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Northumbria Healthcare **NHS**  
NHS Foundation Trust

# Your healthcare in Hexham

**Haltwhistle  
scheme  
on track**

Page 3

**Exceptional  
midwifery  
care**

Page 5

**£700,000  
investment  
in nursing**

Page 6



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## Welcome from Helen Maughan – Hexham’s modern matron



Helen Maughan is available to answer questions

I AM very proud to introduce this latest supplement, bringing you up-to-date with developments at Hexham General Hospital and in the Tynedale community.

Since our supplement this time last year, we’ve been busy caring for thousands of patients in hospital – those staying as inpatients, those who have had day case procedures and those who attend as an outpatient to see one of our consultants or specialists. Our community teams have also been busy caring for people in or close to their own homes.

We cover more than 30 specialities in Hexham General Hospital including cardiology, rheumatology and pain management, and have more than 100 outpatient clinics supporting patients with a variety of care.

I’m pleased to say we also have more consultants now doing clinics in general surgery, Parkinson’s disease, elderly medicine, gastroenterology and orthopaedics – the latter for the growing number of patients who choose to have their hip and knee replacements at the

hospital.

In the community we’ve recruited more nurses, in particular to support people in nursing homes and those who need our care following treatment in hospital.

All of this would not be possible without our staff and I would like to thank them all for their continued hard work and dedication – we are all absolutely committed to providing the highest possible quality of care and delivering as many services as we can locally and safely, right here in Hexham.

This commitment was clearly demonstrated during the bad weather, when our staff made every effort to get into work with some staying over in the hospital to make sure they could report for duty the next day.

There are many things to look forward to over the next 12 months. Plans are being developed to open an ambulatory care service in the hospital later this year, which will prevent unnecessary admissions. Later this month we plan to open our new refurbished dental suite in the hospital which will accommodate

specialised services including orthodontics and special care dentistry.

Work is also progressing well on the new integrated health and social care scheme in Haltwhistle, in partnership with Northumberland County Council, which will benefit many of our more vulnerable patients.

I regularly visit all areas of the hospital and it is my job to help make sure that we are continuously living up to our high standards of quality care. Please do approach me if you have any questions.

Just a reminder that if a patient is transferred from Hexham General Hospital to Wansbeck or North Tyneside general hospitals for further treatment, we operate a free daily shuttle car to enable relatives to visit. To book a place on this service, which leaves from Hexham General Hospital at 1pm, contact switchboard on 0844 811 8111, extension 5388.

*Front page: Midwives Catherine Bridges and Sara Chester care for women in Hexham General Hospital.*

## Ambulatory care service on the way

AS work on the new Northumbria Specialist Emergency Care Hospital in Cramlington begins to take shape, developments are under way to expand services at Hexham General Hospital.

Following the success of ambulatory care units at the Trust’s general hospitals in North Tyneside and Wansbeck, Northumbria Healthcare is now also developing plans to introduce an ambulatory care service in Hexham later this year.

Like many trusts, Northumbria Healthcare has recorded a significant rise in A&E attendances this winter which is always one of the busiest times for the region’s NHS. As well as those who arrive by ambulance, many of the 17,000 patients who attend Hexham A&E every year arrive either after referral from their GP or walk in themselves and could be treated differently, much more promptly and without the need for hospital admission.

The new ambulatory care service being planned for Hexham will help make sure these patients who arrive at hospital, usually through A&E, are looked after in the most appropriate way.

‘Ambulatory’ describes how the NHS cares for these patients who do need quick help from the NHS, but do not necessarily need to be admitted to hospital.

Instead they are cared for as day cases meaning they can go

### What is ambulatory care?

The word ‘ambulatory’ is used to describe patients who can walk, are able to move and are not bed-ridden. ‘Ambulatory care’ describes how the NHS cares for these patients who do not need to be admitted as an inpatient but instead can be looked after as an outpatient and go home the same day.

### Who decides if I need ambulatory care?

Patients who attend ambulatory care units are either referred directly from their GP or from colleagues in A&E departments.

### What does it mean if I am referred to ambulatory care?

If your GP or A&E staff refer you to ambulatory care, it usually means that you won’t have to stay in hospital overnight or be admitted for treatment as staff can treat you quickly and get you home as soon as they can

### Who delivers the care on our ambulatory care units?

Most care is delivered by specialist nurse practitioners, many of whom previously worked in A&E, but there is always a doctor on duty and a consultant available should any more specialist help be required.

home the same day.

