last year the intensive care unit and high dependency were freed up, and they proved ideal for our department.

"While we get excellent feedback for our care at the moment, being in a specially-designed environment will improve patient experience. For example, in the new unit we'll have our two pre-assessment rooms together near the reception which will make a difference to patients. We'll still have three endoscopy rooms as we have now but we feel with the new design

we'll be able to make much better use of the space and enhance the environment for patients."

North Tyneside hospital's endoscopy department offers bowel screening including the government's flexi-sigmoidoscopy bowel screening for the over 55s.

This involves passing a tube into the back passage to look for abnormalities which can be treated years before any symptoms are present. If minor abnormalities such as bowel polyps are found, they can be removed quickly and painlessly saving the patient a possible progression to bowel cancer.

Sandra said: "People do get very anxious about endoscopies. They hear stories from their friends and they normally come in here and say they want to be sedated throughout the procedure.

"When we talk them through the range of options

available to them they can make an informed decision. Around half of our patients choose to have throat spray if the scope is going into the stomach and choose to use entonox (gas and air) if the scope's going in from the bottom.

"Choosing these options makes recovery much quicker but we understand it's not for everyone. Our pre-assessment nurses are experts in setting out the options and explaining very clearly exactly what a patient can expect."

JAG accreditation

The kite mark for endoscopy units is called JAG accreditation. It is awarded by the Royal College of Physicians Joint Advisory Group and it shows that endoscopy departments have the equipment, procedures and appropriately skilled and trained people in place to offer the highest quality services possible.

High praise for Northumbria Birthing Centre

Over 2,400 babies have been born at the new Northumbria Birthing Centre since it opened.

36-year-old Sarah Trevena, of Whitley Bay, gave birth to baby Florence earlier this year at the hospital.

Having had two other children, Sarah had experience of different hospitals. She said: "I had Lowenna, now five, at Wansbeck hospital and Arthur, now three, at the RVI. I chose the new hospital because they welcome partners to stay throughout, and even overnight, and I wanted my husband Stu to stay with me. The facilities in the unit are really good. They have chairs that convert to beds for partners - to me that was priceless."

Sarah, a secondary school teacher, added: "I was monitored closely throughout my pregnancy as both of my other children were small at birth. For that reason, I decided to be induced. I had also developed SPD (symphysis pubis dysfunction), a condition which results in severe discomfort and pain in the pelvis.

"I went into hospital on 22 February to be induced. I got settled in and the induction was started. My waters were broken at 11pm and after that it went very fast - Florence was born at 12.30am on 23 February.



"My midwife Michelle and student midwife Liberty were amazing. Michelle made me focus and get Florence delivered. Liberty was so calm which was fantastic as I felt out of control when the labour was progressing so quickly. Florence weighed in at a healthy 7lb 8oz.

"Afterwards it was nice too. I had a shower and tea and toast before I was transferred to the ward. I couldn't rate the experience highly enough.

"It was lovely having my husband Stu there all the time. This really swayed my choice and I would recommend the Birthing Centre at Cramlington to any pregnant woman. The facilities were excellent and the care was fantastic."

The Birthing Centre at The Northumbria hospital offers women the very highest standards in maternity care.

The highly-experienced midwifery team at Northumbria Healthcare is on hand 24 hours a day, seven days a week offering a friendly and relaxed atmosphere and home from home, natural birthing experience.

Pregnant women can book into the Birthing Centre by calling 0191 6072318.

One year in, new CT scanner proves its worth

As part of continued investment in services at North Tyneside General Hospital, a new £750,000 CT scanner has proved its worth and its flexibility in its first year of operation.

Installed in June 2015, the team of diagnostic radiographers have carried out over 8,000 scans in the past year.

Whether it's a referral, from the hospital's 24/7 urgent care centre, a patient attending as an outpatient following a GP referral, or a ward in the hospital needing a scan for an inpatient, the scanner is on hand 24 hours a day, seven days a week.

CT (or computed tomography) works by passing the patient through a scanner which takes images of the patient's body. These images are taken in slices. Consultant radiologists look at the scans, diagnose the illness or injury and report back to the professional who requested the scan.

CT lead for Northumbria Healthcare NHS Foundation Trust, Dave Winthrop said: "The CT scanner at North Tyneside General Hospital can be used for all types of scans from soft tissue and muscles,



Team work (left to right) Gary Lockhart, Lucy Thompson, Lauren Maxey, Chris Murray, Laura Gill and Chris Bivona.

bones, veins, arteries and organs and it's so fast it can even image a beating heart.

