



Together



Compassion



Safe



Improving



University Hospitals
of North Midlands
NHS Trust



PROUD TO CARE

REVIEW OF THE YEAR
2017/18

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Proud to Care

A patient is the most important person in our hospital. They are not an interruption to our work, they are the purpose of it. They are not an outsider in our hospital, they are part of it. We are not doing them a favour by serving them, they are doing us a favour by giving us an opportunity to do so.



Chief Executive Paula Clark

Welcome to our Review of the Year 2017/18, which is published to coincide with our Annual General Meeting. It was another really busy year for UHNM, with our staff working tirelessly to deliver high quality care. This review provides an opportunity for us to reflect upon and celebrate the many things at which we excel, whilst acknowledging the significant challenges we face.

During 2017/18 we continued to experience ever increasing demand on our services. The pressures that this has brought to bear has meant that we were not always able to treat our patients in as timely a manner as we would have liked. We have to pay testimony to our staff as they have maintained a strong focus upon delivering services of the highest quality for patients in the face of this challenge. We are very proud that 98.5% of people that responded to our patient satisfaction questionnaire indicated that they would be likely or extremely likely to recommend our services to their friends and family.

The financial climate continues to present unprecedented challenges for us and we began the year having being placed into Financial Special Measures by our regulators at NHS Improvement. This meant that we were under intense scrutiny and worked extremely hard to deliver our Financial Recovery Plan, within which we had an incredibly challenging cost improvement target of £50m to deliver. I am extremely proud that our staff delivered this despite an extremely challenging winter period. Our financial challenges will continue throughout this coming year and we are so thankful to our staff for their continued efforts to deliver savings and avoiding unnecessary costs.

The Care Quality Commission (CQC) visited UHNM during the year and although our overall rating of 'Requires Improvement' remains unchanged, we are very pleased that the latest

report acknowledges significant progress across both of our hospitals. We are now rated as 'Outstanding' for being 'Caring', a reflection of the remarkable dedication and compassion of our staff, 'Good' for our services being effective and well led, which is recognition of the strong leadership within our clinical managerial teams. We are 'Requires Improvement' for our services being responsive and safe, which acknowledges the effects of overcrowding and long waiting times in our emergency departments – all of which are improvements on our previous ratings. We are proud of the work that we have undertaken to improve our ratings and will continue to focus on improvement across the whole organisation.

We refreshed our 2025 Vision during the year and launched our new values and strategic objectives. These provide us with a clear strategic direction for the future and set out the behaviours, attitudes and approaches that our staff will exhibit. Our Organisational and People Development Team are supporting us to ensure that all staff 'live our values' in our day to day working lives.

I never cease to be humbled by the high level of commitment, expertise and professionalism shown by so many of our staff, and the support we receive from our patients and stakeholders. Our commitment to you is to build on our many achievements, reflect when we have fallen short of the ambitious goals we have set ourselves and to always put the healthcare needs of you and your family first.

Paula Clark, Chief Executive

County Hospital

Thursday 1 November 2018 will mark the fourth year since County Hospital was integrated into University Hospitals of North Midlands. In that time County Hospital has seen a wholesale transformation following a record £47m investment programme, which has enhanced and improved patient care and services. Here you'll find updates on just a fraction of the wide range of services available at County this year.

Bariatric

The Bariatric Surgery service at County Hospital in Stafford has now completed 100 surgical procedures. This is an important milestone demonstrating the safety of the service since it began in December 2016, which has moved to a new permanent seven bed unit at the hospital. The success of the department has resulted in it being approached to take patients from across the West Midlands and North West.

Mr Vittal Rao, Consultant Upper GI/Bariatric Surgeon and Clinical Lead, Department of Bariatric and Metabolic Surgery, said: "The move to County Hospital has been an unqualified success and our patients have been delighted with the new service. The key to our success has been the support from all the staff involved and access to a dedicated theatre and supportive ward to ensure that the surgery can go ahead as scheduled without delay. We are now being contacted from clinicians across the region to see if we can take their patients, which is a credit to everyone here in Stafford."

Re-development wins award

The re-development of County Hospital won a prestigious, regional construction award at the 'Celebrating Construction 2017 West Midlands Awards' with Kier. The Integration and Collaborative Working Award category recognises the importance of collaborative working and how it is central to Constructing Excellence's values and its drive to evidence excellence in construction.

