

Switchboard worker saves baby's life - and says 'please respect us!'

A Barnsley Hospital switchboard worker who saved a baby's life has appealed to the public to respect all NHS workers – and not be aggressive or abusive. Monica Owen, 60, works as a Telecommunications Operator for the hospital's Contact Centre. She and her team take hundreds of calls from members of the public, some of which are unfortunately abusive. In May, Monica was on a shift in the early evening in the Contact Centre when a colleague from front reception came running into the office.

Monica said: "He said to me: 'there's a mum out there in a real state, she says her baby's not breathing.' I just dropped everything, asked my colleague to log a paediatric emergency, and rushed out. The young mum was there with her baby in a rocker on the floor. It was clear that the baby was not breathing!"

"I'd worked on various hospital wards before for some years –



including gynae and children's – and had done healthcare assistant qualifications so I recognised something was very wrong. The baby was limp and had a yellow tinge to his face so I thought: 'jaundice'. That's a condition where babies can become drowsy and forget to feed so they quickly deteriorate. "I gently touched his cheek and ear – usually babies respond to that – but there was nothing. I unclipped him from the rocker, reassured his mum, and started baby massage to stimulate his heart. He was only seven days old. The next thing I knew, our crash team came around the corner and baby started crying. The team gave me a big hug, said 'well done,' and baby was taken



Life saver Monica Owen Picture: Jemma Wilcock

to A&E resus.

"I found out later that the baby had been put on light therapy. He was in hospital for five days and was then able to go home."

Monica went back to her job after the incident and was later nominated for a hospital 'Brilliant' award for going above and beyond.

Monica has worked at the hospital since 2003. Her husband Paul, a hospital porter, works there too along with Monica's

daughter who is a staff nurse. Monica said the hospital's Telecommunications team often faced nasty calls and swearing from the public. She appealed for people to be patient when dealing with a very busy NHS.

"Coming to work has been my pleasure and I am still passionate about it.

"I praise the hospital for teaching me so much, especially the dedicated staff I worked with on wards."



Barnsley Hospital CEO Dr Richard Jenkins

76 years of the NHS

Welcome to the summer 2024 edition of Barnsley Hospital News. It seems a long time since our last edition in spring – and so much has happened. This includes, of course, the general election. I'm writing this before the results are known but what is certain is that the NHS will continue to be at the forefront of public debate, whoever comes to power. We will by then be celebrating the 76th anniversary of the NHS (July 5). Trusts across the country will have marked the achievement of the NHS which has, incredibly, offered healthcare free at the point of delivery for over three quarters of a century. It's also a reflection on the role better care and advances in medicine have played in increasing life-expectancy by 13 years since 1948. Turn to Page 4 to see some of our own highlights. Another big occasion in our calendar was our Heart Awards. These annual awards allow us to celebrate the amazing work that our staff do every year. This black-tie evening is always a chance to hear some heart-warming stories about our colleagues which give a really good flavour of what's happening across the Trust. This year there were over 200 nominations in 14 categories - which shows the breadth of the work we do. Turn to Page 3 to see some of the photos.

Our NHS colleagues perform wonders every day, and that's illustrated in our front-page story about Monica Owen. Monica usually works on the phones in our Contact Centre, but on this occasion, she really went above and beyond her role...

Going forward, we continue to work hard to tackle waiting lists and improve conditions for patients. We are always willing to listen and hear your views. In fact, our governors were out and about in Barnsley market in June to hear people's feedback about the hospital. See page 2. I hope you all continue to enjoy the rest of the summer.

Dr Richard Jenkins

Tot graduates celebrate mums' support group

MUMS and babies were all smiles as they celebrated 'graduating' from the M.U.M. Support Group in Barnsley. The Mums Understand Mums group held a graduation ceremony – complete with backdrop and mortar boards – for all the mums and babies who are moving on after benefiting from support. The popular group is for pregnant women or new mums with a baby up to six months old. It takes place on Wednesdays at the Venue Library@Lightbox in the Glass Works, Barnsley. It offers help to mums who may be low in mood, lonely or isolated, lacking in confidence, or anxious about getting it 'just right' as a parent. There are also practical sessions such as bonding with bump/baby, distraction techniques to reduce anxiety, discussion on birth/choice, infant