Typical examples of ambulatory care patients include those who are anaemic and require blood transfusions, people with mild chest pains who require quick assessment and many patients who need blood tests or intravenous antibiotics.

Ambulatory care units already open in North Tyneside and Wansbeck have helped ease pressure on busy local A&E departments but most importantly have greatly improved patient experience by making sure people are not unnecessarily admitted to hospital and get the right treatment, at the right time, in a way that is most convenient for them.

Birju Rana, clinical project director at Northumbria Healthcare, explained: “Nobody really wants to stay overnight in hospital if they don’t need to and ambulatory care is all about shaping our services around the needs of patients, making things more convenient for them and, as a consequence, reducing unnecessary hospital admissions.

“The care we can provide in ambulatory care is for conditions which would usually come through A&E and previously have required a full admission to a hospital ward where patients would have to wait to be assessed by a doctor before beginning treatment and usually end up



Birju Rana explains the new ambulatory care service being planned for Hexham later this year.

staying as an inpatient.”

Faced with ever increasing numbers of A&E attendances, from 2015 the new Northumbria Specialist Emergency Care Hospital will treat the most critically ill patients from across North Tyneside and Northumberland, helping ease pressure on local A&E teams who will continue to treat patients with less serious and non-life threatening conditions.

The A&E unit at Hexham is staffed by a highly-qualified team of doctors and specialist emergency nurse practitioners who will continue to provide round-the-clock care for thousands of local patients when the new specialist emergency care hospital opens.

### IN a year, Hexham General Hospital:

- Sees almost 40,000 patients in over a 100 outpatient clinics
- Carries out more than 36,000 tests including x-rays, MRI, CT and ultrasound scans
- Cares for almost 8,000 day-case patients
- Looks after more than 7,000 inpatients
- Performs more than 3,700 operations
- Treats more than 17,000 patients in emergency care

### OUTPATIENT clinics available in Hexham General Hospital are:

- Abdominal aortic aneurysm (AAA) screening
- Bariatric surgery
- Bowel screening
- Breast services
- Cardiology including healthy hearts
- Dermatology
- Diabetes
- Dietetics
- Ear, nose and throat
- Elderly medicine
- Endocrinology
- Erectile dysfunction
- Family planning
- Gastroenterology
- Gastrointestinal surgery
- General surgery
- Genito-urinary medicine (GUM)
- Gynaecology including colposcopy
- Haematology
- Neurosurgery
- Occupational health
- Ophthalmology
- Orthopaedics (hip/knee/feet/hands)
- Paediatrics
- Pain management
- Parkinson’s Disease
- Plastic surgery
- Podiatry and biomechanics
- Psychiatry
- Psychology
- Rheumatology
- Sleep clinic
- Spinal
- Stroke review
- Urodynamics
- Urology

# Work on track for new Haltwhistle scheme

**T**HIS is how Haltwhistle's new integrated health and social care scheme is set to look when built.

Work is progressing on Northumbria Healthcare NHS Foundation Trust and Northumberland County Council's scheme on the site of Haltwhistle War Memorial Hospital.

The demolition phase of the development is now complete and ground works for the new building have started. Work is expected to be finished towards the end of the year with the new scheme opening early 2014.

The scheme will have 12 extra care flats with support for tenants on the ground floor, to replace the residential care service previously delivered at Greenholme, and 15 hospital beds on the first floor.

It is part of Northumbria Healthcare's £200m investment in health services across Northumberland and North Tyneside.

Since last summer, services delivered at Haltwhistle hospital have been provided at Hexham General Hospital. The Haltwhistle ward is on Ward 1, with physiotherapy and occupational therapy facilities based elsewhere in the hospital.

Staff from Haltwhistle are providing these services during this period. Ward manager Val Reynolds said that staff and patients have settled well into their new surroundings.

She said: "All of the team are enjoying the change of scenery and caring for our patients from Hexham General Hospital.

"However, we are all looking forward to returning to Haltwhistle and being based in the purpose-built facility which will significantly improve the way we care for our patients and health and social care provision in the town."

Work is under way to prepare for the move back to Haltwhistle.

