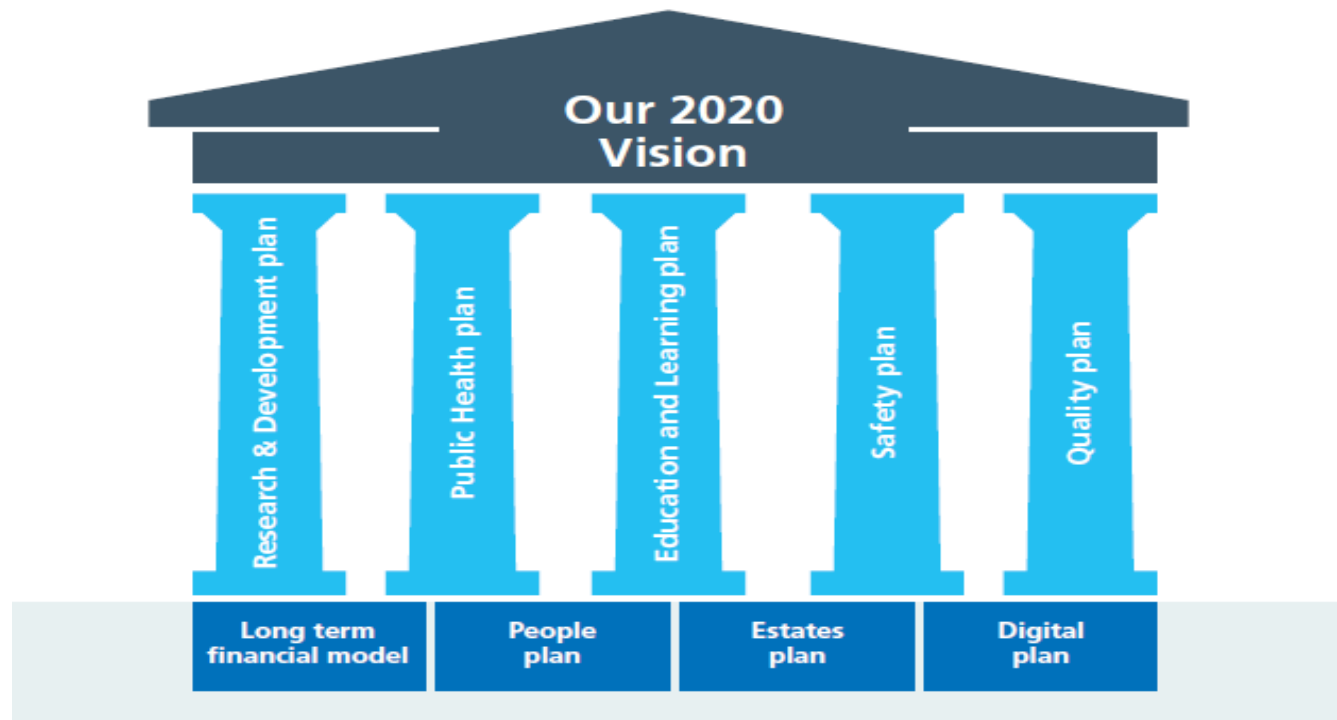


Welcome to SWB TeamTalk

WHILST MANAGING A PANDEMIC, KINDLY

Becoming renowned as the best integrated care system in the NHS...



TeamTalk Agenda

1.00pm: “Not just COVID-19” briefing

1.10pm: **w**elearn from Excellence

Securing PPE during a global pandemic

1.25pm: COVID-19: Restoration and recovery

1.40pm: Your questions answered

September priorities: weConnect quarterly survey

The weConnect quarterly survey was issued on 14 August. Due to the COVID-19 pandemic, this will be the first survey of the financial year.

- Directorates included in this first quarter are system transformation, nursing services, community medicine, paediatrics, ophthalmology, admitted care and imaging.
- The weConnect programme includes a survey of a quarter of the organisation every quarter.
- Larger directorates will have a sample of their colleagues polled in more than one quarter of the year.
- If you are part of this survey sample please encourage your teams to complete the survey by **Friday 4 September**.