feeding, sleep safe and baby massage/yoga. Other subjects on offer include breathing techniques/mindfulness, weaning discussions, baby first aid, sensory play and art therapy. Mental wellbeing midwife Yasmeen Akhtar, who runs the group, said: "We work hard every week to keep the MUMs group going ensuring the women of Barnsley get the support they deserve, and we are making a real difference." One of the mums, Holly Bentley, 32, from Barnsley, said it was 'a shame' she was now leaving the group because it had been so beneficial to her and her baby, James, who is eight months old. She said: "None of my friends have had babies so it was invaluable to me to come to the group and get knowledge from experts." Faye Elvin, 38, from Thurnscoe, is mum to

eight-month-old twins Willow and Luna. She said: "I started coming here in December after I found out about it from a friend who works at Barnsley Hospital. My twins were born five weeks early but I was so happy that I still managed to have the natural birth I wanted. "It's nice to meet other new mums going through the same thing, sharing the highs and lows. It's also nice that the group is run by a midwife who is medically trained. Getting a doctor's appointment can be difficult so it's good that we can ask questions here. Every week we have different 'guests' coming in with information, such as a health visitor." Rachel Sykes, 39, who works at Barnsley Hospital, was at the group with her baby Alfie, eight months. She said: "Alfie is my third baby and my other two children are 10



and 13 so there is a big age gap. Yasmeen has a lot of knowledge and that has helped me remember lots of things. Also, this group is good socially."

Rebecca Bustani, Barnsley Hospital's Deputy Head of Midwifery, attended the group to meet the mums and see the graduation ceremony.



Thank you for your service!

On July 5, 2024, the NHS celebrated its 76th anniversary across the nation – and Barnsley Hospital joined in. In the run-up to the big event, the hospital's annual Long Service awards for colleagues were especially poignant. Some of those involved remember the early days of the NHS, with one employee Val

Rimmington having served for an incredible 65 years! Other workers marked 25, 30, 35 and 40 years and were presented with certificates by Chief Executive of the Trust Dr Richard Jenkins and Chair Sheena McDonnell. Dr Jenkins thanked them and said it was 'the people' who made the NHS so special. He also

shared some memories of his own service. Our photo shows some of those who received Long Service awards, reminiscing about their time in the NHS. In total, the service around this table added up to 253 years! Watch out in our next edition for our hospital charity's fundraising plans in the NHS's 76th year...

From the Chair

Hello, and welcome to the summer edition of Barnsley Hospital News. In the wake of the general election, polling groups say healthcare remains in the top three issues of concern to the public. The election has already prompted several lively TV debates about how to keep our population healthy – and there are certainly many ideas about how best to do that. In the meantime, pressures affecting people's health remain as variable as ever, from the cost of living crisis to the potential 'mini-heatwave' which is being forecast as I write. Across South Yorkshire, health organisations are increasingly working together to make sure we



can rise to the challenge of these pressures. We all support the Integrated Care Partnership and work to a five-year strategy and Joint Forward Plan. In Barnsley, we recently strengthened our own team at the hospital by appointing four

new Non-Executive Directors and Associate Non-Executive Directors (see article on this page). They hold the Board to account and help keep us on track. They also bring a vast range of expertise and experience; we welcome them into our Trust. Much of our recent work has focussed on our people. We heard about some fantastic achievements from our brilliant colleagues in the Heart Awards (page 3), and also held our Long Service awards. One colleague has worked here 65 years! (See our photo of Val Rimmington). In September, we will hold our second 'Proud to Care' conference for colleagues. It's all about embedding a culture which supports people, treats them fairly

and offers them a chance to succeed – regardless of background. The NHS is one of the best at this and gives people a chance to go far in their careers. See the 'Study while you Work' story on this page. I should also mention our 'Project Search' interns; I'd encourage any employer to offer placements to these amazing young people. Finally, I'd like to say a big thank you to Barnsley Hospital Charity for all the amazing work it does for people (see Page 4). We're proud to have just smashed our Make A Memory Appeal target with over £330,000 raised. This will help us improve the hospital experience for patients with dementia. Thank you.



Hospital Chair Sheena McDonnell

Hospital governors meet the public

Barnsley Hospital Governors were out and about in June at a 'surgery' at Barnsley Lightbox Library. The Governors were there to meet members of the public and listen to their thoughts about health, care and the hospital. Some of the Governors also popped into Barnsley Market to meet people and have a chat. Among subjects discussed were waiting lists for treatment, improving communications with the hospital – such as appointment letters – and making it easier to see a GP. Hospital Governors liaise with many groups in the community, and recently they also met with Chilypep – a local Children and