Brian Griggs, who has led the development project at Northumbria Healthcare NHS Foundation Trust,



This artist's impression shows how the integrated health and social care scheme will look like when complete.

said: "The demolition of the hospital was the next step in developing an integrated health and social care scheme and I'm pleased that it has been completed.

"It's good news for the community that the scheme is progressing well, and when built will bring immense benefits for residents.

Coun. Ian Lindley, executive member for adult care and wellbeing at Northumberland County Council, said: "This is exactly the sort of integrated health and social care project we want to be taking forward in

Northumberland, making best use of resources from the council and the Trust to provide a joined-up service for people in the area.

"We're very pleased that the new integrated health and social care scheme is progressing well. The new facility will provide an improved, innovative service to

local residents and we look forward to seeing the completed facility in the new year."

Phil Archer, site manager at contractors GB Building Solutions, said: "We are delighted to be working alongside Northumberland County Council and Northumbria Healthcare NHS Foundation Trust

on this exciting new integrated care facility in Haltwhistle.

"The project forms part of the council and the Trust's plans to transform services for people in Northumberland.

"The project is progressing well and we are on programme to open early 2014."



Fran McGrath, site manager for GB Building Solutions Ltd, and Jean Sharp, project officer for Northumbria Healthcare NHS Foundation Trust, pictured before the demolition of Haltwhistle War Memorial Hospital.



Ward manager Val Reynolds and the team from Haltwhistle War Memorial Hospital are providing the services from Ward 1 at Hexham General Hospital while the new scheme is being built.

# Consultant goes under the knife for knee op

ONE of Northumbria Healthcare's longest-serving orthopaedic consultants has undergone a procedure he has been carrying out on patients for the past 30 years.

Surgeon Mr Lester Sher (66) has spent his entire consultant career operating on patients from across Northumberland and is estimated to have carried out around 2,000 hip replacements and 1,500 knee replacements.

Now, after suffering from painful osteoarthritis in his left knee for the past 15 years, he has swapped places in the operating theatre at Hexham to have a full knee replacement.

Mr Sher, who lives near Morpeth, chose Hexham General Hospital to

have his fast-track knee replacement procedure and was operated on in November last year by consultant colleague Mr Scott Muller. After spending two days in hospital he was discharged home and after several weeks of recovery and rehabilitation, he returned to the operating theatre in January, this time to get back to work.

Commenting on his experience, Mr Sher said: "Although I am a surgeon, it was actually a very daunting experience going into hospital as a patient, even for a procedure which I regularly carry out in my day job.

"Like many patients, I chose Hexham because I knew I would benefit from the excellent single room en-suite facilities and the care

I received really was exemplary – I couldn't fault it at all.

"Over my two-day stay I must have had more than a dozen different professionals looking after me including nurses, physiotherapists, pharmacists and cleaners and they were all very polite, interested and genuinely compassionate in the care they delivered.

"Having the first-hand patient experience has certainly given me a different perspective on some of the feelings people may have in the build-up to an operation and also the importance of their recovery afterwards."

Northumbria Healthcare runs one of the busiest orthopaedic departments in the North of England, carrying out over 3,000 planned hip and knee replacements every year across its three general hospitals in Hexham, North Tyneside and Wansbeck.

The orthopaedic service offered at Hexham is fast becoming recognised as a centre of excellence in the region, with many patients choosing Hexham General Hospital for their treatment and asking their GP for a referral.

Hexham was one of the first hospitals in the UK to deliver innovative fast-track joint replacements which has helped cut recovery times by half.

Patients are always cared for in single en-suite rooms offering the very best privacy, dignity and respect. A specialised team of staff help patients to get back on their feet and into their rehabilitation programme as soon as possible following surgery – usually on the same day as the operation.



Consultant Mr Lester Sher is back to leading a more active life following his knee replacement.

## Helpline offers peace of mind

A NEW Orthopaedic Helpline has been launched by Northumbria Healthcare to provide extra support and advice over the phone for patients following hip or knee replacements.

Patients at Hexham can call 0191 293 4220 between 9am and 4pm every weekday to speak to a specialist surgical site surveillance nurse who can answer common queries about wound swelling or oozing, pain management and getting back on their feet – without the need for them to contact their GP or attend hospital. Nurses can also contact relevant people on the patient's behalf, including community-based colleagues. Orthopaedic consultant Mr

Scott Muller, who carried out Mr Sher's operation at Hexham, has also helped pioneer the Orthopaedic Helpline. He said: "We know a lot of patients simply need reassurance from a medical specialist once they have returned home on simple queries about their wound dressing, their level of pain and what they should and shouldn't be doing during their recovery.