"It's very fast and versatile which is why it was chosen for the hospital. Diagnostics such as scanning are vital in modern healthcare. They are a very important part of decision-making for professionals and produce high quality

images which can be looked at in great detail.

"All of the diagnostic imaging across the trust is supported by a picture archiving system which means they can be viewed on any PC by the relevant health professionals.

"For example, this means our

orthopaedic teams can look at images in theatre to help them decide on the surgical procedure to use. It also means the reporting on CT images can be done by qualified professionals wherever they are; they don't need to be in the radiology department. This means they can make much better use of their time and cuts down the need for travel.

"If patients need to be referred to another hospital for treatment their images can be seen by the medical team there so it's not necessary to repeat scans which is much better for the patient and a much more efficient use of NHS resources.

"We have a fantastic team of highly-skilled diagnostic radiographers and support staff who help put patients at ease when they come in for a scan.

"Having such state-of-the-art facilities available is excellent for people living in North Tyneside and means we can provide the best possible high quality diagnostic available anywhere in the world."

The scanner complements a £1m MRI scanner installed at the hospital in 2014.

Two new knees and nothing but praise for North Tyneside hospital

Recovering in hospital after a second knee replacement at North Tyneside General Hospital, Dave Clark has nothing but praise for the care he has received.

North Tyneside hospital is widely recognised as one of the best in the NHS for its expert orthopaedic care.

In the trust's recent CQC inspection which highlighted North Tyneside as an 'outstanding' hospital, inspectors also recognised the orthopaedic team as 'one of the best in the country' for the quality of training of orthopaedic surgeons of the future.

The trust has one of the largest orthopaedic departments in the region with short waiting times and surgeons recognised as some of the best in the UK.

Since last June, around 3,000 people have chosen to have their planned orthopaedic procedure at North Tyneside General Hospital.

Expert help and support is available round the clock to get patients up on their feet as soon as possible and back home quickly with the right support in place.

For extra peace of mind, the trust runs a 24-hour dedicated helpline to help answer patients' questions about their wound or rehabilitation after leaving hospital.

Dave, 68, who is under the care of consultant orthopaedic surgeon Mr Seif Asaad, has had two knee replacement procedures in the past 12 months.



Dave Clark pictured with just some of the dedicated staff from Ward 8 – (left to right) student nurse Kelly Fitzgibbon, staff nurse Alison Longstaff, domestic Deborah Gibbon and nursing assistant Ken Foster.

He said: "In October last year I came into North Tyneside hospital to have my right knee replaced. I recovered pretty quickly and asked Mr Asaad when I could have the other one done!

"He put me first on the list for 31 May just gone. I came in at 7.30am and, as with my right knee, I had a spinal anaesthetic. I even saw a sample of the knee replacement before it went in."

A familiar face on the ward, Dave was

looked after by the multi-disciplinary ward team. The physiotherapist gave him some special crutches which he can use comfortably without putting too much pressure on his hands.

Dave added: "The whole team here are great. I'd say to anyone coming in 'not to worry'. They put themselves out for you, they're sincere and they're interested in you.

"They want to look after you and do their best for you and I'm talking about every single

member of staff. After just a two-night stay I was ready to go home. I can't fault a thing. The food was good and there was plenty of choice."

Since opening The Northumbria hospital in June last year and with the separation of emergency care from the trust's general hospital sites, this has helped create a much calmer environment and seamless experience for patients, like Dave, coming in for planned operations.

Dave, who had been facing the prospect of life in a wheelchair due other health issues, said: "I honestly can't thank Mr Asaad and the team at North Tyneside General Hospital enough.

"Hopefully I'll be able to dance with my wife Evelyn soon - it's been 11 years since I've been able to do that."

Mr Asaad said: "The separation of emergency and planned elective care has transformed care at our general hospitals.

"It means that patients are able to prepare for, and recover from, their planned operation in a calm environment dedicated to elective patients, without the hustle and bustle of patients having emergency procedures.

"This is greatly improving the experiences of patients choosing North Tyneside hospital for their planned procedures with patients also benefitting from the round-the-clock help and support we provide following surgery."

New £6million dementia facility for older people in North Tyneside

A new £6million inpatient facility at North Tyneside General Hospital dedicated to supporting older people with dementia and other mental health issues is set to open this month.

