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a caring
future
HOSPITAL | COMMUNITY | HOME

Northumbria Healthcare



NHS Foundation Trust

Your healthcare in Alnwick & Rothbury

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PROVIDER TRUST
OF THE YEAR
FOR HEALTHCARE LEADERS
HSJ 2013
AWARDS

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**YOUR SERVICES IN
ALNWICK INFIRMARY**

- Minor injuries
- Maternity
- Oncology

INPATIENT CARE:

- Elderly medicine
- Palliative care
- Specialist rehabilitation

OUTPATIENT CLINICS:

- Audiology
- Cardiology
- Dermatology
- Diabetes
- Dietetics
- Ear, nose and throat
- Family planning
- General surgery
- Gynaecology
- IMATS (Intermediate Musculo Skeletal and Treatment Service)
- Occupational therapy
- Ophthalmology
- Orthopaedics
- Orthotics
- Paediatrics
- Pain management
- Parkinson's disease
- Phlebology
- Physiotherapy
- Plastic surgery
- Podiatry
- Psychiatry of Old Age
- Rheumatology
- Urology
- Warfarin

DIAGNOSTICS:

- X-ray
- Endoscopy
- Ultrasound

THEATRES AND DAY SURGERY:

- Oral
- Orthopaedics
- Pain control
- Plastic surgery
- Podiatry
- Urology
- Vasectomies

**YOUR SERVICES IN
ROTHBURY COMMUNITY
HOSPITAL****INPATIENT CARE:**

- Elderly medicine
- Palliative care
- Rehabilitation
- Short-term respite care

**OUTPATIENT AND COMMUNITY
CLINICS:**

- Baby health including breastfeeding support and immunisation
- Carers group
- Child health
- Continence
- Counselling
- Diabetes
- Leg ulcer
- Midwifery
- Mental health
- Occupational therapy
- Paediatrics
- Parkinson's disease
- Physiotherapy
- Podiatry
- Psychiatry of Old Age
- Services run by GP practices in Rothbury & Harbottle
- Warfarin
- WRVS day centre

**COMMUNITY SERVICES IN
ALNWICK AND ROTHBURY**

- Adult social care
- District nursing
- Health promotion
- Health visitors
- Podiatry
- School nursing
- Sexual health
- Therapies including physiotherapy, occupational and speech and language
- Multiple sclerosis nurses

Integrated healthcare at its best

Welcome to this dedicated supplement all about services in Alnwick and Rothbury provided by Northumbria Healthcare NHS Foundation Trust.

Our teams deliver patient-centred care in Alnwick Infirmery and Rothbury Community Hospital, in various community venues and within people's own homes.

Working closely with a wide range of partners, our focus is on making sure that care is joined up so that our patients have a smooth transition from hospital to home and a good experience.

Providing integrated care is

something which we excel at in Northumberland and we have been widely recognised nationally for the work we do across organisational boundaries, and covering some of the most rural parts of England, to put our patients first.

For over ten years we have been working in partnership with Northumberland County Council to join up health and social care and together we are committed to providing services as close to people's homes as possible.

It was for this reason, that we opened our new oncology unit

at Alnwick last year (see below) which is enabling cancer patients to have their treatment locally. We were delighted that athlete Laura Weightman, from Lesbury, was able to officially open it for us in October.

This supplement gives an update on a new model of nursing care which is benefiting our patients and staff and news from our district nurses who are kitted out for winter.

In June, our Northumbria Specialist Emergency Care Hospital will open in Cramlington.

This will be the first purpose-

built hospital in the country dedicated to providing emergency care, with A&E consultants working 24/7 and consultants in a range of specialities working seven days a week.

Our new model of emergency care has been endorsed by the medical director of the NHS and is a further example of the leading healthcare available to communities in Northumberland.

This edition provides an update on the development.

To keep up-to-date with services at Alnwick and Rothbury and the new emergency care hospital, follow us online.

Quality cancer care much closer to home

Since it opened in September last year, Alnwick's new oncology unit has helped many patients who are living with cancer to receive their care much closer to home.

Patients from the town and surrounding area can now receive chemotherapy and supportive treatments at Alnwick Infirmery rather than having to travel out of the area.

In the past four months, around 140 journeys to Wansbeck General Hospital have been saved, improving patients' experiences of receiving care.