September priorities: Wellbeing and obesity campaign

On 14 August we launched the healthy weight element of our wellbeing strategy.

- There are many options for you to get involved, please visit the [Connect pages to look at the offers and register your interest](#).
- One of those offers is the monthly online dance routine with Dr Nick 'Tik-tok' Makwana! Our very own paediatric consultant and Group Director of Women & Child Health will upload a new routine each month that you can all practice - individually or in your teams, at work or at home. As well as joining in, we'd love to see pictures and videos as you try out your new moves!
- Nick will upload a new dance routine on the 1st of every month to Connect. You are encouraged to watch and follow the routine send your photos and videos to the communications team swbh.comms@nhs.net. You can use weTransfer to send your videos.
- We then want the whole Trust to join in together on the last Friday of each month at midday and 8pm to do the routine in your areas (and get patients to join in as well if they can).

Look out for Nick's first video on **Tuesday 1 September**.

September : Let's hear it for this year's Star Awards short list

A record 700 nominations were received this year – the highest ever in the history of the awards. Thank you for taking the time to think about individuals and teams and putting them forward.

- This year's nominations naturally reflect the unprecedented impact of the COVID-19 pandemic but also all the other work that has gone on throughout the past year, in particular the launch of Unity, our electronic patient record.
- Our judges definitely had a challenge this year whittling down the 700 nominations to our final shortlist which is published in this month's Heartbeat and will be available for you to see on Connect from 1 September.

Don't forget that you choose the winners in four categories:

- **Employee of the Year**
- **Clinical Team of the Year (Adults)**
- **Clinical Team of the Year (Children)**
- **Non Clinical Team of the Year**

You will be able to vote online through Connect from 1 September. You have until 18 September to vote.

September priorities: Speak up Day 9 September

Wednesday 9 September is Speak up Day. Look out for more information about how you can get involved via the daily communications bulletin. Also watch out for a Q and A article in August's Heartbeat with Lesley Writtle our non executive director responsible for making sure we have good standards of practice regarding Freedom to Speak up.

Colleagues are encouraged to speak up everyday within our organisation- ***In last year's NHS Staff Survey 72 per cent of respondents said they would feel secure raising concerns about unsafe clinical practice.***

- Our Trust has a strong track record in encouraging people to speak up and there are a range of ways that you can do this including talking to your manager, contacting a Trade Union rep, raising an incident, writing to our Heartbeat letters page, talking to a Trust specialist such as Counter-Fraud, ringing Safecall (our confidential whistleblowing line), or getting help from a Freedom to Speak up Guardian.
- All of our Speak up Guardians have received specialised training and are well placed to listen to issues and guide concerned colleagues on the best way to resolve those problems. This gives colleagues the avenue to be able to turn to Guardians if they want to talk about any issues they feel need addressing.

Find out how you can Speak up and who our Freedom to Speak up Guardians are in the attached poster

<https://connect2.swbh.nhs.uk/wp-content/uploads/2019/04/Speak-up-guardians.pdf>

September priorities: Unity upgrade – tonight 26 August – please ensure business continuity is in place

This evening (Wednesday 26 August) from 10pm through to tomorrow (Thursday 27 August) we will see Unity go through one of its biggest updates since launch. All the changes are in the background and ward staff are still be able to give medications, document patient details and record observations as usual during this time.

The processes you have learned will not change and when you log on the system will look almost completely the same. However, much of the underlying code that manages Unity will be updated to take advantage of improved processes delivering a much more stable and safer experience for all.

- Desktop notifications will be released across the Trust just before work begins at 10pm and subsequently as systems begin to return to normal operation.
- During this period it is expected that departments will revert to business continuity plans whilst the system is unavailable and return to normal operation as soon as works are complete.
- The upgrade activity will be closely monitored but as always please call the 24 hour IT service desk if you experience any other issues on ext. 4050.