"Having a direct route to speak to our specialist team of nurses means patients don't need to bother their GP or make an unnecessary trip to hospital with their concerns.

"Instead, they can get the immediate advice they need over the phone or can attend one of our daily open access clinics."



Raymond on a break on the farm.

## Appeal goes out for Tynedale carers

A CAMPAIGN is under way to recruit carers to support adults in Tynedale who need help living on their own. Shared Lives Northumberland is delivered in partnership with Northumberland County Council and Northumbria Healthcare NHS Foundation Trust, and recruits carers to support adults with disabilities, older people and those with mental health needs in the carers' homes.

Becoming a Shared Lives carer aims to transform someone's life by giving vulnerable adults the chance to learn new skills and live a more independent life. Carers are given training and paid an allowance to provide accommodation and support for a few days a week, a couple of weeks or longer.

Alan Pink (58), who lives with his wife on their working farm in Greenhead, has been providing

short breaks for Raymond (44), who has a learning disability.

He said: "We've been offering mainly short breaks for one or two weeks to provide respite for families for the past four years. It's great to see how clients settle into farm life and the added dimension it provides to their and our lives.

"Shared Lives is so flexible and, because it's just like family life where everyone works together, it has no real impact on our home life other than having another member of the family."

The county-wide service was set up in 2000 and now over 40 local people are involved in Shared Lives Northumberland. Some have been sharing their homes and lives now for over 12 years.

Julie Steel, Shared Lives manager at Northumbria Healthcare NHS Foundation

Trust, said: "We are very aware that people in Northumberland might not know this service exists. We really hope that this awareness campaign goes some way to getting more people involved as Shared Lives carers.

"We have been working with Northumberland County Council for some time to increase capacity, as the council is very keen to make this an option for more vulnerable people in the Tynedale area, and throughout the county. We are actively seeking carers in Tynedale for both our long-term and short breaks services."

Anyone wanting further information about Shared Lives Northumberland can call 01670 536 400 or visit the Shared Lives Northumberland website at [www.northumberland.gov.uk/sharedlives](http://www.northumberland.gov.uk/sharedlives)

## Stop smoking and cash in

A SERIES of stop smoking sessions are being held by Northumberland Stop Smoking Service in Haltwhistle and Prudhoe to help people to take steps to a healthier and wealthier life.

Northumberland Stop Smoking Service, run by Northumbria Healthcare NHS Foundation Trust, provides 120 hours a week of one-to-one support in over 40 venues throughout the county.

Currently a packet of 20 cigarettes costs around £7, so quitting will give a 20-a-day smoker an extra £49 a week, and more than £2,000 by this time next year.

Alison Nichol, Northumberland Stop Smoking Service manager at Northumbria Healthcare NHS Foundation Trust, said: "It's never too late to stop smoking, and I would urge anyone who is thinking of quitting to get in touch to find out about free sessions nearby."

"More than 2,000 Northumberland residents quit each year showing it can be done. We offer one-to-one support during the day, in the evenings and at weekends as well."

Evidence shows that you are up to four times more likely to quit if you use the help of NHS stop smoking services.

To find out more about weekly free stop smoking sessions taking place near you contact your local NHS Northumberland Stop Smoking Service on 01670 813 135 or visit [www.northumbria.nhs.uk/stopsmoking](http://www.northumbria.nhs.uk/stopsmoking)



Kate Hewitson with baby Charlotte and midwife Catherine Bridges.

# Mother's thanks for exceptional midwifery care at Hexham unit

A MOTHER from Tynedale has praised the outstanding care she received at Hexham General Hospital after the birth of her second baby last year.

Baby Charlotte made a quick and unexpected arrival into the world in May 2012. Her mum Kate Hewitson had booked her delivery at Hexham's midwifery-led unit, but baby Charlotte had other ideas and arrived at the family home in Horsley before she was transferred to Hexham.

Mum and baby were cared for at the midwifery-led unit by a team of midwives and support staff including domestics and healthcare assistants, who Kate describes as simply 'outstanding'.