The unit is based in the former Coquet Ward at the hospital with the area undergoing a refurbishment of more than £200,000 to include the latest equipment and the best facilities for patients.

It is part of the trust's commitment to provide as many services as possible near to where patients live.

Gill Starkey, lead cancer nurse for Northumbria Healthcare, said: "The oncology unit at Alnwick is going from strength to strength and it is a significant addition to the services we provide for patients in north Northumberland.

"We are always exploring ways of bringing more services to our smaller hospitals when it is safe to do so and we were delighted when the unit opened last autumn.

"The feedback we've had from patients and their relatives has been overwhelmingly positive with patients really appreciating being able to receive treatment in their own communities rather than having to travel further afield. It makes such a difference to them to be able to cover the short journey to the hospital – with some patients even being able to walk – rather than facing



Above, athlete Laura Weightman and Gill Starkey at the official opening of the oncology unit at Alnwick. Below, Gillian Thorne, oncology nurse specialist, and staff nurse Catherine Johnstone in the new unit.



a long car ride, particularly as patient are making regular visits.

"Patients have also been very impressed with the quality of the environment at the unit.

"Using patient feedback from our other facilities, the team worked hard to provide an environment that was welcoming and not overly clinical and we're delighted that this is improving patients' experiences."

The unit at Alnwick is the trust's fifth specialist oncology unit, with the others at Berwick Infirmery and Wansbeck, Hexham and North Tyneside general hospitals.

Gill said: "We're really proud that, for the first time, people across North Tyneside and Northumberland have local access to chemotherapy and supportive treatments

"To have specialist units in rural areas of Northumberland is excellent news for our patients."

Athlete Laura Weightman, who won a silver medal in the Commonwealth Games and a bronze medal in the European Championships officially opened the unit in October.

She was joined by patients who are benefitting from the new unit and people who have fund-raised.

Gill added: "It was fantastic to have Laura open our new unit and it was a real celebration for the patients, local people and the staff who have worked so hard to bring the service to Alnwick."

The unit comes as Northumbria Healthcare came sixth in a league table measuring patient experience among people receiving care for cancer across England.

For the fourth successive year, the trust was named in the

What our patients say

Not having to travel long distance for treatment makes such a difference, it's friendly, spacious and makes treatment so much easier.

Excellent facilities and a lovely atmosphere.

The Alnwick facility is wonderful.

Fantastic, comfortable, airy, spacious and just a lovely peaceful feeling as soon as you walk in.

Very impressed with the new unit at Alnwick, very relaxing and staff are great. Facilities are great too.

top 10 for the survey, a ringing endorsement for the trust's specialist cancer teams.

The oncology day unit builds on the ambulatory care services already provided at Alnwick Infirmery which prevent patients having to travel to a general hospital for their treatment.

These services enable patients to have certain treatments locally, such as blood transfusions and some other intravenous medications, without the need for an overnight stay in hospital or travelling further afield.

Model of expert nursing care is hailed a success

A model of expert nursing care which was introduced at Alnwick Infirmary a year ago has been hailed a success for the benefits it is bringing to patients and staff.

Towards the end of 2013, two highly-skilled senior nurses – called nurse practitioners – joined the team on Ward 1.

Diane Burton and Kris Mole provide an enhanced service to patients and give specialist support to staff and consultant physician Dr James Morton who is resident on the ward two days a week.

Widely used in Northumbria Healthcare's general hospitals, this is the first time this model of care had been in operation in a community hospital.

Nurse practitioners are able to diagnose, assess and review patients, order tests and treatment and prescribe medications.

Ward 1 provides specialist rehabilitation and support for inpatients, often people who are frail and elderly, from Alnwick and the surrounding area.

Julie Button, modern matron at Alnwick Infirmary, said: "The model of nursing care has gone very well over the last year and feedback from patients has shown that they are very happy with the care provided on the ward.

"Many of our patients are frail and elderly, with some suffering from dementia,



Nurse practitioners Diane Burton and Kris Mole with modern matron Julie Button (right). Above right, Consultant physician Dr James Morton.

so it makes such a difference to them, and their relatives, to have the same nurses caring for them on a daily basis.

"To have senior nurses on hand when we need them is a great benefit to the ward and they have become valuable members of the team.

"They are also carrying out additional training for our ward staff and their knowledge and experience is helping

them to develop, ensuring the advantages of the new model have been felt by patients and staff."

