

WELCOME FROM THE CHIEF EXECUTIVE

Dear Colleague,

Welcome to our September/October newsletter.

As usual at UC24 we have had a particularly busy summer. I hope you will enjoy catching up with this autumn edition of our staff newsletter.

Thank you to all those who worked on our Annual Members Meeting, and all who attended. It was a very positive event and a good opportunity to celebrate all our achievements during the business year of 2015 and 2016. I was particularly pleased that our Halton Commissioner made a point of praising our out of hours service, calling our performance "phenomenal". All credit to our hard working staff who have made this possible - you are phenomenal!

Our NHS 111 services have celebrated their first year of delivery. Well done to everyone involved in delivering and supporting this high profile service. It has been challenging at times and I have been extremely impressed with the tenacity, resilience and commitment to patients shown by staff working on NHS 111. Thank you.

Our urgent and community services have made a significant impact in managing patients in the community during the last year. Your services support other services to manage. You are a beacon of partnership working and the patients and partners in Knowsley, Halton and Liverpool all benefit from your continued hard work.

We are delighted to let everyone know that we have been shortlisted by Liverpool CCG for the tender of a cohort of GP practices across the Liverpool area. I would like to take this opportunity to thank everyone who has been involved in this work to date. This tender represents an exciting opportunity for UC24 to serve our patients and have a positive impact on the delivery of primary care services in the Liverpool area. We will keep everyone informed as the tender process progresses.

It is a privilege to work with you all.

With kind regards

Kate Lucy
Chief Executive

UC24 continues to support the Volition Volunteer Programme at the Liverpool Cathedral.



Volition is an award winning charity born out of Manchester Cathedral's pilot programme five years ago, which allows volunteers to develop work based skills, confidence within real work based environments and even gain qualifications.

The Chair and the Office Manager have been assisting by performing mock interviews with the volunteers, allowing them to witness first hand the process a company goes through to recruit and how they can prepare for future opportunities.

"It's been a great opportunity," says the Chair, Alan. "Many have just lost their confidence within a working environment and it is really rewarding to be a small part of helping them back onto their feet. We are official partners now and focus more on more managers taking part to help out."

To find out more about the programme and how you can help, contact Paul O'Brien from the cathedral on Paul.Obrien@liverpoolcathedral.org.uk or 0151 702 7206.

Staff special thank yous

Each month we want to celebrate our staff and their achievements with our 'Special Thank You's'.

To nominate a colleague you feel has excelled this month, contact communications@uc24-nwest.nhs.uk with your nomination and why.

Gemma Kearns:

Nominated by a number of people across the teams, Gemma has shown exceptional strength and dedication to her work and the development of her own team over a challenging period.

Sara Hudson:

Sara has been nominated for the quality and content of her safeguarding referrals over recent months.

Dr Kamara & Dr Chiru:

A joint nomination for both GPs to thank the pair for ensuring services are always covered with their great attitudes to flexible working.

Jan Norris:

The HR Team wish to extend a huge thank you to Jan for her continued hard work.

Individual spotlight on...

Carol Rogers

Associate Director of Quality and Patient Safety.

Carol Rogers was appointed to the role of UC24's Associate Director of Quality and Patient Care, in June 2016. She is one of a number of staff working within the Quality and Patient Safety Team which is led by the Director of Quality and Patient Safety. She plays a key role in putting mechanisms in place to manage and measure quality, its assurance and improvement, with the overall aim of providing safe high quality and effective care.

Carol says: "We are implementing a new DATIX Incident Reporting and management system across the organisation the aim of which is to support us to continue to build on the work already undertaken in building a culture that drives excellence in patient safety. Carol's mantra is "if it doesn't feel right it likely will not be right so report".

Following a failed attempt at retirement in January 2015, Carol came to UC24 in June of the same year, to support mobilisation of the NHS111 service. When the role for Associate Director of Quality and Patient Care became available, she knew she had to apply for it: "Since the start of my nursing career in 1978, the safety, quality and care experienced by patients has been my passion. Patient safety is what keeps me up late at night, and what wakes me up in the morning; I think I would do this job even if it wasn't paid!"

Born and raised in Tuebrook, Carol has developed her nursing career in the heart of Liverpool; starting as a State Enrolled Nurse in the Royal University Teaching Hospital, before taking a conversion course to become a Registered General Nurse in the early 90s. It was this decision that quickly escalated her career, and in 1994 she contributed significantly to the set up and running of one of the first nurse-led Minor Injuries units in Garston working as a Nurse Practitioner. Carol's career progressed from there into Senior Management, always with a focus on clinical leadership and

quality. She went on to complete a post graduate diploma at John Moores University, a Degree at Liverpool's University and a post graduate Degree at Hope University. She says: "I love education, but am confident that education did not teach me the art of caring, this was instilled in my upbringing."