Kate (36), who is married to Paul and has one other child, Alexander (3), said: "The care I received from the whole team at Hexham really was outstanding and a real advert for the benefits of local women choosing midwifery-led care."

"I had my first baby in a busy city centre hospital and found the experience very difficult and impersonal. But from the moment I arrived at Hexham, I was taken care of by a team who were all clearly very dedicated to their roles."

One member of staff in particular stood out for Kate, midwife Catherine Bridges, who supported her right throughout her pregnancy and during her stay on the unit.

Kate said: "Catherine spent a lot of time with me, helping me to get Charlotte to feed and reassuring me that everything was ok. She was



Janice McNichol, head of midwifery at Northumbria Healthcare NHS Foundation Trust.

amazingly supportive, caring and sensitive to how I was feeling. I have no doubt that it was down to her exceptional care that I was able to breastfeed my baby until she was six weeks old.

"I really feel that if more women understood the huge benefits of midwifery-led care and the exceptionally high quality of care being delivered at Hexham maternity unit, that many more local women would choose a midwifery-led delivery. The environment is so much more supportive and relaxed."

Hexham's midwifery-led unit is one of five maternity units run by Northumbria Healthcare NHS Foundation Trust across

Northumberland and North Tyneside. The unit in Hexham includes a delivery suite with four en-suite single rooms, one of which has a birthing pool. The ward area has seven en-suite single rooms offering women the utmost privacy and dignity and personal family time to spend with their newborn babies.

Hexham's midwifery-led unit is also set to benefit from part of £166,000 funding secured by Northumbria Healthcare in January which will be used to buy specialist equipment to give women more freedom to move around and change position while in labour.

Janice McNichol, head of midwifery at Northumbria Healthcare NHS Foundation Trust, said: "We've got a really fantastic maternity unit at Hexham General Hospital with state-of-the-art equipment to help facilitate and support normal births, as well as water births and it's great to hear such positive feedback from Kate."

"All of our midwifery-led units are staffed by highly-trained and highly-experienced teams of midwives and healthcare assistants who are passionate about delivering exceptional care."

"We recognise that having a baby is a very special family event and our priority is to support women to make the transition to parenthood as easy as possible which is why we also offer flexible visiting for partners."

"Many low-risk women choose midwifery-led care for the delivery of their baby as they really value the

**MIDWIFERY-led care may be appropriate if your pregnancy is uncomplicated and if:**

- Labour begins naturally between 37 and 42 weeks
  - You are having a single baby who is presenting head down
  - You have had fewer than six babies
  - You are considered low-risk
- Midwifery-led care is delivered by a team of experienced midwives who are available 24 hours a day and there are many options to help manage pain:

- Relaxation and breathing techniques
  - Entonox (gas and air)
  - Being active and changing positions regularly
  - TENS (pain relief)
  - Diamorphine and pethidine – strong pain killers given by injection
- If you are thinking about midwifery-led care and would like to visit Hexham maternity unit, please call the team of midwives to organise an appointment on 01434 655352.

relaxed and friendly environment and the one-to-one approach and personal care from our midwives.

"Kate's experience is testament to everyone working at Hexham maternity unit and I would like to thank the whole team for their dedication and commitment in providing such high quality care."



New nurses and healthcare assistants (left to right) Astrid Carss, Helen Perry, Carly Nixon, Lauren Milton and Vicky Howes.

## £700,000 investment in nursing care

**M**ORE nurses have joined the ranks at Northumbria Healthcare NHS Foundation Trust to care for patients in hospital and in the community in Hexham.

It is part of the Trust's £700,000 investment in nursing care to bolster teams working with elderly patients on hospital wards and in the community across North Tyneside and Northumberland.

Three new nurses and three new healthcare assistants have been recruited for Hexham General Hospital and in the community, four new nurses and a matron have been appointed to improve support for GP practices and, for the first time, nursing homes in Tynedale.

The investment supports the

Trust's commitment to deliver world-class healthcare and a world-class patient experience.

Rosemary Stephenson, director of nursing at Northumbria Healthcare NHS Foundation Trust, said: "Delivering high quality elderly care is a top priority for us and we're delighted to be able to make this investment and create more nursing roles in our hospitals and in the community.

"Our staff are some of the most satisfied in the country and we're pleased to welcome our new recruits who are helping us to provide first-class healthcare, outcomes and experience for each and every one of our elderly patients – whether that be care in their own home, in the community

or in one of our hospitals."

