

ISSUE 65

AUTUMN 2024



North Tees and Hartlepool  
NHS Foundation Trust

# anthem



## Health and Social Care Academy opens its doors

The state-of-the-art training academy at the University Hospital of Hartlepool will kick start the careers of a new generation of health and social care professionals - Read more on page 3

### Also in this issue:

A cancer patient's praise for his care coordinator

Self-sustaining energy at the University Hospital of Hartlepool

A double award win in healthcare technology



“ As far as our patients are concerned, they just want to know they are getting the best care they can get – and this group will achieve that. ”

## Dear reader,

### Welcome to your autumn edition of Anthem magazine.

Reading through this is always a real reminder to me about just how much is going on across North Tees and Hartlepool.

And when you also consider the work going on across the whole University Hospitals Tees group, it really is an incredibly busy and I would certainly say rewarding time for us all.

As you may know, I am group chief executive for both this trust and South Tees Hospitals trust.

And part of my role is really helping drive forward the changes needed so that both trusts can work together more closely.

As far as our patients are concerned, they just want to know they are getting the best care they can get – and this group will achieve that.

You only have to look at the progress we are making with our community diagnostic centre in Stockton to see what this group will deliver, as it gets set to open over the coming weeks. Staff from both organisations working together under one roof so that any patient across our region can get a health test, check or scan quickly and easily.

At an organisation level, we are also achieving so much. As you will see within these pages, I also recently helped open the Health and Social Care Academy at the University Hospital of Hartlepool. A first class facility – created by the fantastic joint working between ourselves and

partners like our local college and council – which will help bridge the gap our region faces right now. I am passionate that every member of our community should have access to an education and a great career path, and I don't take our responsibilities lightly to help be part of this solution.

There is also lots more – our urgent and emergency department is among the top performing in the country, our research team is leading the way in numerous studies, Hartlepool is one the first hospitals in the country to use new green-friendly technology and our staff are regularly winning awards.

I encourage you to have a look through and find out more about what is going on.

And, if you are our staff, please do share your positive stories for future publications as we continue to work together for our patients.

Thank you,

*Stacey Hunter*

GROUP CHIEF EXECUTIVE



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# Widely anticipated Health and Social Care Academy launches

A brand new state-of-the-art academy has opened its doors to help kick start the careers of the region's next generation of health and social care professionals.

The Health and Social Care Academy, based at the University Hospital of Hartlepool, is one of five of Hartlepool Borough Council's Town Deal transformation projects and secured £1.25m in funding back in 2022 to support its development at the trust.

The launch event welcomed partnership representatives from across the Town Deal board, including the trust, Hartlepool Borough Council and Hartlepool College of Further Education.

The new academy has a dedicated academy manager and clinical training team. It includes a bespoke 'at home' simulation suite, an immersive suite, a four-bed training bay, ICT suite, trainee common room and several flexible training and class rooms.

The academy was officially opened by Stacey Hunter, group chief executive at University Hospitals Tees.

Stacey said: "The launch of the academy has only been possible with the support of all our partners, so I would like to extend a huge thank you to everyone who has been involved in helping to get this ambitious project across the line.

"The hard work really starts now. The trust is the custodian of the academy, and it's now our job to maximise the benefits of what is here for local people. This is about ensuring easy access to education and career opportunities in healthcare, so we can work to improve not only the population's health, but access to good education and employment opportunities by working closely with all our partners."

Councillor Pamela Hargreaves, chair of the council's economic growth and regeneration committee, added: "Whilst we are changing the physical appearance of the borough through some high-profile, multi-million pound regeneration schemes, it is vital that we invest in our people too.

"That's why giving residents the skills and knowledge they need to secure good quality jobs and develop successful careers is a top priority for the council.

"The academy, with its state-of-the-art facilities, is a fantastic asset, and we are delighted to have been able to support its development through the Hartlepool Town Deal."

For more information on the Health and Social Care Academy, visit [www.nth.nhs.uk/HSCA](http://www.nth.nhs.uk/HSCA)



Pictured: The academy was officially opened by representatives from the trust, Hartlepool Borough Council and Hartlepool College of Further Education.'



Pictured: Official launch taking place in one of the new flexible class rooms.



Pictured: Academy staff showcasing some of the new equipment and facilities on offer at the Health and Social Care Academy.

# A cancer patient's appreciation for hospital support role

When 64-year-old Alan Gray was diagnosed with stage 5 prostate cancer, he didn't think he needed any support – until he met his cancer care coordinator, Rebecca McKenna.

When tests showed Alan's cancer was aggressive, he was placed under the care of the urology team at the University Hospital of Hartlepool. That's when Rebecca McKenna came into his life...

Rebecca supports cancer patients at the trust from the very day they receive their diagnosis with all aspects of their life – from organising hospital appointments and liaising with doctors, to seeking financial support, organising holistic therapy and simply lending a listening ear.

Alan said: "I knew I was going to get a call at some point. But being a man, when Rebecca first rang I thought, 'Well, I'm okay, I can deal with this myself'.

"But you can't. I couldn't have managed this on my own and as time goes by and things get difficult again and again, Rebecca and I talk – and she always has a solution.

"She's probably unaware of how much I hang on her every word. Now, because of all the things that we've talked about, Rebecca has become one of the most important people in my life."

Part of Rebecca's role involves making sure that patients are involved in the decisions made about their care and treatment. After a previous hospitalisation with a

lung condition, Rebecca has supported Alan to restart chemotherapy treatment.

Rebecca said: "Alan's been amazing. Despite the difficult conversations Alan and I have, we have some laughs as well along the way and we've built up a little friendship now.

"He really is an inspiration and it's been a pleasure looking after Alan and supporting him through his journey."

Alan continued: "I'm as happy, or perhaps even happier than before I was diagnosed with cancer – and that's because of the caring, compassionate people I've met on the way.

"To anyone who gets a cancer care coordinator, take advantage of every single thing – listen to the advice and don't just assume that you can manage. I would have been absolutely stuck without Rebecca. I count myself lucky to know her."



Scan the QR code to watch Alan and Rebecca's story.

"She's become one of the most important people in my life"



Pictured: Prostate cancer patient Alan with Rebecca, his cancer care coordinator.

# University Hospitals Tees update

**Our newly formed hospital group, University Hospitals Tees, comprised of North Tees and Hartlepool NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust is continuing to appoint to vital group roles, to ensure excellence in patient care remains at the heart of what we deliver to our region.**

We are delighted to share that Beth Swanson, our latest appointment in the director of nursing position for North Tees and Hartlepool, was announced in August.

Beth was the associate chief nurse at South Tees Hospitals and brings with her a wealth of experience and knowledge from previous roles, which include assistant director of nursing, patient safety and quality, lead dementia nurse, clinical matron and practice development sister.