Dr Morton said: "The introduction of nurse practitioners at Alnwick has been a resounding success.

"As well as bringing a new set of skills to the team, they have been able to provide day-to-day continuity for our patients and support me in my role."

Nick Roberts joined Diane and Kris as a nurse practitioner at Alnwick last summer and the three are part of an expanding pool of nurse practitioners working to support inpatients across the trust.

They will continue to play a vital role particularly when the Northumbria Specialist Emergency Care Hospital opens in June when our general and community hospitals



become centres of excellence for on-going care (see page 7).

The three have a wealth of experience working elsewhere in Northumbria Healthcare NHS Foundation Trust.

The multi-disciplinary ward team at Alnwick cares for patients who may be recovering from an illness, operation, often following a spell in another hospital, and help them to recover, get back on their feet and gain confidence.

Physiotherapists and occupational therapists work with the nursing team to provide all the support patients need to help them on the road to recovery.

The ward staff work closely with teams in the community and social care to provide a fully joined-up integrated experience for patients, organising safe discharge home and ensuring there is the right care and support in place.

They also care for people who are approaching the end of their lives, providing nursing support and symptom control, and enabling people to remain closer to home.

What our patients say

The staff here are wonderful – they do anything for you, are always asking if you need anything and it feels like they are there for me.

They are all very good, very kind and they look after me well ... the staff feel like my own family.

If I have to be in any hospital I want to be – it's so homely and you have staff here to be proud of.

The staff are so nice, friendly and nothing seems to be a bother for them; every single one of them is brilliant – I have never met nurses/staff who are so nice as those here.

I would highly recommend the ward because the staff make you feel valuable.

Helping men live with prostate cancer

Men in the Alnwick and Rothbury areas living with prostate cancer are to benefit from the appointment of a specialist nurse for north Northumberland.

The nurse will provide support to men with prostate cancer – the most common cancer diagnosed in men – and their families as part of a partnership between Northumbria Healthcare NHS Foundation Trust, Royal Mail Group and Prostate Cancer UK.

The 18-month post has been funded by Royal Mail Group and its employees who raised money in aid of the company's former Charity of the Year partner, Prostate Cancer UK.

The nurse, who will be one of 36 prostate cancer specialist nurses across the country funded by Royal

Mail Group, will work to ensure men in rural and remote areas of Northumberland receive equitable access to services and support for prostate cancer treatment.

This will be achieved by providing education and support to GPs and other healthcare professionals who care for men with prostate cancer in remote areas, and creating health and wellbeing clinics which can be easily accessed by all communities.

The appointment, which is expected to start in March, complements Northumbria Healthcare's work to improve access to prostate cancer treatment for men in north Northumberland by holding follow-up clinics in Alnwick and Berwick hospitals, saving

patients from having to travel to Wansbeck General Hospital and reduce the number of journeys to Newcastle.

Chris Hall, lead urology nurse specialist at Northumbria Healthcare, said: "We are delighted to work in partnership with Prostate Cancer UK to appoint a specialist nurse specifically for north Northumberland to work with men and their families who are affected by prostate cancer.

"By having an active and visible role in the community, we're hoping we can tackle prostate cancer head-on and make a real difference to people living in the area.

"Across the UK there are approximately 250,000 men living with the disease and men can live for a long time

after being diagnosed with prostate cancer with the right treatment and support in place which they can easily access.

"The role will build on the work we have already carried out as a trust to bring care closer to people's homes.

"This saves men from having to travel out of the area to a general hospital, a journey which can be particularly stressful for someone who has been diagnosed with cancer."

Mark Wilkinson, delivery director for Royal Mail Group North East, said: "We're pleased that our support of our former Charity of the Year partner, Prostate Cancer UK has funded this important role, which will make a significant dif-

ference to people living in Northumberland. This is a great achievement that will help many local men and their families affected by the disease in our community."

Heather Blake, director of services at Prostate Cancer UK, said: "Thanks to the dedication of Royal Mail staff in raising money for Prostate Cancer UK, we have been able to fund this specialist nurse position in north Northumberland.

"This means men and their families will be supported and given access to the care they deserve.

"Over 200 men in Northumberland are diagnosed with prostate cancer every year, so this service will be invaluable to those in the area who need it."