September priorities: Unity upgrade – tonight 26 August – please ensure business continuity is in place

Note: Desktop Alerts to be released at 9pm and 9:45 reminding staff of the planned upgrade and need to revert to BCP.

The schedule of work is listed below including the time each system will expected to be taken offline.

Affected System	Total period of service downtime	Service down time	Service restoration time
Millennium FSI	60 Minutes	11:00 PM 26/08/20	12:00 PM 26/08/20
Operations	270 Minutes	10:00 PM 26/08/20	02:30 AM 27/08/20
ED Launchpoint (within FirstNet)	480 Minutes	10:00 PM 26/08/20	06:00 AM 27/08/20
CPDI: Single Document Scanning	60 Minutes	06:00 AM 27/08/20	07:00 AM 27/08/20
CareAware (CapMan down)	120 Minutes	10:00 PM 26/08/20	00:00 AM 27/08/20
CareAware	120 Minutes	10:00 PM 26/08/20	00:00 AM 27/08/20

September priorities: Could you be a flu-per trooper?

Dust off your flares, pull on your platforms and grab your glittery glad rags - this year we are going all out with an ABBA inspired flu campaign.

- This year, we'll be taking a different approach to how we administer the flu vaccine. We will have our very own Flu-per Troopers representing areas right across our Trust.
- We are recruiting registered health professionals to help administer vaccines in their areas. If you can say 'I do, I do, I do, I do, I do' want to be a part of this year's flu campaign step this way. All dancing queens (and kings) are welcome to submit their interest. We'd love to hear from you if you can commit to being a Flu-per Trooper in your area.
- The name of the game is to vaccinate as many colleagues as you possibly can. The winner takes it all this year with a prize that is guaranteed to make you say 'mamma mia' for the most vaccinations administered.
- To complete your immunisation training head over to [Flu Training on ESR](#).

With your support we can protect you, our colleagues, patients and those we care for the most. If you would like to support the campaign and join the Flu-per Troopers contact Bethan Downing at bethan.downing1@nhs.net.

September priorities: Black Country CCGs merger proposal

The four Clinical Commissioning Groups (CCGs) in the Black Country and West Birmingham – Dudley, Sandwell & West Birmingham, Walsall and Wolverhampton – are proposing to merge to create one CCG.

- The CCGs have already started working together and aligning teams and committees and now share a senior leadership team, headed up by a single Chief Executive, Paul Maubach.
- The merger is proposed as the best way for the CCGs to deliver on its commitments to improve the health and wellbeing of the people of the Black Country and West Birmingham.
- All four CCGs are keen to listen to the views of member practice GPs, partners, patient representatives and other key stakeholders.
- A decision about future commissioning arrangements will be determined by a vote of the GP Members after all feedback has been considered. If there is support then an application would be submitted to NHS England and Improvement for a final decision. The merger would occur on 1 April 2021.

How to get involved...

- Please take the time to read the [consultation document here](#).
- Have your say in the online survey www.surveymonkey.co.uk/r/nhscommissioning, call: 0121 612 1444 or email: SWBCCG.engagement@nhs.net to complete over the phone or request a printed copy.
- You can take a look at FAQ [here](#).

Securing PPE during a global pandemic

- **Mike Hanson, Director of Procurement**
- **Janice Nelson, Clinical Products Specialist**

Before Covid-19

- Materials Management Service at both City and Sandwell
- Most PPE Items topped up to '2 weeks worth' of stock
- Very few stock availability issues
- Usage levels steady and predictable.

When COVID-19 hit the UK

- Usage levels quickly increased
- Stock became unavailable to order through normal routes (or any routes!)
- Stock levels in stores began to fall
- A general sense of panic at NHS Trusts with many trying to buy as much stock as available.