Qualifying as a nurse in 1994 from Tayside College of Nursing and working in Edinburgh and Leicester before moving to Teesside in 2008, Beth has the skills, knowledge and leadership capabilities to make the role of director of nursing truly her own.

The group model means that the two organisations remain separate statutory organisations, but can work more closely under a group model to continue to represent their communities while being able to work at scale in terms of strategic decisions that can benefit all, including our patients, as a whole.

By working as a group we can ensure we deliver better outcomes for:

- Patients – by ensuring equal access to treatment and sharing best practice on how to deliver care.
- Staff – by enabling them to work on all of the group's sites more easily and develop career opportunities.
- The wider population – by collaborating to work on endemic health issues and having a coherent voice to represent the people of the Tees Valley and parts of County Durham and North Yorkshire.



*Pictured: Beth Swanson, director of nursing.*



*Pictured: Public health registrar, Emma Wright, who has been involved in this important campaign.*

## Successful pilot that sees reduction in number of missed appointments is looking to expand scheme

**The trust is celebrating a successful project which has actively reduced did not attend (DNA) appointment rates over an eighteen-month period.**

Paediatrics, obstetrics and gynaecology services took part in a scheme which saw a clinical pathway co-ordinator pick up the phone to offer appointment reminders and to find out if there were any barriers to patients attending their appointments.

The project took place from January 2023 to June 2024 and a preliminary assessment of the campaign is being carried out to look at extending it into further departments.

Public health registrar Emma Wright said: "This has been a really localised project over a few departments, but we have seen a notable decrease in the number of missed appointments by patients with the help of our health inequalities support officer.

"It's so important that we look at ways of reducing wasted appointments – not only as a cost saving exercise – but because it means that any appointment slots that do become available can be offered to other patients who are waiting to be seen.

"But importantly, it's also about understanding barriers to patients getting in to appointments – and being able to support them and signpost them for support to make it easier for them to have access to care."

Each outpatient appointment costs the Trust £160 per head. The project saw 241 appointments rescheduled at a potential cost saving of £38,560.

The Trust is hoping to extend the scheme into other areas, which could see an even greater cost saving to the NHS. This would help even more patients to pass on their unwanted appointment dates to others – improving their care pathway and giving patients treatment sooner.





Pictured: Lois Prest with a certificate of achievement marking her 'tenacity and commitment' to completing her apprenticeship.

“I know this is my passion and I've found where I want to be”

# “This is my time” – The Hartlepool mum who’s on her career journey to success

**A Hartlepool mum is flourishing in her dream career after taking an alternative apprenticeship route into A&E nursing.**

When 34-year-old Lois Prest realised that a university degree just wasn't for her, she left her adult nursing course in search of an alternative career pathway in healthcare. Her search found her land her first NHS job in January 2022 – as a healthcare assistant in orthopaedic outpatients at the University Hospital of North Tees.

Less than two years into her role, Lois began – and has since completed – a nursing associate apprenticeship at the trust. Lois has now begun her new role as a qualified nursing associate in A&E.

The course sees apprentices complete theory learning at Teesside University, taking on placements in different nursing specialities while also working in a 'base' department at the trust.

After Lois completed a placement in emergency care at the University Hospital of North Tees, she found herself hooked. A&E became the base department for her apprenticeship and she has since found support in Leanne Powell – sister and clinical educator in the emergency department.

Lois said: “I realised that A&E was where I wanted to be. To be given an opportunity to work in the emergency department, getting all those extra skills, is the best start for anybody's career.

“The whole team is amazing and Leanne, in particular, has been like a personal advisor. She has been very supportive, encouraging and motivating. She's given me the opportunity to attend extra training sessions to help me be the best version of myself.

“I just feel like I'm a very, very lucky person to have the opportunity to do the apprenticeship. This trust is all for training and it's benefitted me but also them because I'm here for the long haul.

“I know this is my passion and I've found where I want to be.”

Lois' hard work has also been recognised with an award at Teesside University. The award recognises her 'tenacity and commitment' to completing her apprenticeship while also completed a number of courses which are available to staff at the Trust.

# Top quality care recognised with national funding boost

The trust is set to benefit from a national £5 million funding boost as recognition for the speed and quality of care given to patients.

It comes as part of NHS England's winter incentive initiative. The scheme recognises trusts who exceed 80% of emergency care patients being treated within four hours and completing more than 90% of ambulance patient handovers within 30 minutes.

The trust is regularly one of the best performing organisations in the country against the 'four hour standard' benchmark. This sets a target of a maximum four-hour wait in urgent and emergency care from arrival to being admitted to a hospital ward, transferred or discharged out of the trust's care.

Kevin Moore, clinical director for urgent and emergency care, said: "Though I am rightly proud of the team I work with in urgent and emergency care and the significant part we have played in our ongoing success, this is also a group effort across the organisation, with our group partners at South Tees Hospitals and the entire regional network of health organisations.

"From the team here in my department, to the teams in the hospital wards, to the staff in our community teams and the support staff who ensure things run as smoothly as possible, to all of our partners in the region, everyone has played a part."



Pictured: The urgent and emergency care team at the trust.



# New water-based classes for pregnant women in Peterlee

Midwives in Peterlee will be holding water-based classes for women during pregnancy.

The aquanatal classes will give women a chance to exercise their body and mind. Sessions will be held at Peterlee Leisure Centre every Thursday at 10am in four-week blocks, for women at least 12 weeks pregnant.

Gail Lang, one of the midwives qualified in aquanatal, said: "The classes will help guide women through a range of exercises, using water to provide that extra support.

"It's not only a great way to stay active during your pregnancy but it's also fun and a fantastic way of making new friends."

Hannah Pickering, who is also running the sessions, continued: "The sessions will also offer our women health benefits like improving fitness, controlling blood pressure, help maintaining a healthy weight, reducing any back pain and improving mental health and mood.

"We have already had significant interest from Peterlee women and are excited to offer these sessions for them."

The classes will cost £3 per session and can be booked through the Peterlee midwifery team by calling 01429 522270.

Anne Marie Collighan, senior clinical matron in community midwifery, said: "Perinatal mental health in our women is one of our key priorities.

"The professional training our midwives have completed in aquanatal will offer real help and support to so many women across the Peterlee area."



Pictured: Midwife Eden Bruce, midwifery assistant Hannah Pickering and midwife Gail Lang.





Pictured: Clinical effectiveness co-ordinator, Lisa Pickering.

# A day in the life of... a clinical effectiveness co-ordinator

Originally beginning her healthcare career within the Tees Community Dental service, Lisa Pickering made the jump into a new career in clinical effectiveness.

Lisa, originally from Middlesbrough and now living in Stockton, became a clinical effectiveness co-ordinator after discovering an interest in data analysis and drilling down into audits to be able to improve patient outcomes.

We sat down with Lisa to discuss what her job entails.