Dave Ruscoe, Senior Project Manager, said: "The projects at County Hospital have been some of the most challenging undertaken in a 'live' environment. Completing the development whilst maintaining full NHS services at County Hospital required a different approach. The skills of each stakeholder were harnessed and used to deliver this scheme and the integrated team approached and delivered each project with compassion and discretion, always putting the needs of patients first. I would like to say a big thank you to every one of those who has played a role in being part of this success for UHNM."

Hip Hip Hooray – Unit celebrated birthday



The Unit that cares for hip and knee patients at County Hospital celebrated its first birthday. The 29 bed Elective Orthopaedic Unit (EOU) opened in 2017 after a £3m investment in facilities. Now the 40-strong team that work on the unit are caring for their first spinal surgery patients.

Janice Wood, Senior Sister, said: "Over the past year our nurses, therapists and general staff have cared for 2,500 patients on the unit. We care for people who have had hip and knee replacements, a wide range of upper and lower limb elective procedures, and we had our first spinal patients. A third theatre has now opened at County Hospital and this will only increase the number of patients we care for. This is a fantastic unit with a really dedicated team."



Ward 12 showcases good practice

Ward 12 at County Hospital opened its doors to showcase the good practice and achievements to a number of esteemed visitors and guests. The Ward, which is one of a number of refurbished wards as part of the regeneration of County Hospital, has been a huge success with patients, visitors and staff since they made the new area their home in 2017.

Ward 12 Manager, Elaine Khan, hosted the visits and she spoke of the fantastic team spirit and togetherness on Ward 12, which makes it such a positive environment to work in. Elaine said: “I am very proud of all the work that has gone on from the team to make Ward 12 such a fantastic place to work. The facilities are outstanding, but it takes more than that to make a real difference to our patients and we’ve managed to combine a brilliant team ethic with world-class facilities, which make for an extremely positive environment for our patients to receive their care.”

Outpatients goes ‘Platinum’

Outpatients Department received the coveted ‘Platinum award’ in the Care Excellence Framework awards. The locally developed Care Excellence Framework (CEF) is a unique, integrated tool of measurement, clinical observations, patient and staff interviews,



benchmarking and improvement. It provides an internal accreditation system providing assurance from ward to board around the domains of caring, safety, effectiveness, responsive and well led. The framework provides an award system for each domain and an overall award for the ward/department based on evidence. The awards range through bronze, silver, gold and platinum.

Carol McCormack, Senior Sister, County Hospital Outpatients, said: “We were overwhelmed when we received the platinum award and it was very pleasing that we managed to successfully demonstrate the hard work and high standards that are achieved each and every day in the department. This award not only recognises the dedication, professionalism and commitment of our staff but it also highlights to our patients that we’re meeting all our expectations when it comes to safety and quality of care.”

Oral Surgery and Orthodontic Suite transformation

Staff at the County Hospital Oral Surgery and Orthodontic Suite celebrated the transformation of the service. Over an 18 month period a two phase refurbishment programme has transformed the area with four new clinical rooms, two for Maxillofacial Surgery and two for Orthodontics. In addition, a second phase funded by UHNM Charity refurbished the existing clinical space.

Mr John Scholey, Consultant Orthodontist, said: “As clinical Lead I have been developing the orthodontic service at Stafford for the past 14 years. Since the integration the new Trust has invested time and resource to fulfil my aims of a service providing the highest quality care for highly complex orthodontic problems for the residents of south Staffordshire.”

April 2017

Two new mothers thank staff on Neonatal Intensive Care Unit for their outstanding care and compassion, during traumatic circumstances.

May 2017

The Cardiology team were rated No.1 in the country after winning the prestigious British Medical Journal (BMJ) 'Cardiology team of the year' award.

July 2017

We awarded a special Honorary 'UHNM Hero' Award to Katie Owen-Wardle, a former nurse, who helped save the life of a woman suffering a cardiac arrest



October 2017

Our very own Professor Jim Nolan and Professor Mamas Mamas successfully hosted a two day 'Transradial Masterclass' conference in Manchester.

November 2017

Staff descended on the Moat House Hotel to celebrate the 'Night Full of Stars' staff awards event. The 14 categories recognised some of the outstanding work going on each and every day.



January 2018

Dr Tirej Brimo, a Foundation Trainee Doctor at Royal Stoke University Hospital, named as one of Medscape's Physicians of the Year for 2017.



June 2017

For the first time, we treated over 1,000,000 patients in a single year.

August 2017

Our maxillofacial cancer surgery and anaesthetic team became the first in the country to offer 3D computer modelling, printing and reconstructive surgery all under one roof.