The new staff at Hexham hospital are based on Wards 2 and 4, caring for elderly patients and those who have suffered a stroke. They will also provide additional support to help patients who are not able to manage on their own at meal times.

The new nurses in the community are helping trial new ways of working to improve care for patients, for example to help avoid patients being unnecessary admitted to hospital, provide integrated care and bring care closer to home.

The four community nurses cover the west of Northumberland, with bases in Bellingham, Hexham, Prudhoe and Ponteland, and are overseen by the community matrons in those areas.

Julie Cummings is the new nursing home matron for the west of Northumberland. She works with staff in nursing homes to develop skills, offer training and provide support so that residents can be cared for in the community for as long as possible including specialist care for palliative patients.

In addition, a relief team of four community nurses is being set up to support existing teams in Tynedale.

Daljit Lally, director of community services at Northumbria Healthcare NHS Foundation Trust, said: "We are delighted that we have been able to strengthen our teams in Tynedale who do a fantastic job caring for patients and their families in the community and at home.

"It is great news that, for the first



New community nurses Amber Newton and Suzanne Swaile.

time, we're able to deliver a dedicated service to support staff in nursing homes to enable patients to remain in the community for as long they can. No one wants to come into hospital. However, for these vulnerable people it is even more important that they stay in familiar surroundings if they are able to."



Julie Cummings, new nursing home matron for the west of Northumberland.

## National funding boost

**NORTHUMBRIA** Healthcare NHS Foundation Trust is one of only nine NHS organisations across the entire country to secure part of £4.6m national funding to further improve the quality of care provided to elderly patients in Northumberland and North Tyneside.

Thanks to its existing work to improve quality of care for older people, the Trust has secured £420,000 from The Health Foundation, an

independent national charity working to continuously improve quality of healthcare in the UK.

The three-and-a-half-year project will involve corporate and clinical teams across Northumbria Healthcare and will focus on improving the recruitment and training of staff, the patient environment and patient experience. Learning will be shared nationally to benefit elderly patients across the country.

# Helping people to age well in Tynedale

**A** NORTHUMBERLAND programme helping to improve older people's quality of life will begin in Tynedale next month. Ageing Well in Northumberland is a campaign that brings together older people and local organisations to promote good health by delivering activities to help them stay active, connected and well.

It recognises older people as great assets to their communities and helps them to make the most of their skills, experience and energy either by helping to set up activities or by taking part.

Funded through Northumberland County Council, the programme is designed and delivered by older people and local partners including Northumbria Healthcare NHS Foundation Trust, community and voluntary organisations, housing associations and leisure services.

In Tynedale, older people from the area have been working together with partners to establish a range of health and wellbeing events, taster days for leisure and culture amenities, reminiscence days in care homes, lunch clubs, and walking and gardening programmes.

A health and wellbeing event will take place on Saturday, April 13, at The Therapy Centre, Hexham, from



Walk leaders Rosie Grierson, Melvyn Stone, Jim Darlington and organisers Anna Edwards (Groundwork North East) and Clare Orange (Northumbria Healthcare) launch the new walking programme.

10am to 3pm. It will allow people to learn simple techniques to help manage pain and stress by attending talks, demonstrations and workshops in a range of alternative and complementary therapies. All activities are free (donations welcome) and there are opportunities to sign up for follow-on activities or workshops.

A weekly walking programme

consisting of a series of gentle walks of up to three miles in the Corbridge and Hexham area will start on Friday, April 19, at 2pm. Each walk will last between one and two hours. They will be delivered by environmental charity Groundwork North East and local volunteers who understand the needs of people with dementia, and can offer them one-to-one support.

Melvyn Stone (65), from Corbridge, was one of the first volunteer walk leaders and is working with volunteers to deliver walks for people living with dementia and their carers.

He said: "The walks aim to suit a range of interests and capabilities. From the walks we've done already we've found that people living with dementia get a lot out of them.

People have said they find them relaxing; they've noticed positive effects on mood and they help people to maintain their independence.

"Families who look after them also benefit as the guided walks allow carers to take a break whilst the person they care for goes on the walk."

Evidence shows that regular exercise can help to preserve brain function and reduce the effects of dementia for longer periods of time.