The SWB response – Phase I

- The procurement team was quickly re-organised. Total focus was on PPE.
- A dashboard was developed – which tracked orders, deliveries and usage.
- We had to think differently about our supply routes. It was clear that reliance on supply chain and the Centre wouldn't be sufficient.
- 9am to 5:30pm was no longer an option!
- Attendance at Trust tactical meetings – initially 3 times a day
- PPE sourcing and management was centralised to procurement
- PPE Hubs were established at both City and Sandwell.
- The Receipt and Distribution Centre was accessible 24/7.

The SWB response – Phase II

- The PPE Hub opening hours were extended. The Hubs would be manned by procurement colleagues from 7am until 8pm 7 days a week.
- Scrubs were added to the PPE rooms
- Dedicated email addresses were established so that ad-hoc deliveries could be arranged.
- The Receipt and Distribution Centre was accessible 24/7.
- Sourcing activity intensified. Where first choice products weren't available (i.e. FFP3) we explored other options.

The SWB response – Phase III

- We started a morning delivery service for a number of areas.
- The PPE wardens team was established.
- PPE top up areas were stationed outside each ward and were replenished daily.
- Workstations were set up inside all of the main entrances to the hospital.
- We entered into more collaborative purchasing arrangements (e.g. with our Black Country partners).
- Our hard work on establishing so many suppliers enabled us to start driving down cost.
- We engaged in mutual aid with other Trusts.

Where are we now

- Stock levels are good across all lines.
- The PPE Hubs are now closed because they are no longer required.
- The team is returning to BAU
- There is a general sense of stability.

What have we learned

- We have an outstanding procurement team.
- We didn't do it alone. Estates, Transport, Finance and many other teams helped with the PPE effort.
- The CNPs are wonderful.
- The volunteers are worth their weight in gold.

So...What happens if there's a second wave?

We're ready for it!

Preparations include:

- Additional storage and pandemic stock.
- 'Ready to go PPE Hubs'.
- Multiple suppliers for key items and multiple routes to supply.
- A better understanding of mutual aid and working with other Trusts.
- Less reliance on some key 'hard to get' products (e.g. the switch from FFP Masks to reusable silicone/half face masks).

SWB TeamTalk

September 2020



Sandwell and
West Birmingham

NHS Trust

Any questions?

COVID-19: Operation Mary Seacole – Restoration and Recovery

What we have been focusing on in the last month:

- We have been working to clinically prioritise all patients who are on our waiting list – this will ensure we treat those in most clinical need. Waiting times are still really important too, but clinical priority should be the first priority for the Trust’s booking team.
- We have also been focusing on how we maximise our theatre and outpatient clinic space. This has involved working with our Independent Service Providers and looking at how we can use our own space in a different way. So for example we are currently looking to use the BTC to deliver extra Ophthalmology services.

COVID-19: Operation Mary Seacole – Restoration and Recovery

What we will be focusing on in the month ahead:

- We are currently working on some national submissions which describe how we are planning to get back to pre-CV19 levels for the various different services we offer. This is something the Trust has been working on too, so we are working to ensure we align the national submission with own plans and timeframes.
- We are also continuing to find new ways to share with patients the arrangements that are in place that make our Trust a safe place to attend for your procedure or appointment. High DNA rates (this is when patients do not attend their appointments) may negatively impact on patient's health and will impact too on our waiting lists.
- Recognising that many things changed for the better as a result of the pandemic, we are continue to review what we did that worked well including use of “Visionable” for appointments which allows clinicians to video call patients rather than asking them to come into a site. We have made good progress in some areas but we want to look at adopting this across the Trust wherever appropriate.

September 2020

COVID-19: Operation Mary Seacole – Home working guidance extended

Our Working From Home policy will remain in place until 15 January 2021, as we continue to evaluate what is best for colleagues and the services we provide.