Young People Empowerment Project. The governors have been allied with Chilypep for over a year now as a way of reflecting the youth voice back in to the hospital. Fifteen young people aged 12 to 25 from across Barnsley met at the consultation supported by the hospital. Andrea Spencer, the Trust's Membership & Engagement Officer, said: "We asked the Young Commissioners at Chilypep to discuss access to jobs at the hospital – including barriers such as special needs and lack of experience. "We looked at some of the careers and opportunities available that are less well-known, such as medical secretaries, art

therapists, maintenance staff, maternity support workers and NHS 111 service advisers. We also talked about where to find NHS job opportunities and produced a document as a result of the evening. We have since fed this information back in to the Trust to HR and have shared the information with Barnsley College. The document has also been shared with the Council of Governors – all this is a way of ensuring that the feedback we get is being passed on and actioned." Andrea, Rob Lawson (Public Governor), Tom Wood (lead Governor) and Roya Pourali, the Trust's Inclusion and Wellbeing Lead, all attended the session.



Alison Knowles



Grant Whiteside



Mark Strong



Nicky Clarke



Governors at the Lightbox



The Young Commissioners group

New roles strengthen team

Barnsley Hospital has strengthened its senior team by welcoming two new Non-Executive Directors (NEDs) and two Associate Non-Executive Directors. These roles are important in challenging the executive directors in decision-making and helping with the Trust's strategy and performance. Here is more about our new colleagues:

Nicky Clarke (NED)
Nicky is currently a Non-Executive Director for the Advancing Quality Alliance, and the Chief of People at the Northern Care Alliance NSH Foundation Trust (since September 2019). Previously she was Director of HR at Nottingham University Hospitals NHS Trust (2015-19), Director of Workforce and OD at Chesterfield Royal NHS Foundation Trust (2013-15), Senior HR Interim at Rolls Royce PLC, Interim Head of HR Shared Services at Gala Coral Group, and held a range of roles across Boots including Director of Leadership and OD, Director of HR for Support Office and Supply Chain, Director HR for Stores, and Head of Talent Management for stores. Nicky was previously a Trustee for First Steps ED, and Vice Chair of Nottingham Trent University.

Alison Knowles (NED)
Alison worked in healthcare and the NHS for 30 years including 17 years at Director level across a range of hospitals, commissioning organisations and regional bodies. Her last working role was as the NHS England Locality Director for South Yorkshire & Bassetlaw when she worked closely with the Trust and its leadership team. She has extensive experience of assurance and governance, planning and strategy development and partnership working across the South Yorkshire area which informs her work with the Board. Alison retired from full-time working at the end of

2022 to provide care for her husband. She is passionate about bringing this experience to her work with the Board to ensure that the important role of carers is recognised fully in how the hospital delivers its services, including supporting staff who are carers in their home lives. In addition to her role at Barnsley, Alison is a non-executive director for a housing association which works across South Yorkshire including in Barnsley to provide and improve social housing for local people. Alison is chair of the Finance & Performance Committee and a member of the Audit Committee.

Mark Strong (Associate NED)
Mark is a public health doctor and statistician who has spent the last two decades undertaking health research and teaching at the University of Sheffield. Mark is currently the Dean of the School of Medicine and Population Health at the University, where he has overall responsibility for medical student training, a range of post-graduate health-related courses and the School's wide portfolio of biomedical, clinical and population health research. Mark has strong family links to Barnsley and did part of his medical undergraduate training at the hospital.

Grant Whiteside (Associate NED)
Grant is currently the Outsourcing Director at EE (BT Consumer) (since 2011), reporting to the Managing Director and responsible for all third-party customer service operations, commercials, and strategy. Between 2015-20 he was a Board Director for EE Communications (South Africa) Propriety Limited, of which he chaired the Board. Previously he worked for Convergys as a Programme Director (1996-2011). He was also the Board Director of Orange Services India Private Limited (2011-17).

Study while at work

Barnsley Hospital celebrated all its opportunities for staff to learn at work during Learning at Work Week (13-19 May). The hospital's Learning and Organisational Development Team (L&OD) offers a range of internal development as part of its core portfolio. This includes topics such as leadership and management, 'courageous conversations,' customer care and resilience and resourcefulness. The team also provides coaching and mentoring opportunities and an internal consultancy service with a bespoke approach to working with teams. In addition, there is the Vocational Training Team, available to discuss apprenticeship opportunities for staff in a variety of subjects from Level 2 to Level 6 degree. For more information on apprenticeships, visit: <https://occupational-maps.instituteforapprenticeships.org/> The Trust also has mandatory (statutory) training and external study opportunities for colleagues, and the hospital has its own Education Centre, library and resource centre. Sarah Parry, L&OD Manager for the Trust, said: "I am passionate about staff development and how the effects feed into the wider development of the organisation and its strategic objectives."