Some 700,000 people in the UK are living with dementia, with this number predicted to grow quickly over the next two decades, as the proportion of older people in the population increases.

Clare Orange, health improvement practitioner specialist at Northumbria Healthcare NHS Foundation Trust, said: "Ageing Well in Northumberland supports projects which aim to ensure that the county is a good place to grow old. It is great to see older people living in Tynedale embracing the campaign and working together with local organisations to support older people to live well."

To find out more about Ageing Well in Northumberland visit [adults.northumberland.gov.uk](http://adults.northumberland.gov.uk) or call 01670 394 436.

## Always ready to listen

NORTHUMBRIA Healthcare NHS Foundation Trust continuously welcomes feedback about its services.

The Trust encourages staff, patients, visitors and members of the public to get in touch with their views as part of an initiative to improve quality of care even further and continuously improve.

People can get in touch via 'We're listening' on the Trust's website [www.northumbria.nhs.uk/listening](http://www.northumbria.nhs.uk/listening)

Whether it's a duplicated letter, a missed opportunity to prevent an unnecessary trip to hospital or a simple suggestion on how to reduce waste, the Trust wants to know what people value the most about the care provided, the way it is delivered and how things can be improved to make experiences even better.



Senga Bond



Derek Bramley



Ian Fell

## Representing the community

**A**S a foundation trust, Northumbria Healthcare has elected public governors who work closely with the Trust to plan local services and respond to the needs and wishes of local communities.

In Hexham, six local people are elected as the Trust's public governors and give their views to help develop priorities and influence any proposals for change.

They have vital input in how services are developed and run in the future and ultimately help hold the Trust board to account.

You can contact your governors through the Trust's Foundation Membership Team on 0191 203 1296 or e-mail [foundation@northumbria.nhs.uk](mailto:foundation@northumbria.nhs.uk)

Your Hexham governors are:  
**Senga Bond**  
She worked as a nurse and midwife before studying for a degree in psychology and a PhD in nursing. She went on to follow a career in research and served on many national committees. Since retiring, she has chaired the Northern Research for Patient Benefit Committee.

**Derek Bramley**  
He has had more than 43 years' involvement with the NHS including 37 years as an employee up to senior management level. He is currently self-employed on a

part-time basis. This is his third term as a Trust public governor.  
**Ian Fell**

He has been visually impaired from birth. Before moving into teaching physiology and data analysis in higher education, Ian qualified as a physiotherapist and worked in the NHS for a number of years. He later became director of British Blind Sports.

**Stephen Prandle**  
He is a retired headteacher and continues to work part-time for the National College for School Leadership and local universities. Having worked in the public sector all his working life, he wishes to continue to serve the community in a voluntary capacity.

**Graham Ridley**  
He is a retired GP and a former chair of the Northumberland Local Medical Committee, member of the GP Committee of the British Medical Association and the Northumberland Area Health Authority. He is involved in community life and a member of Haltwhistle Town Council.

**Sheila Robson**  
She was an officer with North Tyneside Council for 27 years. She works in the community, supports older people as an executive member of Prudhoe Community Partnership, chair of Prudhoe Older People's Forum

**NORTHUMBRIA Healthcare encourages local people and patients who have used services to sign up and become members of the Trust. As a Trust member you can:**

- help improve patient care by giving your views to the Trust
  - receive regular updates on what is happening in the Trust through e-bulletins and newsletters
  - learn more about healthcare services and developments at member seminars and events
  - attend meetings of the Trust's Council of Governors
  - exchange views and network with other members
  - vote for public governors, or stand to be elected as a public governor yourself
- If you'd like to become a member all you need to do is log onto [www.northumbria.nhs.uk/members](http://www.northumbria.nhs.uk/members) and complete the online application form or call the Foundation Membership Team on 0191 203 1296.

and is involved in opportunities for older people and health and well-being groups.



Stephen Prandle



Graham Ridley



Sheila Robson



# Introducing Helen Maughan, modern matron at Hexham General Hospital



As modern matron, Helen does three ward rounds every week day to all areas of the hospital. Her role is to provide clinical leadership and to make sure our high standards on quality, safety, infection control, clinical care and patient experience are maintained.

Please do approach Helen if you have any questions. If you need to contact her either:

- ask the ward manager when Helen might be visiting, or
- contact the Trust management office to make an appointment on 01434 655 605



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