## **What does a clinical effectiveness co-ordinator do?**

My role is really involved – it's supporting clinical colleagues with the audit process, but then understanding the data and offering advice on what to change to improve patient care standards.

I don't think people realise that we can do an awful lot to support them. From designing the audit form for the data collection, to finding the patients. If patient notes are required, we'll even request these if they haven't already been scanned and added to our digital database.

Once data collection is done we like to do all the analysis, will draft the presentation and any reports for them. We have set templates we have to use, so sometimes if people see the form they may feel overwhelmed; but we're here to support with that.

## **How important is your role in improving patient care?**

I say all the time to colleagues that it's not just a tick box exercise and auditing can have a huge impact on patient care for the better.

Until you sit back and look at the data, it's difficult to know if you are doing all you can for your patients and making sure their healthcare journey with us is the best it can be.

You need to understand where you are performing well and where you are performing poorly to ensure you're making an effective action plan to implement the right changes for patients and staff.

## **What do you love about being able to work within auditing and the clinical effectiveness unit?**

Drilling down into the data is my favourite part of the job – really understanding what the results are telling us and where we can be making improvements.

I get massive satisfaction out of seeing the process all the way through – especially when you've run that analysis and you can see that the changes you're implementing are having an impact.

# Trust recognised for care to international nurses

**Our trust has been recruiting international nurses for over 20 years. Now, the organisation has been recognised with a national award for the care and support it offers to them.**

The NHS Pastoral Care Quality Award scheme, launched in 2022, recognises a commitment to supporting internationally educated nurses and midwives at every stage of recruitment and beyond.

Becky Johnson is an advanced clinical practitioner coordinator at the trust. As well as guiding international recruits' clinical skills, she helps them settle into their new homes in the Tees Valley.

Affectionately known to the latest cohort of international nurses as 'Mum', she support with travel, accommodation, registering with a GP, and even in understanding the local language.

Becky said: "It takes an enormous amount of courage and resilience to leave your loved ones, come to the UK and work for the NHS.

"Our international recruits are already registrants in their own country, and coming here and learning how to be a registered nurse in a different country can be very difficult. For many, it hasn't been an easy journey, but they have all managed to amaze me."

The trust launched its first international recruitment drive in 2002 and has since widened its scope to recruit from India as well.

Between June 2022 and September 2023, the organisation recruited 86 internationally educated nurses – many hailing from India and the Philippines. Of those recruited, all passed their qualifications and are in staff nurse roles – and 82 recruits have remained with the trust.

Becky continued: "It's been exceptionally rewarding to see our international recruits progressing in practice. They will always be supported, respected and cared for as valuable members of our healthcare workforce.

"To support them and their families to start a new life here has been absolutely incredible – I've been so lucky to be part of their journey"

“It takes an enormous amount of courage and resilience to leave your loved ones, come to the UK and work for the NHS”



Pictured: Becky Johnson (centre, holding flowers) with a cohort of international nurses.



# Quality improvement, career progression and making meaningful change for hospital patients

Amy Todd-Davis began at the University Hospital of Hartlepool aged 19 as a clerical officer – answering phones and booking appointments for patients in the specialist services admin hub.

But when she took part in a leadership programme heading up an improvement project, she found a new passion for quality improvement (QI) in our hospital services – all with patient care in mind.

Almost three years on, she has a newfound confidence in her new role as clinical support officer and as quality improvement lead for her department. We sat down with Amy to find out more about her QI journey...

## How did you first get involved with QI?

It came about when I first started at the trust. I was 19 and I had this ambition that I was going to change everything.

I was answering the phones and organising appointments for patients but I always wanted to do a little bit more than that. Then the trust launched 100 Leaders – which was a programme to improve hospital services while developing leadership skills.

I'd only been in the trust about six months so I didn't really know what I was doing. It was absolutely terrifying but I was determined to push myself. It made me realise that quality improvement was where I wanted to be – making more changes, not just for our department, but for the trust in general.

Since then I've completed the QI training courses available here – including the Quality, Service Improvement and Redesign gold course which was incredible.

## Who is QI for?

QI is for everyone. You don't have to be a highly skilled clinician to do QI.

I didn't go to uni, I don't have a degree and I came to the trust straight from a waitressing job and because of that I thought 'there's no way this is for me.' But even knowing that I could get on an initiative like 100 Leaders, knowing that that was for everybody, not just clinicians – that was what made the massive difference to me.

You can start at the bottom and work your way through all the levels of QI. Then you can go anywhere from there. Just

because you're admin, doesn't mean that you're not important and it doesn't mean that you can't make a change.

## How has QI supported your personal progression?

While I was doing 100 Leaders, a job came up in my department on the next band up in a more supervisory role – so I went for it.

I got the job and then I was asked as well if I wanted to be QI lead for the department. I was a bit nervous about that because it was still new to me at the time but, of course, I accepted and it was one of the best things I did.

I'm part of something now that's so much bigger than my initial job and I never expected to go that far.

I think QI, especially in somewhere like a hospital, is really, really important. Even if I don't go on to do a QI role specifically, I always want to be doing it – no matter which department I work in.

## One piece of advice you'd give to someone just starting on their QI journey...

Never think a change is too small or too big. Regardless of size, it will make a huge difference to someone.



Pictured: Clinical support officer, Amy Todd-Davis



Pictured: Group director of estates Steve Taylor and head of engineering Stuart Watkin with members of the Veolia team.



Pictured: Work has begun to make 50-metre deep boreholes into the ground.

# Green hospital in Teesside becomes one of first in country to use special eco-technology

The University Hospital of Hartlepool will become one of the first in the country to use green-friendly technology to power its site.

The hospital will use renewable energy from heat in the ground and from the sun to provide heating and electricity to the site.

Works have recently begun to make 50-metre deep boreholes into the ground to create a new heat pump system, which gets energy from groundwater stored in an aquifer.

Solar panels will also be installed to the building's roof and the back of the site to provide electricity for large periods of the year.

When the works are completed by contractor Veolia within the next year, the hospital will meet its NHS carbon reduction target ahead of schedule.

Steve Taylor, group director of estates for University Hospitals Tees, said: "These works will make Hartlepool one of the first hospitals in the country to carry out works of this type.

"We will be using a special heat pump system, which involves drilling deep into the ground and pumping water back up to heat the building for many months of the year."

Solar panels will then provide electricity to the building for long periods of the year.

"These improvements will mean we are making huge reductions to our carbon footprint, meaning we are providing the best care for our patients while playing our part in protecting our environment for our local community."

The works will also include upgrading the hospital's air handling units and installing new LED lighting.

John Abraham, chief operating officer in industrial, water and energy for Veolia UK, Ireland and Nordics, said: "Veolia has been delivering energy management to the University Hospital of Hartlepool for over 20 years, and this new project will further extend efficiency and the carbon savings.