Joined-up care in the heart of the community



The modern purpose-built hospital at Rothbury.



Ward manager Gaynor Brotherton at Rothbury Community Hospital.

Rothbury Community Hospital offers a wide range of services to people in the village and surrounding area.

From outpatient and community clinics to in-patient care, the hospital is the hub for healthcare in Coquettale and ensures that care is provided closer to people's homes.

The outpatient and community clinics, which include Parkinson's disease, diabetes care and baby groups, save people of all ages from travelling out of the area.

The 12-bed ward provides rehabilitation to people, predominately the elderly, who need expert nursing support.

It has single en-suite rooms ensuring the utmost

privacy and dignity for patients.

Physiotherapists and occupational therapists provide all the help and support a patient may need in order for them to be discharged from hospital.

The nursing team also provides palliative care to people who are approaching the end of their lives, enabling them to stay within their own communities.

The team works closely with community and social care teams to provide an integrated experience for patients. This ensures there is a continuation of care when a patient leaves hospital and the right help and support is in place so they can manage at home.

Due to the team's close links with district nurs-

es, patients who are approaching the end of life, for example, can be directly admitted to the ward if required.

Gaynor Brotherton, ward manager at Rothbury Community Hospital, said: "We liaise closely with our colleagues in the community and social care to provide a joined-up service for all our patients who need continuing care after they leave hospital. It is due to these links that we are aware of the patients in the local area who may need to be admitted quickly.

"We do all the checks and preparations we need to do in advance so if a patient's condition deteriorates they can be admitted straight away.

"Being able to do this

is testament to our close working relationship with our community colleagues and ensures patients have access to hospital care quickly should they need it.

"This gives their relatives much-needed support and peace of mind at what is a distressing time.

"We also support people caring for loved ones by providing short-term respite care to enable them to take well-deserved break which relatives really appreciate."

In a further example of integration between health services, medical support is provided to patients on the ward when required by the village's GPs. GP practices in Rothbury and Harbottle also hold clinics in the hospital.

Advice about minor injuries

People in the Rothbury area requiring minor injuries advice should now call the free NHS 111 number.

This is available 24 hours a day, seven days a week and will advise on the most appropriate place for any necessary assessment.

This could be at Alnwick Infirmary or at Wansbeck General Hospital where full diagnostics are available 24/7.

What our patients say

The caring, helpful attitude of all staff. Nothing was too much trouble.

Everything was excellent. A big thank you to every single member of staff. I could not have had better attention in a posh hotel.

The care and treatment firstly as a patient and also as a person was first class.

My care at the clinic could not be improved. I thank the staff for their kindness.

Service helps patients regain their independence

A community-based service is providing seamless support and care to people in north Northumberland as they return home from hospital or when they fall ill to help them to remain independent in their own homes.

The 'Short Term Support Service' (STSS) works closely with hospital colleagues in Alnwick, Rothbury and across the county, to make sure there is a smooth transition for elderly people when they are discharged from hospital back to their own homes.

A joint initiative provided in partnership by Northumbria Healthcare NHS Foundation Trust and Northumberland County Council,

the STSS in the north of the county consists of 57 community staff which includes occupational therapists, physiotherapists, rehabilitation workers, team supervisors as well as carers who work seven days a week providing care and rehabilitation support to older people.

The service provides up to six weeks of support which can consist of care and therapy services and aims to support people who have a disability, or have had an illness, to regain independence.

Michael Culley, registered manager of the Short Term Support Service in Alnwick, said: "We know that elderly patients are some of

our most vulnerable and our focus is on helping people to regain their confidence after a stay in hospital so that they can live independently and safely.

"Our community-based teams work very closely with hospital colleagues and with care managers and district nurses to make sure care is as streamlined and integrated as possible and that every elderly patient gets timely help and support to aid with their recovery."

The STSS takes referrals from any health or social care professional, such as GPs, nurses or care managers.

People can also refer themselves, by telephoning 01670 536400.

Help to stop smoking

People in the Alnwick and Rothbury areas who would like support to quit smoking are being reminded of a range of venues where they can access Northumberland NHS Stop Smoking Service advisors.

You are four times more likely to quit smoking with NHS support and there are a range of products which can help you do this.

Community pharmacies and GP practices in the area provide an NHS stop smoking service offering support for quitting smoking.