- This includes a safe office space review, which is now close to conclusion. As a result the Health and Safety team has written to managers in areas where this has been completed. If you have not yet responded please ensure you do.
- There will also be engagement over long-term working from home arrangements over the coming months. This strategy will reflect learnings from over the last five months and look to put arrangements on a firmer and more contractual footing that will carry the Trust through to 2023. This ensures fairness for existing and new employees and clarity about eligibility and decision making.
- A further survey of working from home arrangements will be undertaken in September to help to inform our decision making.
- If you do not have the correct IT or other equipment for working from home you should raise this with your line manager in the first instance. You are able to read the policy in full [by clicking here](#).

If you require any information on the safe office space review then please contact Jacque Calloway on ext 4118 or Allison Binns on ext 4121.

COVID-19: Operation Mary Seacole – Visiting inpatients – current restrictions remain in place

We are taking a cautionary approach to ensure that we can continue to minimise the risk of transmission of COVID-19 so our current visiting restrictions remain in place.

- As a reminder, visiting inpatients is only permitted for [one person at a time](#) for patients who are at end of life and those with limited mental capacity, one parent/guardian of a child and birthing partners in maternity, as well as other exceptional circumstances.
- Please make a reasonable local judgement regarding the time you allow for each visit.
- Please continue to encourage the use of mobile devices/tablets for families to keep in touch with their loved ones.
- We recognise the challenges that are faced by colleagues whilst implementing these restrictions and we want to thank everyone for their support in enforcing the current visiting arrangements. Over the next few weeks we will begin the process of looking at how we can safely ease visiting restrictions.

COVID-19: Operation Mary Seacole – car parking arrangements

- In March, at the start of the pandemic, the government suspended car parking charges for staff to help ensure staff could travel to work safely.
- In July, the DHSC said that when the pandemic begins to ease, the NHS will continue to provide free hospital car parking to key patient groups and NHS staff “in certain circumstances”. They said that they will provide further updates on this in due course.
- We will update you further in due course when we have more information, but for now, charges remain suspended
- Parking on our sites will become more difficult due to the forthcoming construction of the new multi-storey car parks at Sandwell and City Hospitals so we will need to reduce traffic on site, particularly at Sandwell in the near future
- Please get in touch with us at diane.alford@nhs.net if you paid for your parking before the pandemic, but you are now either working at home (full or part time), and/or would like to park for free at New Square if your base is Sandwell.

COVID-19: Operation Mary Seacole – Set an example – wash your hands, wear your mask, practice social distancing

Whilst we all want to return to pre-COVID normality, it is also clear we are far from achieving that goal.

- It is vital we continue to abide by social distancing measures ensuring you keep two metres between you and those around you at all times, including when you go for breaks and lunch. There are clear floor markings at all catering outlets and seating areas highlighting the necessary spacing.
- Social distancing should be maintained during handovers and MDTs. If you are unable to do so, please ensure that you wear a fluid resistant surgical face mask.
- It is important that staff take breaks and social distancing should be maintained whilst you are taking a break.
- Colleagues and patients are also required to ensure they wear a mask in communal areas in our hospital buildings. These are available at our entrances and must remain on whilst you are in our main hospital buildings. Please don't remove them as soon as you move away from the entrance – the masks are there to protect you and the people around you. They must remain in place and be replaced when you enter or exit a clinical area.

September 2020

COVID-19: Operation Mary Seacole – Set an example – wash your hands, wear your mask, practice social distancing

- Alongside practising social distancing and PPE, it is important to remember that you need to continue to wash and sanitise your hands thoroughly at regular intervals and for a minimum of 20 seconds.
- Alcohol gel dispensers are often within arm's reach of all clinical areas and additionally are available from the procurement team if you feel your department is lacking any. Ensure that the dispensers are topped up and that your team know where the hand gel is and how to refill.

Fighting COVID-19 is a team effort, it needs the cooperation of everyone at our Trust to ensure we keep the virus at bay, keeping us safe and well and ensuring we are able to continue safely caring for our patients.

Set an example, wash your hands, wear your mask, practice social distancing and play your part in keeping yourself and those around you safe.

Answering your questions