

THANKS FOR GOING THE EXTRA MILE

Dear Colleague,

It certainly feels like winter is upon us. Thank you to everyone who goes the extra mile at this time of year to keep our patients safe and well. Our out-of-hours team have done particularly well during recent months, managing to deliver excellent services, consistently. Our GPs, clinicians, administrative team and managers should all be congratulated on their excellent work.

Please remember doctors, we are always looking for great GPs to join the team on a salaried basis – we have a range of opportunities and excellent benefits. Contact millie.williams@uc24-nwest.nhs.uk if you want to find out more.

Wishing all our staff the very best over the Christmas and New Year period and I look forward to seeing you at our staff Christmas celebrations.

Best wishes,

Kate Lucy
Chief Executive

Happy Birthday NHS 111

We have been marking our first year of working with NWS to facilitate NHS 111 calls. Clinical Lead for NHS 111, Leonie Corris, said: "It has been great to get together with everyone and recognise our successes from the past year, both as individuals and a team. I'd like to thank everyone for their hard work in getting this off the ground in its early stages, and look forward to the next year."

A Christmas donation to food bank

A very kind donation has been made by a member of staff at Urgent Care 24 to the food bank coordinated by the Well-being group. We would like to use this generous gift to help people who might struggle over Christmas holidays to provide food for their families.

If you need some support to give your family all their favourite extra Christmas treats this holiday season, please contact the Well-being Advisor and we'll work with you to provide support. linda.meagor@uc24-nwest.nhs.uk

Christmas Pay

December pay will be on Friday 23rd of December then back to normal in January being paid on Friday 27th January 2017.

Staff special thank yous

Each month we 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.

Here are the latest nominations:

Andrea Barnes

Prescribing Nurse at the Asylum Practice.

Andrea has fitted in really well at the practice, and her positive attitude and lovely smile provide a great addition to the team.

A kind stranger

A special thank you to the individual who wishes to remain anonymous who so kindly donated £60 worth of Tesco vouchers to support the food bank over the Christmas period. This is a selfless act of kindness that is very much appreciated by the Health and Well-Being Team and the wider organisation.



NAMASTE

As part of our staff survey results, UC24 is offering free yoga and tai chi classes for all staff to increase health and well-being.

Both classes take place in the Robert Powell Room on the first floor of HQ at these times:

Yoga

Tuesday 1:00pm

Tai Chi

Thursday 5:00pm

All levels are welcome, we look forward to seeing you there!

Individual spotlight

Millie Williams

This month, we are getting to know Millie Williams - our Medical Staffing Coordinator who has been with us for 10 years next October.

Millie joined in 2007, as a call handler and as an overnight receptionist alongside her joint honours degree in Social Work Studies & Childhood and Youth Studies at Edge Hill University.

From here she worked in the admin and HR side, working occasionally to help out with the rotas before starting her new role as a rota administrator position. Late last year, Millie was asked if she wanted to progress to working within recruitment of GPs and registrars and has been focused on this area ever since.

Millie's day to day work involves liaising with trainee GPs and registrars and getting them booked into their necessary courses across Liverpool, Knowsley and Halton. There are some challenges with this process, in particular tying down registrars to specific appointments with the ever-increasing risk of last minute cancellations and gaps to fill.

Recognising this and the additional pressure it put on her and the team, Millie suggested a pilot on Rota Master, an initiative in which the STs are able to select their own training sessions. "They really appreciate it," she said. "It puts the power back in their hands, they know which sessions they need to attend and can pick from a selection of slots that fit

them. We have just started the trial session, but the feedback so far has been great so we hope it will continue."

Building a supportive relationship with the registrars, has helped us to recruit a total of 12 salaried GPs in recent months.

Originally from Reading, Millie fell in love with Liverpool as a child when her family took regular day trips to the Caribbean Centre. She loves the city and the people and made it her mission to move up North to study. Though she is proud of her Reading roots, Millie said it is the people of Liverpool which makes her stay, "I live in Toxteth and it is absolutely brilliant, the people there are so friendly and really look out for each other. There's a real community feel which I don't think is as common in Southern cities."



New Medical Director: Dr Ryan

The New Year brings with it a new Medical Director. Dr Mary Ryan will be joining us on the 1st January 2017 from Alder Hey Children's NHS Foundation Trust.