September 2017

Staff were recognised at The Sentinel's annual Our Heroes awards evening on Thursday 28 September.

December 2017

The Short Stay Unit at Royal Stoke has been helping vulnerable patients by providing them with fresh clothes to wear when they are discharged.



February 2018

Robina Johnstone, Midwife at UHNM celebrated 50 years in the NHS. In that time she will have helped care for over 50,000 babies and their families.

March 2018

The Critical Care team were shortlisted for a HSJ Value award in the 'Acute Service redesign' category for their Transformation Programme.

Overview of UHNM

University Hospitals of North Midlands NHS Trust is one of the largest and most modern NHS trusts in the country. From our state-of-the-art facilities we serve around three million people and we're highly regarded for our quality, teaching and research. We have around 1,450 inpatient beds across our hospitals in Stoke-on-Trent and Stafford. We provide a full range of general acute hospital services for approximately 900,000 people locally in Staffordshire, South Cheshire and Shropshire.

Our 11,000 strong workforce provides specialised services for three million people in a wider area, including neighbouring counties and North Wales. We are one of the largest hospitals in the West Midlands and have one of the busiest emergency departments in the country, with more than 169,000 patients attending our Accident and Emergency departments last year. Many emergency patients are brought to us from a wide area by both helicopter and land ambulance because of our Major Trauma Centre status as we are the specialist centre for the North Midlands and North Wales.

Our specialised services include cancer diagnosis and treatment, cardiothoracic surgery,

neurosurgery, renal and dialysis services, neonatal intensive care, paediatric intensive care, trauma, respiratory conditions, spinal surgery, upper gastro-intestinal surgery, complex orthopaedic surgery and laparoscopic surgery.

We are a key player in the Staffordshire Sustainability and Transformation Partnership (STP) and take an active part in the planning and discussions. The health economy plan remains focused on minimising admissions to and discharging as soon as possible from the major acute Royal Stoke University Hospital, with as much care as possible being delivered in community settings or at County Hospital.

As a university hospital we work with Keele University and Staffordshire University and have strong links with local schools and colleges. We benefit from being able to attract and retain high quality staff. In order to do this we need to continue to maintain and expand our tertiary capabilities to service the populations of the North West Midlands, Derbyshire, Wales, South Manchester and the northern suburbs of Birmingham.



Vision and Values

We launched our refreshed '2025Vision' strategy at our Annual General Meeting in September 2017. The strategy sets out our vision, values and key priorities for moving forward and delivering services that our own families would choose should they need care, delivered by staff who take pride in everything they do. Our 2025Vision was developed to set a clear direction for the organisation to become a world class centre of clinical and academic achievement and care. One in which our staff all work together with a common purpose to ensure patients receive the highest standards of care and the place in which the best people want to work.

To achieve the 2025Vision we must respond to the changing requirements of the NHS as they emerge and as we move into ever more challenging times for the service. This requires us to think further than the here and now and look beyond the boundaries of our organisation for inspiration. This means that our involvement in the STP is crucial in enabling us to move towards our vision and become the sustainable healthcare provider of hospital services we want to be into the next decade. Through our organisational development activities we will continue to encourage a compassionate culture through our set of shared values, which identify the behaviours, attitudes and approaches we exhibit.



Our strategic objectives



Our values



www.uhnm.nhs.uk

University Hospitals of North Midlands

Our 2025 Vision

What we will deliver - our strategic objectives



Provide safe, effective, caring and responsive services

- Improved CQC ratings through implementation of our Care Excellence Framework
- Maintaining strong performance in relation to the Summary Hospital-level Mortality Indicator (SHMI)
- Positive Patient Led Assessment of the Care Environment (PLACE) annual inspections across UHNM



Achieve NHS constitutional patient access standards

- Improving pathways in and out of hospital
- Consistent implementation of best practice
- Provision of seven day services



Achieve excellence in employment, education, development and research

- Recruitment and retention of highly skilled staff & implementation of UHNM improvement methodology
- On-going development of specialist services
- Building our links with Staffordshire & Keele Universities



Lead strategic change within Staffordshire and beyond

- Increased income from NHS specialised commissioning services & elective care at County
- Leading role in the Staffordshire and Stoke-on-Trent STP
- Reduced number of medically fit for discharge patients in acute beds



Ensure efficient use of resources

- Year on year improvements in our finances
- Optimum use of our estate to support the services we deliver
- Digitalisation of clinical notes

How we will deliver this - our values



Together

- We are a team
- We are appreciative
- We are inclusive



Compassion

- We are supportive
- We are respectful
- We are friendly



Safe

- We communicate well
- We are organised
- We speak up



Improving

- We listen
- We learn
- We take responsibility

How we performed

2017/18 has been another extremely busy year for us, with demand for our services increasing to unprecedented levels over the winter period. In total we treated 1,107,753 patients over the year, the first time we have treated more than 1.1m patients.