"This will make a real difference and limit the damaging effects of climate change. This will help the NHS meet the net zero target, and we look forward to working in partnership with the teams at Hartlepool, and achieving their environmental goals."



# First T Level celebration event showcases partnership working and celebrates student achievements

The trust held a celebration event in summer to mark an important milestone for students and to share the ongoing development of the organisation's T Level course.

The trust welcomed its first and second year T Level students, as well as representatives from Hartlepool Sixth Form College, Hartlepool College of Further Education and Stockton Riverside College, to the lecture theatre at the University Hospital of North Tees.

Deputy chief people officer Gary Wright opened the event, before staff from the trust's education team showcased some of work taking place to continue to improve the course for future students. The morning was capped off with a short award ceremony to celebrate each individual student's achievements over the past year.

Emma Davies, education lead at the trust, said: "It was a great opportunity to celebrate how far our T Level course has come over the last year. We know there is still more to be done to develop and improve the course for our future students – but we also wanted to take a moment to celebrate our current students and their achievements to date.

"We're looking to continue to develop the programme and to widen placement opportunities by getting more clinical areas involved in taking on students. We are also going to be implementing taster days, increasing the number of interactive skills days and creating a comprehensive student handbook to support their training with us.

"We have taken all of the students' feedback on board to adapt the course and ensure it's giving them the best possible experience with us."

As part of the continuing development of the T Level healthcare offer, the organisation will continue to work alongside all three colleges to continue to offer pathway placements. It's also looking at the opportunity to offer business administration placements in the future.



Pictured: T Level students from Stockton Riverside College.

# Stroke therapy garden opens up to patients

The North Tees Kaleidostroke Therapy Garden has been widely used by our patients since it opened in early summer – despite some of the dreary weather we've seen.

The garden is being used by our therapy teams to support physical and cognitive rehabilitation in stroke, dementia or elderly patients. Featuring walking rehabilitation facilities, specialist equipment for building muscle, and cognitive learning activities, it is being used for both group and individual therapy sessions.

Patients can also simply use the space to get away from the busy ward area and enjoy the outdoors with their loved ones.

Victoria Butler, physiotherapist on the stroke ward, said: "The garden's allowed our patients a space where they can get off the ward and into a green area. I think it's helping them to adjust a little bit more to the changes that a stroke causes and to be with their relatives and loved ones."

The garden has so far received phenomenal feedback from our patients, with one commenting: "The garden made me

feel relaxed and comfortable and helped my mental health. I like the feeling of being in contact with nature and a green space. The ward can be a busy environment and the garden made me feel a bit more normal."

The garden was funded through the Greener Communities Fund after a successful bid from trust charity, North Tees and Hartlepool Together. A huge thank you to Tangent Construction who made the garden come to life.

The Greener Communities Fund is a partnership between NHS Charities Together and environmental charity Hubbub, funded by the Starbucks 5p cup charge.

The aim of the fund is to create and improve green spaces to benefit the health and wellbeing of NHS staff, patients and communities, especially for people with limited access to green space and people experiencing health inequalities.



Pictured: The North Tees Kaleidostroke Therapy Garden.

Pictured: Members of the stroke ward's multidisciplinary therapy team in the garden.



# The community generously supporting our trust

**Our community's donations and fundraising helps to support patients, visitors and staff at the trust.**

We are always humbled by the people who choose to support our charity to allow us to further improve the quality of care we provide, or the environment our patients are treated in.

## *Congratulations to our Great North Runners*

Thank you and congratulations to everyone who took part in the Great North Run as part of the North Tees and Hartlepool Together team.

All runners and their generous supporters have raised more than £13,000 for our charity.

This year was even more special as the charity joined dozens of other health organisations in a dedicated NHS Charities Together area in the charity village at the end of the run so all runners and their families could celebrate together.

If you would like to support North Tees and Hartlepool Together in 2025's Great North Run, please contact [suzi.campbell@nhs.net](mailto:suzi.campbell@nhs.net)

## *Hartlepool group donate money to chemotherapy unit in memory of fellow fundraiser*

Two friends visited the chemotherapy unit at the University Hospital of Hartlepool to present a cheque in memory of fellow fundraiser Ursula Taylor, who died in September 2023.

Claire Ross and Kristina Aspinall shared their donation of £1,086 on behalf of Ye Olde Durham Social Club and Danny's Legacy, following a fundraising event last year.

Claire said: "Ursula was always very complementary of the hospital and the staff during her treatment. After her passing, we wanted to honour that wish and to donate the money raised to the unit who had been instrumental in her care.

"Ursula was such a kind and loved member of our community and will be missed – but it's nice to know this money will do some good to help others."



Pictured: Ursula Taylor, whose memory was honored by the donation.



Pictured: Claire and Kristina from Danny's legacy with their donation for the chemo unit at Hartlepool.



Pictured: Just some of our Great North Runners fundraising for North Tees and Hartlepool Together this year.

## *A generous donation to group's breast units*

To mark ten years clear of breast cancer, Yvonne Westwood organised a celebratory fundraiser with her loved ones to give back to the teams who supported her.

She and her husband Stephen raised a fantastic £1,000 – split evenly between the breast units at the University Hospital of North Tees and The James Cook University Hospital. They held raffles and tombolas with generously donated gifts, a cake stall and a book stall.

Following her diagnosis, Yvonne received treatment and care from the teams at both hospitals – undergoing her operations at North Tees and follow up care from the James Cook team.



Pictured: Yvonne Westwood and her husband Stephen.



Pictured: (Left to right) Senior clinical professional Bob Warnock, specialist nurse Anne-Marie Doyle, group chief information and technology officer Ken Anderson, quality and innovation lead Kirsty Miller, and project implementation lead Jess Robinson.

# Double award win celebrates tech innovation in healthcare

The trust has been presented with two prestigious awards which recognise its commitment to developing and using innovative technology to support patients.

The trust was named the winner of two awards at this year's Health Tech Digital Awards, recognising remote patient monitoring and digitalising patient information.

Ken Anderson, group chief information and technology officer for University Hospitals Tees, said: "Winning one Health Tech Award is amazing but two is just incredible.

"What I think these successes truly highlight is how well our various services work together for the good of our patients. This wasn't a tech team working in isolation – it was a group effort of clinicians, nurses, allied health professionals, information technology experts and more all working with each other.

"Patient care is at the centre of everything we do, regardless of our individual roles."

## Best Remote Monitoring Solution

The Best Remote Monitoring Solution award recognises the innovative Hospital at Home initiative which delivers the care and services of a hospital to patients with heart failure in their own home. The system brings the hospital, integrated single point of access and Home First Teams together on a virtual platform called HealthCall.

## Best Use of Technology (Acute Care)

This award celebrates the use of secure, electronic patient records as a direct replacement for paper-based records

This has reduced reliance on less-effective paper-based systems and provides a complete picture of a patient's journey from admission to discharge.