Mary is currently working as Consultant in Paediatric Emergency Medicine and Director of Medicine where she has gathered direct experience of working with our GP urgent care services.

We look forward to working with her in the near future.



Introducing Linda Meagor - UC24's new Well-being Advisor

I'm really thrilled to be working with UC24 for the next six months, to support the development of a great offer of activities and resources that will help support staff's Well-being. Finding fun ways to bring people together, to get us moving and ensuring access to support when required. More information will follow in this newsletter and social media, so keep your eyes peeled! All the activities will be guided by the UC24 Well-being group made up of staff from across the organisation. The first thing we created

together is a logo to brand all UC24 Well-being activities.

We are always looking for new members for the Well-being group, so if you have ideas and or would like to contribute to building staff well-being, please contact me on:
linda.meagor@uc24-nwest.nhs.uk

Strictly Come Dancing

Another member of the UC24 team pulled on her dancing shoes for the Roy Castle Strictly Come Dancing Group Dance. Cheryl Best took part in a 6 ½ minute performance with dancing from the musicals Footloose, West Side Story, Saturday Night Fever and Hairspray.

She did a fantastic job, and there's still time to support her and this fantastic cause at her Just Giving page here: www.justgiving.com/fundraising/cheryl-Best

Successful AMM

Thank you to everyone who attended our 2016 Annual Members' Meeting at Blackburne House last month. We had a great turn out and the event was a real success. A real highlight of the afternoon was when 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 really are phenomenal! If you missed it, you can catch a video of the highlights on our website:
<http://www.urgentcare24.com/UC24-Videos-i35.html>



UC24 Christmas Celebrations

UC24 welcomed the Christmas festivities with open arms at this year's Christmas Party at the Hilton Double Tree Hotel. We had a fantastic turn out and would like to thank everyone who joined in the celebrations,

For the first year ever, we had also included 6 staff awards voted for by you. The winners are listed below:

- Employee of the year: **Millie Williams**
- Manager of the year: **Tracy Harrington**
- Team of the year: **Rota**
- Clinician of the year: **Dr Suzanne Fletcher**
- Non-clinician of the year: **Jan Norris**
- 2016 Denise Boyd Award: **Gemma Kearns**

Congratulations to all of our award winners and thank you to everyone for a great evening.

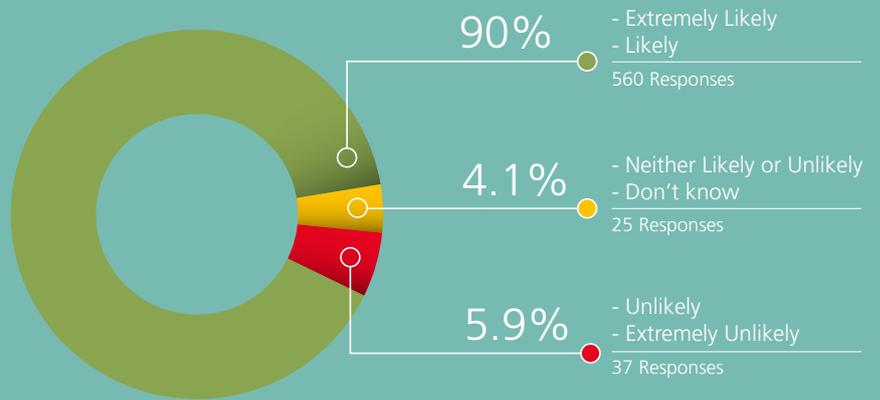
Merry Christmas!



Friends and Family results

What our patients say about us!

We have seen really positive feedback from our Friends and Family feedback survey in October. Our out of hours patients were sent a text message asking them to provide comments on the levels of care they received. These are the responses to the question: Would you recommend us to a friend/family?



A New Policy for Policy Management

The new Policy for Policy Management document has been ratified by the Board and been uploaded onto our intranet.

The document contains useful information and guidance for staff who have a responsibility to write or review policies.

The policy should be read before developing or reviewing any policies.

The templates included in the document for inclusion in your policy have also been uploaded onto the intranet and can be found under 'Templates and Forms, Admin'.

If you have any queries, please contact a member of the Governance Team.