We treated nearly 170,000 people in our Emergency Departments over the year and more than three quarters of which were seen with four hours. However, we still have considerable work to achieve the 95% target, something many other trusts nationwide have not been able to achieve.

UHNM met two of the three main national cancer targets, just as it did last year. The percentage of 'patients diagnosed being treated within 31 days' and 'patients seen within 2 weeks from referral to first appointment' were both met, which is very positive. The percentage of 'patients being seen from urgent GP referrals' target was not achieved, though the teams involved did make significant progress from 2016/17.

Elsewhere, of the two other main targets, one was achieved and one not achieved. The diagnostics target of 'patients seen within 6 weeks' was achieved, whilst the challenging 'Referral to Treatment - patients within 18 weeks' target requires further attention.

Harm free care

UHNM continued its historic trend of preventing avoidable infections from spreading in its hospitals. There were no 'Avoidable MRSA Cases', something unthinkable 15 years ago and the Clostridium Difficile target was also achieved. UHNM was also one of the top five trusts for flu vaccination uptake amongst staff, which was incredibly important given the flu strain during the 2017/18 winter was extremely virulent.

The UHNM rate for falls increased from last year, though this is partly offset given we had opened more beds during 2017/18, including a £2m

investment in 45 new beds, than any other year. We therefore saw an increase in reported falls, but a lower rate in serious harm. Moderate harm and above from falls showed improvement rate from 0.23 (2016/17) per 1,000 bed days to 0.21 (2017/18). UHNM narrowly missed both pressure ulcer targets, Grade 2/3 and Grade 4, by five and one respectively.



Finances

In 2017/18 UHNM agreed a financial plan with NHS Improvement to deliver a year end deficit. Within this plan the Trust was required to achieve savings and would receive deficit support.

At the end of the financial year UHNM has a deficit of £71.3m against the planned deficit of £68.9m. The deterioration in the position was mainly due to the cost of additional capacity and lost elective activity over Winter. The main areas of savings in year related to premium pay reductions and skill mix efficiencies. Improvements were also made in clinical optimisation schemes, various income opportunities, and efficiencies from procurement and other non-pay savings.



Prestigious honours and A Night Full of Stars

During 2017/18, our staff gained recognition, both internally and externally, for their efforts and expertise from judges, panellists and patients alike. The nominations, awards and special presentations have been received by staff right across the Trust, showcasing the professionalism, quality and talent of our workforce. Here are the winners of the Trust's 'A Night Full of Stars' Awards



Employee of the Year
Joe Potts



Leading with Compassion
Katie Knowles



Volunteer of the Year
Jenny Dodimead



UHNM Charity Award
Teresa Wilson



Rising Star of the Year
Adam Farmer



Apprentice of the Year
Khadija Munir



Learner of the Year
Elizabeth Handford



Engagement Initiative of the Year - Children, Women & Diagnostics Division and People & OD



Clinical Team of the Year
Radiotherapy



Innovation in Education & Learning
Endoscopy



Improving Patient Care Through Innovation
Bariatric Team



UHM Research Impact
Pathology Clinical Trials Team



Organisational Improvement Through Innovation
Placenta Accreta MDT



Non-clinical Team of the Year
Saffron Team

UHNM Charity



UHNM Charity is more than three quarters of the way to meeting the County Hospital Fundraising Appeal target of £600,000. To date donations have created safe, comforting and stimulating ward environments for vulnerable patients, including those with dementia, and developed the outpatients unit which is used by more than 125,000 patients a year.

Naomi Duggan, Director of Communications, said: “The refurbishment of the clinical areas at County Hospital has changed the look and feel of the hospital beyond recognition. Some of the facilities are now the envy of the NHS and bringing real benefits to patients. What we now want to do is transform the patient experience on top of the clinical care that people receive.