# Procurement colleagues strive for ambition



Pictured: Matthew Pollard and the team celebrate success at the regional Procurement Skills Development Conference.

## Award success for procurement newcomer

A young support officer has been recognised with a regional award for his work in supporting NHS procurement and supplies.

Matthew Pollard, procurement support officer at NTH Solutions, was presented with the Spotlight Award at this year's North East, North Cumbria and Yorkshire and Humberside Annual Procurement Skills Development Conference.

Matthew, who has only been with the team for a little over a year, was recognised for his contribution to supporting NHS colleagues in procurement and supplies.

He said: "I was extremely shocked when I heard my name announced as the winner. It was a fantastic night, I really enjoyed myself and so did my colleagues."

The procurement team was also shortlisted for a 'Team of the Year' award and the 'Collaboration Award', in partnership with group colleagues at South Tees Hospitals.

## Making strides in career development

Members of the NTH Solutions procurement and supplies team are making strides in their careers following a number of professional development opportunities.

Integrated inventory team leader Stephen Harris and theatre supply chain coordinator Jamie Wilson are currently completing a NHS procurement qualification to support them in their careers.

The NHS-CILT (Chartered Institute of Logistics and Transport) programme focuses on the NHS supply chain and inventory management within a healthcare setting.

Stephen said: "This qualification serves as a first step in us learning more about our supply chain and how it affects our service. This knowledge will help us to improve the service our team provides not just for clinical staff, but for patients as well."



Pictured: Jamie Wilson and Stephen Harris.

They have now completed phase 1 of the online course and will soon move onto further modules in the development programme.

The pair have been supported throughout by Louise Allen, materials management strategic service lead. Louise has recently seen growth in her own professional development, having graduated from Teesside University this summer with a First Class Honours degree in Management Practice.



Pictured: Louise Allen, materials management strategic service lead.

# The new support group giving people living with cancer HOPE

The trust has launched a new course for people to gain and give support after cancer treatment.

HOPE – Help Overcoming Problems Effectively – is a group-based programme which supports people to overcome obstacles or issues following treatment for cancer. It combines positive psychology, mindfulness and group therapy to allow cancer patients to explore and adapt to their 'new normal'.

Launched in February 2024, 20 cancer patients have so far benefitted from the programme – with all sessions fully booked for the remainder of the year and more people on a waiting list for future dates.

Cancer care coordinator Lisa Watson and Macmillan information manager Alan Chandler are both trained as facilitators for HOPE.

Lisa Watson said: "We've completed two courses now and seen massive changes in patients so far.

"In the last few years, especially with Covid, people have become much more conscious about isolating when they have cancer – which then has an impact after they've finished treatment. HOPE is a way for them to be social again, to realise that life's still there to be lived."

Alan continued: "The course is very much about trying to get people with cancer to talk. It does what it says on the tin – it's giving people hope."

HOPE is run over six sessions, each lasting two and a half hours, with around 12 patients per group. Sessions take place off hospital grounds at Alice House Hospice in Hartlepool and Butterwick Hospice in Stockton-on-Tees.

The course covers a range of topics, including managing stress, the impact of cancer on relationships, coping with uncertainty and refocusing priorities. The end goal is for groups to find support in one another, with hopes that they would continue to connect after the six week course ends.

The trust has four HOPE facilitators currently in place, all with a background in cancer care. Plans are in place to train two more members of staff to accommodate more sessions.

“Life's still there to be lived”



Pictured: (Left to right) Lead cancer nurse Kendra Powell and HOPE facilitators Lisa Watson and Alan Chandler.



Pictured: Members of the cervical screening team.

# Cervical screening service helps staff to be checked

**Our trust cervical screening service specially set up for staff has now seen more than 150 women – a year and a half after its launch.**

The service was first set up so staff members who were due or overdue a cervical screening test could quickly and conveniently arrange an appointment. It is run by the colposcopy and cervical screening team, who offer appointments at the trust's hospitals in Stockton and Hartlepool.

In the first 18 months, 155 women have had screening tests – but the service is appealing for more to come forward.

Nicola Anderson, lead specialist nurse colposcopist, who set up the service, said: "We know one of the challenges women have is getting the time to go to a screening appointment. These appointments are available for those staff who would benefit from the convenience of having this carried out in their own workplace."

Last year, NHS England reported that 68.7% of the 25 to 64-year-olds invited to book an appointment had attended screening in the recommended time.

Nicola continued: "These figures show three in 10 of those eligible for screening do not take up the potentially life-saving offer.

"We are really pleased with the progress we've made since the clinics started but we want to do even more – all trust and NHS Solutions staff who are due an appointment are free to come to us."

Since the service launched feedback has been very positive, with comments around the "kindness", "professionalism" and "caring" and "comfortable" way the team are.

**Staff can make an appointment by calling 01429 522268 or emailing [nth-tr.staffcervicalscreening@nhs.net](mailto:nth-tr.staffcervicalscreening@nhs.net)**



# Teessiders with serious chest condition benefit from research trial – after trust leads the way nationally

The trust is the first organisation to be part of a trial looking into a new way to help patients recover from a serious chest disease.

The IMPROVE trial, run by King's College London and funded by the National Institute of Health and Care Research, is around the recruitment and training of volunteers to support patients referred for pulmonary rehabilitation, used to treat the condition.

The volunteers are people with chronic obstructive pulmonary disease (COPD) – a group of lung conditions which cause breathing difficulties. They have all previously completed the exercise-based rehab themselves.

The trust's pulmonary rehab team and Tees Valley Research Alliance have successfully recruited the first 20 patients to the trial, having been selected as a pilot site.

The team recruited and trained six volunteers – known as 'PR buddies' – who then supported the patients with COPD referred in.

Veronica Stephenson, 70, and her husband Philip, 73, who live in Thornaby, have both been buddies in the study.

Veronica, who smoked for 40 years, said: "Everyone knows me as the gobby one, I love talking to people. I found just by talking to people I was helping them – one man in particular really opened up to me and decided to give the rehab exercises a try.

"It's a chance for people to talk about their fears and issues and to see the benefits of the rehab."



Pictured: The research 'buddies' with members of the NHS research team and therapy teams.

Joanne Symm, clinical specialist respiratory physiotherapist and joint pulmonary rehabilitation clinical lead, is a co-investigator for the study. She said: "Our team has been on a real journey. This is about that excellent team work and collective support for research from all involved – our staff are research-active and our patients are benefitting from more treatment because of it.

"To be commended for recruiting the first patients nationally is fantastic, it's a win for the patients and staff involved."

The results of the trial will be published after May 2025.



Pictured: Ex-smokers Veronica Stephenson and her husband Philip are part of the research trial.



Pictured: Andy Simpson, emergency care consultant, is retiring after 25 years with the trust.



Pictured: Andy's colleagues bid him a fond farewell at his leaving do.