A stop smoking clinic is run on Wednesdays between 4pm-7pm at the Bondgate Surgery in Infirmary Close, Alnwick.

Appointments for this clinic are to be booked via the service, run by Northumbria

Healthcare NHS Foundation Trust on 01670 813135.

Boots Pharmacy in Paikes Street and The Co-op Pharmacy in Infirmary Close, both in Alnwick, also provide a stop smoking service.

Appointments can be arranged by calling in or contacting them direct (Boots on 01665 602142 or the Co-op on 01665 604974).

GP practices in Rothbury and Harbottle and Infirmary Drive Medical Group in Alnwick also offer stop smoking support for registered patients.

For more information on stopping smoking and the service, run by Northumbria Healthcare NHS Foundation Trust, call 01670 813135 or visit www.northumbria.nhs.uk/stopsmoking



Continuing to care for patients – whatever the weather conditions

As the winter weather starts to bite, district nursing teams in Rothbury and Alnwick are fully kitted out to reach patients in adverse weather conditions.

The Rothbury team, which is led by community matron April Long and is made up of a sister, four staff nurses and an auxiliary sister, is based at Rothbury Community Hospital. The team covers Rothbury, Felton, Harbottle and Scots Gap, an area of 450 square miles with a GP practice population of 9,000.

Along with other teams across Northumberland, they have access to Northumbria Healthcare's fleet of four-by-four cars to use in snowy conditions to enable them to get to their patients who live in harder to reach rural areas.

The team also has equipment which can be attached to their boots or shoes to help them grip in snow and ice, helping them walk to patients who live close by, rather than taking a car in icy conditions.

Staff nurse Leanne Coleran said: "Whilst the scenery and countryside of Northumberland is one of the best parts

of the job, it can make it difficult to get to patients in winter so we have the four-by-fours and special equipment which helps us to carry on seeing patients in adverse weather.

"Other rewarding parts of the job for the team are seeing that what you are doing is helping someone to get better, patient satisfaction and building a rapport with someone."

The district nurses see their elderly and housebound patients regularly, visiting them at home repeatedly to care for a wound, help them with mobility problems, nutrition, and personal care or to administer insulin injections for someone with diabetes who can't do this for themselves.

For very ill patients with more complex needs they could visit four times in one day to make sure that patients can benefit from being in their own environment, with their family, rather than in hospital.

Meanwhile elderly and housebound patients and their families are being urged to contact the district nursing team if they are struggling to manage at home which may be a sign of illness.



Left to right, staff nurses Leanne Coleran and Laura Varty from the Rothbury community nursing team with nursing student Charlotte Parsons from Northumbria University.

Anne Ashley is community matron for Northumbria Healthcare's 13-strong district nursing team based at Bondgate Surgery in Alnwick which covers the town, along with Seahouses, Longhoughton

and Embleton. Anne is raising awareness of how patients can stay out of hospital by calling their district nursing team as soon as they start feeling 'under the weather'.

"Elderly people who

may have an illness or infection show this differently to a young person," explained the community matron.

"They could have a change in behaviour which their loved

ones may notice, such as feeling muddled or not managing at home.

"We would like to see those people a little bit earlier so we can organise a care package which can prevent them becoming ill enough to need hospital treatment."

Meanwhile Anne, who heads up a team of a sister, eight staff nurses and three healthcare assistants, is also encouraging those elderly and housebound patients who are over 65 or have an underlying health condition, particularly heart or respiratory disease, to get the free flu jab from their GP practice and prevent themselves becoming ill.

Anne said: "Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia – which is a lung infection, so it's recommended that they have a flu vaccine every year to protect themselves."

To get in touch with the district nurses, people in the Alnwick and Rothbury areas should contact their GP practice.

Macmillan support to provide social workers for end-of-life care

End-of-life care for people in Northumberland is set to benefit from a ground-breaking new specialist team for the county.

Northumbria Healthcare NHS Foundation Trust has successfully won Macmillan funding to recruit a team of four Macmillan social workers, who will support people with cancer and a range of life-limiting or long-term conditions.

The new team will also provide ongoing support to family and friends.

The specially-trained social workers will give people with complex care needs who are nearing the end of their life specialist help to access the specific care and support they need.

This will include health and social care plans tailored to the individual's own wishes; helping

people get timely, joined-up community support; arranging and coordinating hospital discharges; and supporting carers.