“We’ve identified a number of areas where patients could really benefit from charitable funds. We are fundraising for a large courtyard garden for patients, with cancer and blood disorders, to enjoy, as well as a quiet facility where families can wait when a loved one has had an accident, or is seriously ill, and rushed to hospital, or, if needed, a place where they can stay with a loved one who has died – close to the doctors and nurses who can support them. We know we can make a real difference”

The appeal is now just £125,000 short of the target and has been boosted by recent fundraising by a doctor who ran the London Marathon.

Max

Young Max Crompton wanted to thank the unit which treated him for cancer so, with a little help from his mum and ‘Max’s Superheros’, they organised and held a fabulous charity ball which raised an amazing £15,000! Max, along with little brother Harvey and mum Sam, came in to hand over the cheque to Paediatric Consultant Sarah Thompson and the Children’s Oncology Unit team. The family were really pleased to hear that the donation means that the team will now be able to purchase an interactive light floor, which will make a huge difference to the experience of children who come into the unit.

Cardio

A team of nurses and doctors from the cardiothoracic critical care unit have raised an amazing £5,409 by holding a 24 hour spinathon at the Royal Stoke. The team wanted to raise money to buy comforts for patients who are treated on the unit, sometimes for many weeks, following major heart surgery. So with lots of support from staff who came throughout the whole event to cheer them on, two school choirs to entertain them, a few sport’s massages and the odd tear during the wee small hours, they got through it virtually unscathed. As they stepped off the bikes whispers of ‘never again’, but within a couple of days they were already planning their next 24 hour challenge.

Every year more than one million seriously ill children and adults are cared for by University Hospitals of North Midlands NHS Trust. UHNM Charity makes things better for patients, their families and the staff who care for them, by funding state of the art equipment, new facilities, innovative research and all the important extras that make care so special.

If you have been inspired to fundraise for the Charity visit www.uhnmcharity.org.uk for more information or call 01782 676444.



U·H·N·M charity

Want to support your local hospital?

Take part in the Stafford



UHNM Charity's County Hospital Fundraising Appeal has again been chosen as the charity partner for this year's Stafford 10k. The event, which takes place on 23 September 2018, has quickly established itself as one of the 'must-do' road runs in the area since it began in 2016. All those who sign up to represent the appeal will be fundraising to provide local cancer patients with a large courtyard garden to enjoy whilst in hospital receiving their chemotherapy treatment.

Naomi Duggan, Director of Communications, said: "We're obviously delighted that our appeal has been chosen as the charity partner for this year's Stafford 10k. The Stafford 10k is now one of the most eagerly anticipated events on the calendar and both our staff and supporters have really taken it to their hearts. The space they are fundraising for will transform the Oncology and Haematology Treatment Unit's courtyard so that patients will be able to leave the clinical area and enjoy a very tranquil setting.

"Over the past year it has been very heart-warming hearing about the reasons why people choose to run this event for us. People have told us that they themselves are a cancer survivor or someone close to them is. Some people say they are running in memory of someone close to them, or that they want to mark a milestone such as a birthday or event. Others are doing it because they just love running, or that they've lost or are losing a lot of weight and they have been inspired to take part by others. I think we'll see many of those who took part last year do so again and I hope to see many more new faces take up the challenge to support their local hospital.

"Everyone who agrees to raise a minimum of £60 for the appeal will receive a free place and participants can fundraise for other services and wards at UHNM if they wish. There are a limited number of places and there's a high demand for them, so anyone interested in taking part should complete an entry form and send it back to UHNM Charity immediately."

For more information and to download the entry form, visit: www.uhnmcharity.org.uk

Joint working with Keele University and Staffordshire University

Research by Keele University, in collaboration with UHNM and Staffordshire University, will help clinicians across the UK when detecting an unexpected adrenal tumour. The research on the management of incidental adrenal tumours has been published in the British Medical Journal (BMJ). This is an unsuspected tumour in one or both adrenal glands (glands which produce a variety of hormones and sit just above the kidney), and are usually found by chance during an imaging test for another condition.

These masses are being detected more frequently in an ageing population through increased use of higher resolution CT and MRI scans. As the findings are unexpected, detection can be very distressing for patients, particularly while awaiting further tests or appointments.

The researchers based at UHNM worked together with colleagues at the University Hospital of South Manchester to look at previous studies, collate recommendations from international guidelines and include a focus group discussion with patients to highlight their experiences. All of this allowed them to provide helpful tips throughout the article for non-specialists, regarding how to best manage the finding of an incidental adrenal tumour and how to then interact with the patient.