# Emergency care doctor who led team's national success celebrates career

**A senior doctor who led the trust's emergency department through the start of its "long period of excellence" nationally has retired from his role caring for people in Teesside.**

Emergency care consultant Andy Simpson has worked at the organisation for 25 years. Since joining Hartlepool General Hospital – as it was previously named – in 1999, he has since worked across the trust's sites at both Hartlepool and North Tees.

For several years he served as clinical director for emergency care, leading the department through the start of a long period of success as one of the best performing accident and emergency services in the country.

The trust has consistently featured among the top health trusts for the speed it treats patients against the government's four-hour waiting time target.

Andy said: "I will always remember my first senior meeting and staff saying that 'Andy really does call a spade a spade'."

"I want to thank all of my fantastic colleagues for appreciating my sense of humour and for their support and dedication to the department and to their patients over the years."

Andy started his career at the Royal Free Medical School before returning to his native North East for a number of basic surgical training posts. He then moved to Sheffield to start emergency medicine training before moving to Hartlepool five years later.

David Emerton, the trust's former medical director, said at Andy's leaving do: "Andy led the department at the start of what has been a long period of excellence. He spoke up for the department, he had a real commitment to education and always helped progress innovations that would improve care."

"I want to thank him for everything he did."

Dougal Southward, emergency care consultant, continued: "Andy has been my colleague for 13 years – he has been a great sounding board for me, to speak to and get advice from."

"Andy is an outstanding emergency care consultant, someone who always put patients first and who has always garnered full respect from staff in the team."

# “This test could save your life” – Teessiders urged to not ignore bowel cancer test in new campaign

**“It’s not every day an envelope posted through your front door could save your life”.**

That’s the message from Teessiders backing a regional campaign for people to not ignore a bowel cancer test sent to the homes of all people after they turn 50.

The home test kit collects a small sample of poo which is posted back to a lab to be checked for tiny amounts of blood. Blood can be a sign of polyps – growths in the bowel which can turn to cancer – or could already be a sign of cancer itself.

In a new campaign, backed by public health experts across the Tees Valley, a new appeal is made to people – “this test could save your life”.

In a special video supported by seven health organisations, a series of health professionals and those impacted by bowel cancer have shared their stories.

In the video, professor Matt Rutter, head of the Tees bowel cancer screening centre at North Tees and Hartlepool NHS Foundation Trust, says: “If we find bowel cancer at an early stage, it is very easy to cure, which is why we have a screening programme.”

Rishika Sinha, a GP at Kingsway Medical Centre in Billingham, continues: “Bowel screening is for people who are absolutely fit and well. Every two years people get a kit and you do it and send it off.”

As part of the national bowel cancer screening programme, every person aged 50 to 74 is sent a test every two years.

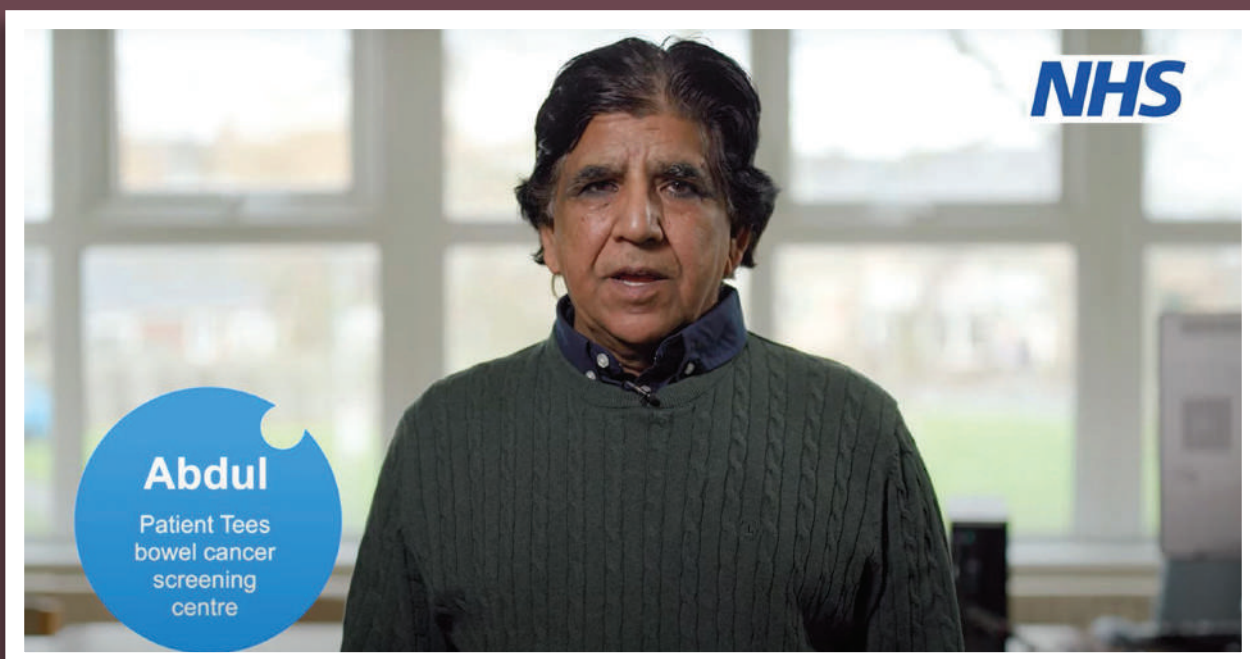
Barbara Campbell, a bowel cancer survivor from Teesside, says: “This test saved my life – I found out I had bowel cancer, I’ve had it treated and I am still here three years later fighting fit.”

Abdul Shakoor, a local business owner from Middlesbrough, adds: “It’s not every day an envelope could save your life”.

“I have advised all of my friends to not ignore this leaflet and home test, it’s for your own benefit.”

The campaign is being jointly led by the trust, the Northern Cancer Alliance, South of Tyne and Wear Pathology Centre, Redcar and Cleveland Borough Council, Middlesbrough Council, Stockton-on-Tees Borough Council and Hartlepool Borough Council.

**Scan the QR code to watch the video:**



Pictured: Middlesbrough business owner and patient Abdul Shakoor takes part in the video.





Pictured: Emily Addison is now studying midwifery after completing the volunteer to career programme.



Pictured: The scheme led Rhema Godwin to a role in enhanced care at the trust.

# Pilot scheme sees volunteers take their first steps in a NHS career

**A successful career programme has seen 17 healthcare volunteers take their first steps into a career with the NHS.**

The trust launched its 'Volunteer to Career' initiative in April 2023 as part of a national NHS pilot.

The programme, funded and supported by Health Education England and Helpforce, sees hospital volunteers receive dedicated support to develop their skills and experience for a career in the NHS.

Since the pilot ended in March 2024, 17 of the 19 volunteers who completed the programme are now employed or in further education. 15 of those are employed directly by the Trust.