The goal is to improve the quality of life for the patient, their family and friends.

Karen Stenlund, Macmillan development manager in the North East, said: "Macmillan knows that people living with cancer and their carers have social care needs as well as health needs.

"They tell us they need emotional and practical support and financial help and advice throughout their cancer journey.

"These new Macmillan social workers will be a great source of support for people affected by cancer in Northumberland."

Daljit Lally, executive director wellbeing and community health

Northumberland County Council and Northumbria Healthcare NHS Foundation Trust, said: "We are delighted to be working with Macmillan to create this ground-breaking new team.

"People nearing the end of their life can have complex and wide ranging care and support needs.

"By helping to coordinate access to health and social care in the community in a way that respects that person's individual choices, the Macmillan social worker can help reduce their anxiety and stress and ultimately improve their quality of life.

"We have a real commitment to ensuring people have the best possible service and this includes helping them to have their say in where and how they are cared for."

Could you be a carer?

People in the Alnwick and Rothbury areas are being asked if they would like to share their lives, acting in a carer role to support adults with specific needs.

Shared Lives Northumberland provides support in a family home for adults who are unable to live alone because of their age or disability.

The initiative provides skilled, trained and committed people who have been chosen to share their homes and their lives with others.

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.

The project is delivered through a partnership between Northumbria Healthcare NHS Foundation Trust which manages the service on behalf of Northumberland County Council.

Shared Lives is particularly interested in hearing from adults who would like to care for people who

have specific needs around mobility and mental health or who are younger and coming out of foster care.

Julie Steel, Shared Lives project manager, said: "Becoming a Shared Lives carer helps to transform someone's life by giving vulnerable adults the chance to learn new skills and live a more independent life.

"We are actively seeking carers in Northumberland for both our long-term and short breaks services.

"We really hope that we can get more people involved as Shared Lives carers."

The county-wide service was set up in 2000 and there are now more than 40 people who are Shared Lives carers in Northumberland. Some of whom have been carers for more than 12 years.

Anyone wanting further information about Shared Lives Northumberland can call 01670 536 400 or visit www.northumberland.gov.uk/sharedlives

Flexible care and support which is built around you

People living with long-term conditions or a disability in rural Northumberland are benefitting from the chance to design care and support packages to suit their individual needs.

The aim is to give people flexibility and choice over their individual arrangements so they can continue to live independently in their own homes.

Social care support for adults in Northumberland is delivered by Northumbria Healthcare NHS Foundation Trust in a unique partnership with Northumberland County Council, the only one of its kind in the country. For more than ten years, the integrated approach means patients benefit from more seamless health and social care from hospital to home.

Services include short-term support for people who need help to recover their ability to live independently after a serious accident or illness, and longer-term support for people who need it.

People receiving longer-term care and support are offered a personal budget which they are encouraged to manage themselves, with help from family and friends, or with help from adult social care

who can make arrangements on people's behalf. The amount of the personal budget is based on a needs assessment, carried out jointly with the person themselves.

The scheme enables people who are eligible for services from adult social care to manage their own budget and choose how their care is delivered.

Vicky Robson, Alnwick physical disability and illness team manager, said: "By taking up the offer of having a personal budget, people can take control over how their care is managed and arranged, to fit in with their own lives and individual needs.

"We aim to ensure that people get the support they need, when they need it, to enable them to continue to live in the way they want.

"Personal budgets give people the choice and flexibility to recruit carers themselves to meet their individual needs, and developments in this area are a major driver to make social care support more individual and personalised.

"This scheme is all about putting the person first by enabling them to design their own

bespoke support arrangements. This can be particularly beneficial for people living in remote rural areas where it can be difficult for agency carers to visit at the times people want."

People are offered a financial assessment and a charge may be levied dependent on a person's income and savings. They may have to pay for part, or all, of the cost themselves.

People whose disability or illness does not have a significant impact on their wellbeing may not be eligible for a personal budget. However adult social care will still be able to give advice about services and equipment.

People with particularly complex needs, whose primary need is for healthcare, may be eligible to have all of their support funded by the NHS, under the NHS Continuing Healthcare system.

Adult social care can give advice about whether people might benefit from being assessed for eligibility for NHS continuing healthcare.

