

February 9th, 2016

Magnificent seven award finalists

South Tyneside NHS Foundation Trust is up for seven Patient Experience Network (PEN) awards, which recognise best practice in the experience of care in health and social care in the UK.

Trust Chief Executive Steve Williamson said: "Our staff are dedicated to ensuring the best experience for all of our patients and I am thrilled that their efforts have been acknowledged with so many varied services being chosen as finalists for these prestigious national awards."

The categories in which the Trust is a finalist are: Access to Information; Bringing Patient Experience Closer to Home; Communicating Effectively with Patients and Families; Innovative Use of Technology/Social Media; Partnership Working to Improve the Experience; Staff Engagement/Improving Staff Experience and Support for Caregivers, Friends and Family.

A project which has increased uptake of bowel cancer screening among adults with a learning disability living in South Tyneside and Gateshead is shortlisted in two categories – for Communicating Effectively with Patients and Families and Staff Engagement/Improving Staff Experience. The learning disability service introduced a 12-week programme of staff development which led to raised awareness of the importance of the screening and educated staff on how to support the person with a learning disability to take the test.

The children's community nursing team in South Tyneside is nominated for Bringing Patient Experience Closer to Home. It is believed to be one of the few of its kind in the country using Entinox for pain relief for children during invasive nursing procedures in their homes, which is preventing pain, discomfort and distress for children and their families.

Diabetic screening's entry in Partnership Working to Improve the Experience is for the 'one-stop' service for healthcare checks for diabetic patients, which was introduced last year by the Trust and NHS South Tyneside Clinical Commissioning Group. The innovative service brings together nine separate annual health checks in a single appointment.

A project whereby pregnant women at South Tyneside District Hospital receive regular text messages relevant to the stage of their pregnancy, reminding them of planned appointments and providing advice and reassurance, is a finalist for Innovative Use of Technology.

The special needs speech and language therapy team in Gateshead is shortlisted in the Access to Information category for its rapid response pathway, which was introduced to reduce the time from initial assessment to treatment and to quickly identify which pathway is most suitable to meet the child's needs. The initiative aims to raise parents' and carers' awareness of the role of the speech and language therapist and of the care pathways and therapy options available to them, and to develop understanding of their child's difficulties, whilst empowering them with strategies to give support themselves.



A carers' support service, which has been developed by staff in day services at St Benedict's Hospice and Centre for Specialist Palliative Care, in Sunderland, is in line for the Support for Caregivers, Friends and Family award. Carers are invited to attend a four-week course during which they can discuss their needs and find out what support is on offer and they then have the option to attend a monthly meeting, led by the carers themselves, for ongoing support.

The PEN National Awards conference will be held on Wednesday, March 2nd, in Birmingham.

ends

Issued on behalf of South Tyneside NHS Foundation Trust by Kay Jordan

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