New clinic for tongue-tie babies

A new midwife-led clinic for babies with a condition called 'tongue-tie' has been set up by Barnsley Hospital. 'Tongue-tie' is where the piece of skin connecting the tongue to the bottom of the mouth is shorter or tighter than usual. It's most common in babies and can make it difficult for them to feed. It may not cause problems but if it does, a minor 'division' procedure is available. The new clinic will provide infant feeding support before division if required, after the division, and follow-up support. The midwives use a diagnostic tool, to ensure a quality care standard for the service. Infant Feeding Co-ordinator Sarah Beardsall said the clinic was up and running already and had received some really positive feedback from parents. One mum, Megan Greaves, said: "We have seen a drastic change in baby Alba already. She has barely cried since having the procedure and is a hundred times more settled and content.

She is feeding brilliantly and we got some sleep for the first time in ten days last night. "She was waking for feeds and then going straight back to sleep, whereas previous nights she was screaming for hours on end and never seemed full. Cannot thank you enough." The clinic has a midwife-led criteria for babies up to ten weeks old. If babies do not fit this criteria, they are referred to Ear, Nose and Throat (ENT), which is supporting the service from its day surgery department. The hospital has two midwives and two infant feeding support workers involved in the service at present. This will improve mothers'/parents' experience with a baby with tongue tie, providing early feeding support. Sarah Beardsall is leading the clinic, supported by midwife Sarah Williams, while Leah Crompton and Jade Armitage are the infant feeding support workers. The clinic holds an official launch on August 5.

Achievements of hospital staff celebrated

The Heart Awards are Barnsley Hospital's annual staff recognition awards. This year they were presented at a celebration event hosted by radio DJ Stephanie Hirst at the Holiday Inn, Dodworth. We had over 200 nominations in 14 categories, testament to all the great work our colleagues and volunteers do every day right across the hospital.



Barnsley Facilities Services Award: Lee Rogers, collected by Mathew M BFS



Chair Award: Procurement and Paediatric Emergency Department



Barnsley Hospital Charity Award: Jeff Cole, collected by Tom and Lily Cole



Chief Executive Award: Dr Elmuhady Said



Governor Values Award: Josh Hudson



Individual Outstanding Achievement Clinical Award: Paula Barber



Individual Outstanding Achievement Non-Clinical Award: Josh Hudson



Innovation and Quality Improvement Award: Procurement and Paeds ED



Partnership Award: Inclusion and Wellbeing and Project Search



Patient Care Award: High Intensity Use Service



Patient Choice Award: Katy Wilkinson



Team Outstanding Achievement Clinical Award: Trauma and Orthopaedics



Team Outstanding Achievement Non-Clinical Award: Endoscopy admin



ASSUT UK LTD



Volunteer of the Year Award: Claire Glover

Meet the team: the e-Rostering team

In this edition, we take a look at one of our vital yet 'unsung hero' teams – e-Rostering. This team runs the hospital's electronic roster system that is used by over 4,500 colleagues.

Who's in your team?

There are six of us: Kelly – Lead Nurse/Manager, Lauren and Leanne – e-Rostering Analysts, Jack and Ben – e-Rostering Support Officers and Danny – e-Rostering Administration Assistant.

What is the team responsible for?

As well as administering the electronic roster system, we provide maintenance and updates for all staffing rotas and timesheets, excluding medics.

There are three systems that we manage: Employee Online used by all staff to request

annual leave, request shifts, view rosters and complete timesheets; HealthRoster, the manager side of the system where rosters are created and timesheets are managed, and annual leave and absence is recorded, and SafeCare which is used in inpatient nursing areas – it captures patient acuity levels and staffing levels. We also manage the system interface between the HealthRoster and NHSP system who provide our temporary staff so that the two systems work together. We provide support to users, training, and systems configuration.

What jobs do you do on a

daily basis?

Create the rosters and timesheets for all areas with the correct number of shifts required each day. The department then creates their roster. Examples of areas that use rosters are nursing and midwifery areas (inpatient and outpatient), physiotherapy, occupational therapy, X-Ray, porters, and domestics. Other areas complete an electronic timesheet daily. We also: set up new starters, create login details, reset user passwords, maintain staff personal data including email addresses, and close off leavers.

The team answers telephone and email queries, receiving around 160 calls and 332 emails per week from staff and managers.