For more information, contact adult social care on 01670 536400, or visit www.northumbria.nhs.uk/sds

Chrystine praises flexibility of a personal budget

Chrystine Good, 60, lives in a small hamlet five miles from Thropton, near Rothbury. She suffers from a painful degenerative condition in her spine which affects her mobility and needs support to remain living in her own home.

Because Chrystine lives in a remote rural location, a traditional support package proved unsatisfactory because the agency carers were unable to visit Chrystine at times that were convenient for her.

Chrystine decided to manage her own personal budget which gives her the flexibility to design her own support package. Now three people help assist her with personal care, cooking, some household tasks, taking her to necessary health appointments and help with some heavier tasks such as stocking the solid fuel heating.

She said: "Because I live in such a rural location, it was difficult to get agency carers who were able to travel to me. Having the flexibility of a personal budget, I now have the support I need when I need it and the arrangement works really well."

Chrystine set up her plan with help from adult social care. Alnwick social worker Lynne Jobes is in regular



Chrystine Good with social worker Lynne Jobes and her dog Eddie.

contact with Chrystine to check the plan is working well and continuing to meet her needs.

Lynne said: "Personal budgets can be used flexibly to overcome the obstacles which a long-term illness or disability put in the way of living independently.

"Chrystine's personal budget is working really well for her. She loves living in the countryside and the personal budget supports her critical care needs to enable her to remain living independently where she wants to be."

Representing the community

Your public governors

As a foundation trust, we have elected public governors who work closely with the trust to plan local services and respond to the needs and wishes of local communities.

In the Berwick constituency area, which covers Alnwick and Rothbury, five 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 public governors via 0191 203 1296 or e-mail foundation@northumbria.nhs.uk



Andrew Gray

Andrew has a lifetime of academic and practical involvement in health and social care services, particularly in the care of people with long-term conditions. He is a former vice-chair of two primary care trusts in County Durham.



Peter Herdman

Peter is involved in a number of local groups including cancer research, the League of Friends of Berwick Infirmary and Berwick Community Hospital Committee and is a member of his GP practice patient panel.



Linda Pepper

Linda has vast experience in the public sector and has helped facilitate public involvement in the NHS nationally and locally. She currently runs a public drop-in session on the first Wednesday of the month at Berwick Library, 10am-noon.



Maureen Raper

Maureen has been involved in nursing for 50 years. She is a qualified senior registered nurse, district nurse and health visitor. She worked initially on Tyne-side and latterly at Berwick.



Anne-Marie Trevelyan

Anne-Marie has extensive experience in finance as a chartered accountant and is interested in increased local responsibility within the NHS. She is Conservative Parliamentary Candidate for Berwick.



Liz Veevers

Liz is a retired nurse and midwife in Northumberland. She worked in the NHS caring for elderly patients and in the private sector running her own nursing and residential home.

Public are being encouraged to join the trust

We are keen to encourage local people and patients who have used our services to sign up and become members of the trust. As a trust member you can:

- help improve patient care by giving us your views
- receive 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 and complete the online application form or call the Foundation Membership Team on 0191 203 1296.



At the forefront of the future of emergency care



An aerial view of the Northumbria Specialist Emergency Care Hospital, which will open this summer.

With six months to go until the opening of the Northumbria Specialist Emergency Care Hospital in Cramlington, patients are soon set to benefit from a new model of emergency care which is being held up nationally as an exemplar for the future by national NHS leaders.

Northumbria Healthcare runs some of the busiest A&E departments in the country and with around 140,000 attendances in the past year, is in the top 10% of trusts in England with the highest number of A&E attendances.

The changes taking place in June 2015, will see seriously ill or injured patients treated at the new hospital in Cramlington which is the first purpose-built hospital of its kind in England dedicated to providing emergency care with A&E consultants working on site 24 hours a day, seven days a week and consultants in a range of specialities also working seven days a week.

When the new hospital opens, walk-in A&E services at the trust's general hospitals in Hexham, North Tyneside and Wansbeck will continue to care for around half of the people who currently attend the trust's A&E departments with less serious injuries, illnesses or ailments.

Walk-in A&E patients will also be seen quicker as staff will not be called away to treat more serious emergency cases.

The result of ten years' work led by clinical teams at Northumbria Healthcare, the innovative approach has been endorsed by Sir Bruce Keogh, medical director of the NHS in England who is calling for larger 'specialist emergency centres' with consistent levels of senior staffing in order to maximise chances of survival and a good recovery for patients.