39-year-old Rhema Godwin and 20-year-old Emily Addison both took part in the pilot scheme. Rhema is now employed by the trust as an enhanced care worker and Emily has been accepted at Northumbria University to study a midwifery degree.

Emily said: "I realised that I was interested in a career in healthcare pretty early on in life and I thought volunteering would be a good way to get experience. That interest was really cemented when I started volunteering on the postnatal ward.

"The volunteer to career programme has given me that experience of how a ward is run and has helped me to gain new skills. And the volunteer service and wider NHS team helped me excel by helping me to prepare for university interviews."

Rhema continued: "The skills, experiences and relationships you build while volunteering can serve as a strong foundation for a career in the NHS.

"I'd advise anyone volunteering to be committed to their passion and pursuit because it pays in the long run. The volunteer to career scheme has been instrumental in my career journey."

Volunteers enrolled on the scheme receive one-to-one support from clinical leads on the ward and the volunteer service team to develop their skills and hone their experience in readiness for job applications and interviews.

# Progress on new town centre NHS facility offering rapid health checks, tests and scans

Work is continuing to build a new community diagnostic centre which will give people rapid access to tests, checks and scans.

The centre on Stockton High Street will help speed up the diagnosis of any health problems and guide follow up treatment.

Less than 12 months after building works started, significant progress has been made including the completion of the building's foundations and steel structures.

The Tees Valley facility will be run by University Hospitals Tees health workers in areas including radiology, cardiology, respiratory and phlebotomy. They will help test for issues including cancers, lung disease and heart disease.

Group chief executive Stacey Hunter said: "This centre is part of our ambition to offer our community the very best in healthcare. There is a real need for it with the real health inequalities our community faces.

"Since the very beginning, everyone involved has been fully committed to this project and the need to work together for the good of our patients.

"The centre will sit right in the middle of the community we serve across the Tees Valley, meaning it's accessible to all. And, more importantly, it will provide a first class environment for people to have quick tests, checks and scans for an issue they may have."

Phil Woolfall, clinical director for radiology at North Tees and Hartlepool, continued: "This site future-proofs us for years to come.

"Our teams are very enthusiastic about working here too, with the modern facilities, equipment and fantastic environment it offers. It's also something we know will help attract the very best staff from across the region and beyond to join us."

The site will provide a number of diagnostic functions including MRI scans, CT scans, ultrasound scans, cardiology, X-rays, blood tests and respiratory checks.

Matt Vickers, MP for Stockton West recently visited the centre. He said: "It's great to see this game changing NHS facility being delivered for our area.

"There was a huge amount of campaigning and negotiation that went in to bringing this to Stockton and it's amazing to see the ambition become a reality. I'd like to thank all those who signed our petition and everyone who got involved to ensure we had a strong and successful bid.

The new centre will deliver 104,000 life changing tests, checks and scans for local people. Like so many, I've lost family members to cancer and we know that early diagnosis can make a real difference to people's chances of survival. I for one, can't wait to see it open its doors."



Pictured: University Hospitals Tees staff and local MPs recently visited the site to see progress on the building works.





Pictured: (Left to right) Head of outpatients and prevention Kath Tarn, colorectal specialist nurse Rachael Dawson, cancer care coordinator Sharon Newcombe and colorectal specialist nurse Janae Hutchinson.

# New online forms to help patients

**The trust is trying out a new online forms project to help patients avoid extra hospital visits and receive care sooner.**

The project, funded by NHS England, will last 18 months and use a secure online platform called DrDoctor. This platform, used by over 24 million patients across 50 NHS trusts in the UK, helps patients manage appointments and care from home.

Kath Tarn, head of outpatients and prevention, explains: "Patients often need to give us a lot of information so we can plan the best treatment. Normally, they have to come to the hospital to do this, which takes up their time and ours.

"With this new project, patients will be able to fill in these forms online instead."

The pilot will start with patients who have colorectal cancer, allowing them to submit information online. This will save them a trip to the hospital and free up appointment slots for others who need treatment.

Fiona Cook, cancer personalised care project manager, added: "This project is about giving patients more choice. If someone prefers to come to the hospital in person, they can still do that.

"This online option is an extra service, not a replacement. It's a secure system, and we hope to expand it to other patients in the coming weeks and months."

Clinical teams will let eligible patients know about the online form system during their treatment.

**Scan the QR code to find out more:**





# A day in the life of... an extended scope physiotherapist

We're taking a look at a day in the life of extended scope physiotherapist Anna Jessop.

## How does an average day look for you?

I start the day with a little administration time and get set up before I see my patients.

On a typical day, I see around 15 patients face-to-face, plus some phone follow ups. We treat a variety of different MSK conditions, usually in an acute state, meaning early intervention can prevent the condition deteriorating.

## What's the best part of your day?

Our patients are always grateful and appreciative of the service we provide to the local community.

We treat a range of conditions, including soft tissue injuries, problems with muscle, ligaments, nerve, tendons or bone, ankle sprains, plantar fasciitis, Achilles tendinopathy, osteoarthritis, spinal pain including lower back pain, thoracic or neck pain and more.

It's really satisfying knowing that we are making a big difference in our communities and preventing significant waiting times by being based with our primary care partners as the first contact physiotherapy team.

## What is first contact physiotherapy?

We've gone through some big changes lately as we restructured our service as first contact physiotherapy (FCP).

It allows people with MSK conditions to access our expertise early, ensuring timely diagnosis, early management, and any onward referrals as necessary.

It can be a challenge ensuring that our service is appropriately utilised as we see patients as the first point of contact, without any prior consultations and we never know what condition will walk through the door.

## And what's next for the team?

The team is fantastic. We support each other and nothing is too much trouble.

We've done so well that we need to recruit four more people!

We're looking for keen and enthusiastic HCPC-registered individuals to join our expanding team. New team members are well supported with regular supervision as well as half day clinics with an extended scope physiotherapist.



Pictured: Extended scope physiotherapist Anna Jessop.



Pictured: Some of the cancer team at the trust.

Pictured: Photos from the event.

# Learning more about the journey of a cancer patient

Health experts in cancer care across Teesside met to discuss the journey patients take from finding a health issue to completing treatment.

The event, held at Billingham Forum and organised by the trust, included health professionals from across the area. This includes those working in diagnostic care, breast screening, cancer pathways, chemotherapy and social prescribing and outreach shared learning.

A cancer patient also spoke about their own experience being cared for by health teams and a transgender patient told their story of being cared for in the health service.

Kendra Powell, Macmillan lead cancer nurse at the trust, said: "As health professionals we want to better understand a patient's experience from the moment they are diagnosed with cancer to the moment they complete their treatment.

"We invited a whole range of experts in their areas to talk about the part they play in a patient's journey.

"We were also able to hear from patients about what it is like to be treated in our services, the barriers they find, the things they have valued and any other feedback they have."