Funded by the Health Foundation, the team have been developing a new electronic management system called eAIMS to streamline the process so that delay for patients is minimised and hence anxiety reduced, whilst improving efficiency in use of healthcare resources.

Professor Tony Fryer, R&D Director at UHNM, Professor of Clinical Biochemistry at Keele University and co-author of the article, said: "Incidental adrenal lesions can create significant anxiety for patients, and yet is often overlooked as an area of study. We were delighted that the BMJ recognised its importance and the need to

provide clear guidance to non-specialists, many of whom will be the first people to identify these lesions."

Professor Fahmy Hanna, Professor of Diabetes and Metabolism at UHNM and Staffordshire University and lead author, said: "Writing this paper helped us to highlight the challenges faced by all clinicians when dealing with adrenal lesions discovered accidentally. We took the additional step of working with one of our patients to share his experience of what it meant for him to have one of those lesions."

Dementia research

UHNM was chosen as one of three sites in the West Midlands to host a Join Dementia Research kiosk at the end of 2017. Since this time patients and members of the public attending Royal Stoke University Hospital have been signing up on behalf of loved ones with dementia, or themselves as healthy volunteers.

By inputting contact details into the kiosk via the touchscreen, users can be matched to and contacted about suitable research studies. Users can also choose to receive further information by email or via telephone.

Martin Booth, Research Co-ordinator and Join Dementia Research lead at UHNM, shared his experience of using the tablet-style device to join the service. He said: "The process of inputting my contact details and preferred method of contact to sign up took in total around four minutes at most, and I received a message on the screen thanking me for playing my part in the fight against dementia.

"I chose to be contacted via email, and within five minutes I received an email from the Join Dementia Research team confirming that they had received my details from the kiosk and that I now needed to complete the full sign-up online. To my surprise this final step was very

straight forward and easy to follow. It was also very quick, taking me less than eight minutes to submit my final details. I can choose to enter more details at a later stage if I so wish, but for now the process is complete.

“Already I have been matched to my first study; the ‘Sea Hero Quest’ mobile app, and have signed up to this. Overall I found the experience of signing up very quick and easy to do, and would recommend anyone interested in taking part to visit the kiosk, which is located next to the electronic patient check-in screens in the Atrium at Royal Stoke University Hospital.”

Dr Wu selected for NIHR Fellowship

UHNM Consultant, Dr Pensee Wu, has been successfully selected for a prestigious NIHR Fellowship to further study the impacts of pre-eclampsia. The Transitional Research Fellowship (TRF) offers 18–24 months full-time or part-time funding to support researchers to make a transition from basic or experimental science research to an area of applied health or clinical research which is within NIHR remit. The TRF is a personal award that should allow successful applicants to develop the skills needed to be successful in future applications for NIHR funding opportunities.

Dr Wu said: “It’s a fantastic privilege to have been accepted for this fellowship and I can’t wait to get started. Specifically, my project will involve determining the relationship between pre-eclampsia and long-term cardio-metabolic complications and acquiring the research skills to transition from a basic scientist into a clinical epidemiologist in Women’s Health.

“The improved long-term health of women with pre-eclampsia can lead to profound long-term benefits for them and their children. Hopefully this research will also empower women with knowledge of their future cardiovascular risk, which improves their experience.”

Nursing Preceptorship Programme

A group of nurses at UHNM successfully completed a three day preceptorship programme. This is an established course which is offered to our newly recruited Nurses, newly qualified nurses to UHNM and Allied Professionals, including Midwives.

Paul Broad, Clinical Nurse Educator, said: “The three day preceptorship induction programme is an initial part of their six month preceptorship programme at the UHNM. The Corporate Preceptorship team facilitate the induction programme and are assisted by clinical nurse specialists to deliver a cross section of appropriate clinical expertise as an initiation to the formal structured period. Once this induction programme is complete the nurses then work on the wards with support from their specialist Preceptor/Mentor. During this time they are able to familiarise themselves with the routine and skills necessary to work in the clinical environment and become an established team member.”

UHNM is also committed towards helping international nurses get their overseas qualifications recognised in the UK by providing additional training. Anne Barks, Care Coach for International Nurses, said: “We’re also incredibly excited to have three newly Qualified Overseas Nurses joining us on this programme. These nurses have just completed the process of passing their International English Language Test (IELTS), Computer Based Test (CBT) and the Observed Structured Clinical Examination (OSCE) with support from the UHNM Preceptorship Team. This now allows them to have their overseas qualification recognised in this country by the NMC and practice as a registered nurse.”

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