We also transfer information to payroll once a month for staff wages and do calculations for annual and Bank Holiday leave. Other tasks include adding in all students – over 1,000 throughout the year, training, trouble-shooting, and advising managers and employees.

What challenges do you face?

HealthRoster is a complex system and is a specialised role. It is not always about



MEET THE TEAM: The e-Rostering team

how to do something on the system – it's knowing what to do in what situation!

Tell us about your successes...

We successfully implemented the Trust's electronic roster system to all staff groups excluding medics. In 2019 we won the Software Company's International Award for working inclusively across

boundaries for the work we do with neighbouring hospitals.

We also received Heart Award nominations in 2019, 2022 and 2024.

Any future developments?

The Software company are retiring the Employee Online system at the end of 2024.

We will be moving to a new system in the autumn called Loop.

Thank you to the Barnsley Hospital Charity supporters who have helped us make a difference

Here are a few highlights and photos from this quarter's amazing fundraisers

Make a Memory



We are thrilled to announce that we have exceeded our original target for our Make A Memory Appeal with over £330,000 raised against the original target of £300,000. We are hugely grateful for every single donation and we cannot thank our supporters enough. Additional funding raised will enable us to improve the hospital experience for all our patients living with dementia.

Our supporters choose to donate or fundraise for us for a variety of reasons including appreciation of theirs or their loved one's care, to leave a lasting legacy to Barnsley in their will, to challenge themselves to help a particular area of the hospital or simply as a thank you to our amazing NHS.



Here are a few of our most recent supporters:

Penistone pulls together

Thank you to all of the Penistone Ladies Circle who took on the Penistone Boundary walk on 19 May raising funds for our neonatal unit. The group had a very special reason for raising funds, when in December one of their members had an emergency caesarean section and gave birth to baby Tobey on Boxing Day, 9 weeks' premature and weighing just 2lb 6oz. Toby and his mum received excellent care and support so this was a perfect way to fundraise in appreciation of care.

Taking the plunge

Congratulations to our 20 cold water plungers who supported our fundraising event in April. The cold-water plunge takes place at Manvers Lake and participants benefit from a 1-hour breathwork session. Supporters found the experience exhilarating and it gave many of them the motivation to start outdoor swimming. Join us for our next cold water plunge on 20 October email barnsleyhospitalcharity@nhs.net or call 01226 432307 to book a place.



Reaching new distances

A big thank you to Chris Marshall who tackled the Lakes 100k Ultra run in the Lake District to support our Neonatal Unit. Chris completed this incredible run in just under 22 hours which we think is amazing. Chris raised an outstanding £1,214! If you are interested in lacing up your running shoes and taking part in the

Barnsley 10k, Sheffield 10k, Great North Run or Yorkshire Marathon contact us to book a place.



Our Charity Hub at Barnsley Hospital is going from strength to strength, pop in and see us Monday to Friday between 10am and 4pm to view our range of marvellous merchandise ranging from baby vests to stationery, books and craft items. We always welcome donations of unwanted gifts for our volunteers tombolas too.



Good nutrition is fundamental

Barnsley Hospital is promoting the Trust's focus on good nutrition and hydration for hospital patients.

The hospital also used Dietitians Week in June as a focus for celebrating all colleagues who work in dietetics.

The National Institute for Health and Care Excellence (NICE) says better nutritional care reduces complications and length of stay for patients.

Nicola Moug, the hospital's SLT & Dietetics Service Manager, said: "Eating well in hospital is really important for our patients because it reduces the risk of mal-

nutrition and associated problems with that such as deconditioning, falls and pressure ulcers.

"Making sure we maintain good nutritional diet often requires a lot more calorie intake and protein to help with these things. If we do that successfully and really promote that we can help recondition patients, we can help reduce number of falls, and we can also help patients get going a lot quicker and reduce their length of stay in hospital. Good nutrition fundamentally underpins everything we do in hospital for our patients."

Our Upcoming Events

Are you ready for a challenge in 2024?

Contact Jane Mills or Sam Bentley by email barnsleyhospitalcharity@nhs.net or call 01226 431650 to sign up today:

Sunday 22 September 2024

Skydive – take to the skies for our patients and tick off an item on your bucket list!

Sunday 29 September 2024

Walk for Wards – join us in the Yorkshire Three Peaks

to help raise funds for our patients.

Sunday 20 October 2024

Cold Water Plunge – Take a dip and help raise funds for our patients.

■ If you have your own fundraising idea we would love to support you. Our supporters never fail to amaze us with their kindness and generosity from maternity to end of life care. Your fundraising helps us make a difference for patients and staff at Barnsley Hospital.