Nicola Devonport, cancer project support officer, added: "We were delighted to hear from so many experts in both community and hospital cancer care, including some of our local GP surgeries, and it proved a fantastic opportunity to share any lessons we can learn and areas of good practice."



# Stockton nurse achieves dream of supporting people with learning disabilities

**A local woman's dream of becoming a learning disability nurse is coming true, thanks to a new role introduced at the trust.**

39-year-old Adelle McCullagh, from Roseworth, always wanted to be a nurse. But as life rolled on and with bills to pay, she found it harder and harder to consider applying to university.

Adelle was working as an enhanced care worker at the trust when a brand new position came up – and her colleague Jodie Savage, enhanced care coordinator and learning disability nurse, encouraged her to apply.

Adelle was successful in her application and is now in a dream role working as a learning disability nursing associate.

Adelle said: "I always wanted to be a nurse and I've grown up around family members with learning disabilities. It's very close to my heart. I actually recently found my school report from when I was 15 and it said 'When I leave school I want to be a learning disability nurse.'

"But when I did leave school, I wanted to earn money instead of going to uni. Then when I bought a house, it just got harder and harder to even consider it.

"I started at North Tees in 2021 as an enhanced care worker, supporting patients with additional needs. I was only in the role for a couple of months when this new opportunity came up. The team encouraged me to apply and I got it."

Adelle's new role bridges the gap between learning disability and the trust's enhanced care team. She ensures that patients with a learning disability are identified quickly and are receiving the support they need throughout a hospital stay.

Supported by the trust, Adelle quickly began her university degree in nursing – working full time, completing university work in the evenings and taking on placements. Three years later, she is now fully qualified and settling into her new role as learning disability nursing associate.

Stacey Rutter, senior clinical professional, said: "It's been nice to be able to give this opportunity to Adelle who started out with us an enhanced care worker. It's been so great to see that career progression through her hard work and dedication.

"She really is a great inspiration to others."



Pictured: Adelle has been supported by the enhanced care team.



Pictured: Adelle McCullagh, learning disability nursing associate.



Pictured: Midwife Eden Bruce, midwifery assistant Hannah Pickering and midwife Gail Lang.

# Maternity scheme sees Hartlepool mums pack in smoking

A stop smoking initiative led by midwifery assistants has seen increasing numbers of pregnant women quit smoking for good.

The 12-week quit programme sees mums receive dedicated support and advice from the moment they register their pregnancy online. Since it launched in April 2023, 41 women in Hartlepool have given up the bad habit as a result.

The programme was implemented as part of a quality improvement project by Ruth Waterman, Sue Wallace and Ali Farman – community midwifery assistants at the trust.

Supported by the tobacco dependency treatment service, the midwifery assistants provide expert advice and resources, tailored to women's individual needs.

Ruth said: "One of the very best things a mum can do is protect their baby from tobacco smoke. This programme is so important in making sure babies have the healthiest start possible in life and as they grow up.

"Because we support ladies throughout the full programme, we get to pop out and see them with their new baby as a smoke free family. It's a really rewarding part of our role.

"We've done very, very well in our first year and our little team is so proud."

26-year-old Charlotte Marshall, from Hartlepool, was enrolled on the programme upon registering her third pregnancy with the trust.

A heavy smoker for more than 10 years, she had tried to stop smoking during her first two pregnancies but struggled without dedicated support. With Ruth's support and NRT, Charlotte was completely smoke free by 12 weeks.

She gave birth on 13 June to a healthy little girl, Alycia, and is still smoke free now.

Ruth said: "I'm so proud of Charlotte. She's an inspiration and I hope her story touches other ladies who perhaps didn't think they could ever stop smoking."

Ruth and the team received dedicated support in implementing the programme by Danielle Stephens – quality, safety and innovation lead for midwifery at the trust. It forms part of a quality improvement initiative which ensures staff are empowered and supported to make service changes for the benefit of patients and staff.

Danielle said: "Quality improvement is all about giving people who are closest to the problems the skills, time and support to solve them – and Ruth and the team are an excellent example of this.

"The effect this service has had on patients and their families is evident in the feedback they have received and they all should feel incredibly proud. I'm so proud of the hard work and dedication they have shown."

# New vehicle access arrangements for University Hospital of Hartlepool

The University Hospital of Hartlepool is making important changes to its vehicle access points to improve the flow of traffic and ease patient access to key facilities.

The former exit on Holdforth Road (nearest the roundabout on Easington Road) has now become the entrance for all patients and visitors. This new access will allow patients to access the urgent treatment centre much quicker than in the past.

The former entrance has become the exit. This will also act as an entrance to the secondary staff car park and to Alice House Hospice.

Specialist nurse Moira Sheerin said: "This simple change makes getting to the main entrance and the urgent treatment centre easier and quicker. It will make it more convenient for patients and visitors to reach these critical areas."

Hartlepool Borough Council has installed new signage on the approaching roads, guiding drivers to the new entrance and exit points. The hospital grounds also feature well-marked signs.

Outpatient receptionist Laurence Herdman added: "The changes are well-signposted but we are asking drivers to take extra care and remember that we have a 10 mile per hour speed limit on site for everyone's safety."



Pictured: Outpatient receptionist Laurence Herdman and specialist nurse Moira Sheerin.



Pictured: The new car park entrance at the University Hospital of Hartlepool.



# Dietitian recognised with award for raising profile of her role

A dietitian has been recognised for the work she has carried out raising awareness of the role dietitians play in caring for critically ill people.

Chloé McMurray, a senior dietitian, has been given a rising star award from the British Dietetic Association (BDA).

Chloé and another colleague in the BDA have grown social media coverage around a special group of dietitians who care for patients in critical care.

The nomination stated Chloé and her colleague have been integral to improving member engagement and promotion of the Critical Care Specialist Group and the BDA. Together they have improved the social media presence content and branding of the group and how it is presented to both members and the public.

They have promoted a number of events including study days, competitions and awareness events and have developed some frequently asked questions posts and documents on social media.

Chloé, who was presented with an award at a ceremony in Birmingham, said: "Promoting the role of dietitians and the impact we have on our patients is something I am really passionate about and to be recognised for this with an award is fantastic.

"This role building the social media profile and creating new content to raise awareness not only to other health professionals, but for members of the public has been a fantastic opportunity."

Fiona Hardie, senior clinical professional, added: "The service is proud of Chloé for undertaking this additional national work while delivering consistently high quality care for our patients."



Pictured: Senior dietitian Chloé McMurray has been recognised with a Rising Star Award from the British Dietetic Association.

OPENING THIS WINTER

# TEES VALLEY COMMUNITY DIAGNOSTIC CENTRE



“

This diagnostic centre will allow us to take your blood sample quickly and easily in a location which is convenient for you.

”

**Gillian Bate**  
Phlebotomist

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information



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