The new facility will provide a purpose-built environment for older people suffering from the various stages of dementia as well as other mental health illnesses such as anxiety and depression. It will bring together inpatient services which were previously spread out across North Tyneside.

Matron Samantha Allen, who has spent her career looking after adults with mental illness, explained: "The CQC during their visits to our services has praised the care we give to our patients but has always commented that our ward environment could be better. We look after older people with a range of problems - from depressions, anxiety or bi-polar conditions, to those affected by dementia and those with challenging behaviour.

"While the facilities we had were fine when they were first built, standards in modern healthcare



Matron Samantha Allen and one of the brightly-decorated assisted bathrooms.

have changed. The focus of our care environments now is to make things as normal as possible.

"For example, we want our patients, who can spend months in our care, to get up and dressed in the morning, come to the dining room for meals and to take part in activities. While they are under the care of the consultant and the team we want to make their life as normal as it can possibly be.

"Bringing our wards together in this new facility means a much improved environment but is also much more convenient for when a

patient needs a procedure or diagnostic test. Previously we would have had to bring patients from North Shields by taxi for tests and procedures.

"Being together gives us all the advantages of having a dedicated space but being on a main hospital site."

Entering the wards the new focus is clear to see. The wards are bright and welcoming with rooms decorated with seasonal themes.

All patient bedrooms have ensuite bathrooms and there are also special facilities for patients who



need help with bathing. Fixtures and fittings have been carefully chosen to prevent patients from possible harm. Nurses' stations provide a hub for staff to be on hand and to observe patients.

Day rooms lead out onto paved patios with artificial grass, living walls and areas where patients and staff can plant vegetables and enjoy some therapeutic gardening. Even the ward on the first floor has a carefully-designed roof terrace to enable patients to enjoy some fresh air.

At the moment the ward corridors are white and clean but that's about to change. A welcome donation from the trust's charitable funds means an art project will get underway soon.

The aim is to have some relevant art work with some fixed work, complemented with a more dynamic element which can be changed as new patients are encouraged to express themselves through art.

This will be part of the trust's award-winning healing arts programme which has enabled partnership work with local universities,

colleges and community groups to improve the patient environment.

Sam continued: "All of the staff are really excited about the move. For many years we've had very favourable inspections but the thing that let us down, and we could do nothing about, was the environment for care.

"We're also pleased that the community mental health services from Ash Court are joining us on the new wards so we will be working much more closely.

"This is really important because our patients are often in the care of community colleagues before and after their stay with us. It makes our patients' care continuous and much more holistic.

"A significant part of designing the new wards was to listen to what patients and their families said. For example, after listening to views of families we changed the name of the service from Psychiatry of Old Age to Mental Health Services for Older People.

"It does what it says on the tin and, actually, is a much better description of what we do."

New specialist palliative care rapid response service in North Tyneside

A new rapid response service is providing urgent specialist nursing for patients nearing the end of life in North Tyneside.

The new team called Marie Curie @ Northumbria Rapid Response is part of a partnership between Northumbria Healthcare NHS Foundation Trust and Marie Curie.

The team, which includes palliative care clinical nurse specialists, Marie Curie nurses and healthcare assistants, supported by an on-call palliative care consultant, responds within an hour to referrals for urgent support from healthcare professionals or from patients and their families.

It provides specialist advice, hands-on nursing care and support, and emotional support to patients in their own home, residential or nursing home.

The aim is to deliver high quality care to patients in the North Tyneside area and to support patients with their preferred place of care at the end of their lives.

The rapid response team works alongside established community teams to ensure effective coordination of patient care.

The partnership brings together the strengths of the charity Marie Curie, which provides nursing care and support to people living with



The new team called Marie Curie @ Northumbria Rapid Response in North Tyneside.

terminal illness, and Northumbria Healthcare with its expertise delivering dedicated palliative care in hospital and community settings.

The new team provides support seven days a week between 9am and 10pm.

Modern matron Michele McKidd said: "The Rapid Response team provides urgent care and support for people with any complex, advanced or life-limiting illnesses, and their families.

"This could be for a range of urgent nursing, social, physical or

psychological needs, such as a patient who is struggling to cope with their symptoms or condition, or experiencing a rapid deterioration in their condition, or a carer who is in crisis and needs support.

"The rapid response we provide supports people to be treated and cared for in a setting of their choice, reducing the number of unnecessary hospital admissions for patients with palliative care needs, which can be traumatic for them and their families."