Carol is a gym and fitness fanatic, and known amongst her co-workers for her knack at calorie counting! Her positive can-do attitude has resulted in a wealth of hobbies including: expert in shopping, knitting, sewing, singing, and writing her personal memoirs on her life and experiences as a nurse.

Apart from a two year career break spent in Jerusalem, she has remained in the local area, living in West Derby with her husband Steve, daughter Olivia, her Maltese terrier Bobo and Burmese cat Jasmine...

FACEBOOK IS LIVE

Dear All,
As promised in the August staff newsletter, Facebook is now live!

I hope you find the page informative and enjoy the new way of keeping you up-to-date. Please feel free to 'like' the page and share with friends and family (search Urgent Care 24 and look out for our logo). If you have anything you would like me to post; news, announcements, recruitment drives or promoting events then please just let me know.

Happy Facebooking!

Best wishes, Melissa

communications@uc24-nwest.nhs.uk



Team spotlight on...

Urgent Care 24 Receptionists

Working across different services, 24 hours a day in one of 12 Urgent Care Centres (UCCs) - being a UC24 receptionist requires a flexible attitude and a good memory!

Receptionists work as a team with clinicians in the UCCs and the rest of the operational team to ensure patients are seen timely and safely. They also work closely with other services such as walk-in centres and A&E teams in hospital settings such as Royal Liverpool Hospital, Aintree University Hospital and Alder Hey Children's Hospital, as well as working closely with the A&E teams.

The reception team is led by Urgent Care Centre Manager Rachel Tynan who says: "What always stands out from the team is the passion for giving the patients the best service possible and a willingness to go above and beyond to help patients on a daily basis."

Margaret Jones has been a member of the reception team for over 8 years and now works for the out-of-hours service and for Urgent and Community Services. She says: "I like meeting patients of all different ages and talking to them. Sometimes patients like having someone to speak to - I might be the only person they speak to that day so I don't want them to see a miserable face, when they arrive, I give them a nice friendly face. I like to take patients' minds off feeling poorly."

"What do you love about being an Urgent Care 24 receptionist?"



"I like meeting people and helping people, and offering a 24-hour service which they cannot get from their own GP."

"I like having contact with patients and making sure they are well looked after especially at a time when they are feeling ill."

"I like working as a team with the GPs in the centres."

"I love dealing with a variety of different patients and working with colleagues from other services eg. Walk-in centres."

"I like the flexibility of times and working in different centres. I enjoy working with colleagues from other services. I like interaction with different GPs."

"It's a varied role that can be challenging, you learn about yourself - for example your reaction when problems/emergencies arise. Friendly staff willing to help!"

"I like to feel like I am making a difference for patients and enjoy interacting with GPs and patients."

Strictly Ballroom 2016 Jo Gill

Jo wishes to say thank you to everyone who supported her through this amazing experience. She raised a grand total of over £1,700 and won the award for Most Improved Dancer- Congratulations Jo!

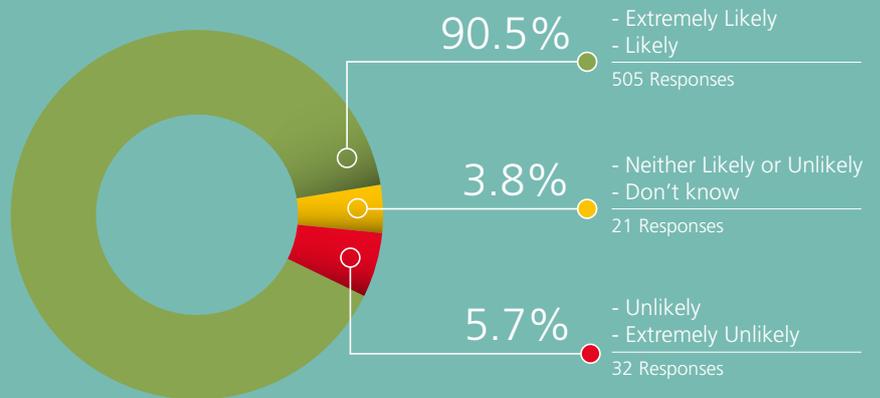
She was also one of the top 5 fundraisers on Just Giving for the month of October.



Friends and Family results September 2016

What our patients say about us!

We are delighted to share with you our Friends and Family feedback from the month of September. Our out of hours patients were sent a text message asking them to provide comments on the levels of care they received. Would you recommend us to a friend/family?



The Fruit bus!

Introducing Paul and Aggie!

As part of the Healthy Liverpool Programme, fresh fruit and vegetables are offered to all NHS staff at cost price.

The fruit bus visits UC24 HQ every day Monday-Friday to deliver your five-a-day. The bus now also has a contactless card machine on board for your convenience.