These innovative changes in the way the trust delivers emergency care

will also have a positive impact for patients in Hexham, North Tyneside and Wansbeck general hospitals which will become centres of excellence with staff focused solely on planned care, as well as providing ongoing care for patients who have been treated and stabilised in Cramlington following an emergency admission and then transferred to their local hospital for rehabilitation.

Mr David Evans, medical director at Northumbria Healthcare NHS Foundation Trust, said: "The evidence is clear that seeing the right specialist for your condition quickly when you are seriously ill or injured greatly improves chances of survival and results in better clinical outcomes for patients, regardless of journey times.

"The challenges facing A&E across the country are immense and we are proud that our clinical teams began thinking many years ago about how we can provide the very best clinical care, delivered by the most senior doctors, consistently in the future, for the vast population we serve.

"When our new specialist emergency care hospital opens, for the first time we will be able to separate our emergency care from the planned care taking place at our general hospitals in Hexham, North Tyneside and Wansbeck and this will bring significant benefits for both patients and staff.

"Patients attending walk-in A&Es at our general hospitals with less serious illnesses, ailments and injuries will also be seen more quickly in the future as staff will not be distracted or called away to treat more serious cases."

In the coming months a widespread information campaign will be launched to explain the A&E changes in more detail. For more information visit: www.northumbria.nhs.uk



In safe hands...

*'The best place to have **your** baby'*

We will be situated in the new specialist emergency care hospital at Cramlington

Birthing Centre @ Northumbria

OPENS JUNE 2015

Bookings now welcome

For further information call:

0344 811 8111

www.northumbria.nhs.uk/maternity

Maternity care at its best at Northumbria

Women in the Alnwick and Rothbury areas deciding where to have their baby have a range of choices at Northumbria Healthcare.

For those women who are expected to have an uncomplicated delivery, the midwifery-led service at Alnwick Infirmary (Hillcrest Maternity Unit) provides one-to-one personal care and support, in a relaxed and friendly birthing environment.

Staffed by a highly-skilled team of experienced midwives and healthcare assistants 24 hours a day, the unit has a birthing pool

which gives women the option of having a water birth or using the pool during labour.

A range of equipment is also available at Alnwick including birthing balls, mats and special chairs to help keep women mobile during labour and encourage a natural birth.

Midwives from the unit provide care to women in the community both during pregnancy and after the birth, ensuring real continuity of care.

Following the birth of their babies, they provide help and support with breastfeed-

ing and new-born care and through a series of parent education classes which are run in partnership with SureStart.

When the Northumbria Specialist Emergency Care Hospital opens, women will have even more choices available.

The new Birthing Centre at Cramlington will cater for both low and high-risk births with a consultant-led obstetric unit and co-located midwifery-led care.

The state-of-the-art facility will provide women with the highest quality care in purpose-built, comfortable sur-

roundings, offering the choice of consultant-led or midwifery-led birth with all the comfort of having doctors on hand should you need them.

The Birthing Centre at Cramlington will have single en-suite rooms to enable your partner to stay overnight with you.

Janice McNichol, head of midwifery at Northumbria Healthcare NHS Foundation Trust, said: "Our maternity services at Northumbria are consistently rated amongst the safest in the country and our aim is always to give women as much choice as possible.

"Our midwifery-led unit at Alnwick offers the highest quality of care in a relaxed and friendly environment where our expert midwives are on hand to provide care and support round-the-clock.

"We appreciate that some women may need, or would prefer, to give birth in a unit where medical help is available and we are delighted that our new Birthing Centre is opening this summer.

"This is a fantastic addition to maternity services across Northumberland and means that women will have access to the very best facilities which

have been purpose-built for their needs."

To find out more about the birthing options available in Northumberland, speak to your midwife or contact 0344 811 8111.

To arrange to have a look around Alnwick's midwifery-led unit, contact 01665 626732.

Janice added: "I would encourage any expectant mums from the local area to give us a ring and arrange to come in and meet our team in Alnwick, view our facility and ask any questions they may have."





KEEP CALM AND CALL 111

Call 111 when you need medical help but
it's not a 999 emergency.

**It's available 24 hours a day,
365 days a year ✓**

**Calls are free from landlines
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www.nhskeepcalm.org.uk

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Self-care

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