The trust's partnership with Marie Curie is jointly funded and aims to improve the quality of life of patients and their families across North Tyneside and Northumberland, who are living with life limiting illnesses.

Karen Torley, divisional general manager for Marie Curie, North East Division, said: "The early signs are encouraging that our rapid response team is making a real differ-

ence to local people with a terminal illness and their families.

"The team has already had lots of referrals and provided care for people in their own homes, as well as prevented unnecessary admissions to hospital, which can be distressing for everyone involved.

"Working with Northumbria Healthcare NHS Foundation Trust, we want to help even more families going through really difficult times, and enable more people to receive the care they need at the right time."

Northumbria Healthcare provides a range of support for people living with life limiting illness and has specialist centres in North Tyneside and Wansbeck general hospitals and The Northumbria hospital as well as community specialist palliative care nurses who care for patients at home or in the community.

Representing the community

As a foundation trust, Northumbria Healthcare has elected public governors who work closely with the trust to plan local services and respond to the needs and wishes of local communities.

In North Tyneside, 10 local people are elected as the trust's public governors and give their views to help

develop priorities and influence any proposals for change. They have vital input in how services are developed and run in the future and ultimately help hold the trust board to account. You can contact your public governors via 0191 203 1296 or e-mail foundation@northumbria.nhs.uk

Public encouraged to join trust

Northumbria Healthcare is always keen to encourage local people and patients who have used services to sign up and become members of the trust.

As a trust member you can:

- help improve patient care by giving your views

- receive regular updates through e-bulletins and newsletters
- learn more about healthcare services and developments

- attend meetings of the trust's Council of Governors

- exchange views and network with other members

- vote for public governors, or stand to be elected yourself

If you'd like to become a member visit www.northumbria.nhs.uk/members and complete the online application form or call the foundation membership team on 0191 203 1296.

Public governors in North Tyneside

Stuart Arkley

Stuart has worked in industry and commerce for 40 years before embarking on a career in the care sector in 2003. He's keen to support elderly and disabled people in North Shields having formerly worked with older people.



Peter Blair

Peter was an independent financial advisor until he had a stroke in 2005. He has an active interest in helping stroke patients and is part of the trust's award-winning peer support scheme. He has also helped produce a website to help people recovering from a stroke.



Heather Carr

Having worked in education and healthcare, Heather is keen to be involved in initiatives in all aspects of patient care. She has a personal interest in the 'Living with Stroke' events and all community engagement events.



Gill Close

Gill retired from the NHS in 2012 after 40 years' service as a speech and language therapist. She has had local voluntary roles helping in a primary school, as a school governor and working in food bank. Gill also supports her family with various health issues.



Peter Latham

Peter was a teacher for 12 years, college governor for 14 years and national executive member of Lecturers Union. Peter was a councillor in North Tyneside for six years and is chairman of Wallsend People's Centre.



Mary Laver

Mary became interested in the health system around 25 years ago when she became severely disabled with rheumatoid arthritis. She has been involved in various charities, health committees and inspection teams over the last 20 years. Mary has a lot of personal experience of being a patient.



Geoff Mann

Geoff was a chartered quantity surveyor in both the private and public sectors and worked on the procurement of many hospital projects and other health facilities. He is a volunteer at North Tyneside hospital and lives in Whitley Bay with his family.



Ian McKee

Ian worked in higher education for many years before being employed in the voluntary sector for the last 20 years dealing with a wide range of disability issues. He has a broad knowledge of health and social care and how statutory authorities work and function.



Tony Turnbull

Tony had a long career in the civil service achieving professional status in all aspects of environment and development. Seconded to the House of Commons to work in sustainability, he was responsible for writing environmental policies for central government and North Tyneside Council.



Eunice Weatherhead

After training as a nurse, Eunice progressed to ward sister, working mainly in cardiothoracic nursing, before moving into nursing education. Following retirement she has been involved in pastoral care for a local church and voluntary work at a first school.



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Northumbria Healthcare
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WE'RE))) LISTENING

Tell us what you think and help make us even better

Quality drives everything we do and for us to continue to improve we'd like to know how you think we can make our services even better. Please tell us what you think and we will listen. Just fill in a card and pop it into a postbox at one of our hospitals, or visit our website.



))) PUT IDEAS FORWARD

))) TO HELP IMPROVE OUR SERVICES

))) AND BECOME MORE EFFICIENT

))) PLUS AVOID DUPLICATION



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