Fairfield Theatres crowned our Team of the Year

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Thanks to Salford haematology staff with £5,100 donation

Please note that some pictures in this edition of The Loop were taken before the start of the COVID-19 pandemic. This means that they may not reflect our current strict bio-safety and Infection Control and Prevention measures we have in place on our hospital sites to protect our staff and patients.
Group News

Chairman’s Message for our patients, staff and community of friends

Prof Michael Luger
Chair

To our patients who are currently in our hospitals, I send our very best wishes for a speedy recovery so you can return home with your health restored. Despite increased demand on our services due to the pandemic and winter pressures, we continue to focus on safety and quality of care, ensuring we save and improve the lives of those we serve.

To our wonderful staff, I extend a heartfelt thank you for all you do, especially for the sacrifices you make during the holidays. Unfortunately, sickness doesn’t look at the calendar to decide when to strike so we have to staff our wards and facilities just as we always do. Rest assured your dedication to the job does not go unnoticed. I was delighted recently to have been able to present awards to several of our staff and teams for their exceptional efforts in this year’s NCA Staff Awards.

I want also to recognise the support we continue to receive from the wider community – our governors, government officials, community and partner organisations, and other members of the public. We know how important we are to you not just as your local hospital and community healthcare provider, but also as an “anchor institution” providing training, jobs, and vendor supply opportunities in Bury, Oldham, Rochdale, and Salford.

The last 20 months have been difficult for the health service generally and for the NCA and our Care Organisations. While we have not been able to do everything we would have liked – our waiting times for non-urgent planned elective procedures are still too long and we are straining in some places for bed capacity, we are optimistic about where we are headed.

In the midst of the pandemic we completed our transformation to the Northern Care Alliance NHS Foundation Trust with unprecedented scope and scale.

We welcomed a dynamic new chief executive – Dr Owen Williams – and we launched a refreshed strategic plan consistent with our new status and with the impending changes in the NHS. That will include improvements in how we access and use electronic resources, new capital development projects, and better ways to work with other providers in Greater Manchester, our primary care and commissioning partners, and our local councils.

To each and every one of you, happy holidays. May the reason bring you joy and good health. There is nothing more important.

Prof Michael Luger
Chairman

NCA celebrates go-ahead for new community diagnostic centre

Patients across Oldham and the surrounding area will benefit from earlier diagnostic testing closer to home, thanks to £4.5million of investment in a new Community Diagnostic Centre due to open in Spring 2022.

Successful collaboration working between the Northern Care Alliance NHS Foundation Trust, Greater Manchester Health and Social Care Partnership, Oldham Council and NHS Oldham Clinical Commissioning Group has resulted in the team receiving a share of the £350 million national investment fund to create one of 40 new Community Diagnostic Centres across England.

The new one-stop-shops for checks, scans and tests will provide a combined 2.8 million scans across England in their first full year of operation, with an estimated 30,000 patients seen at the Oldham facility. The site will be able to provide a full range of diagnostic imaging technology and lung tests. And through collaboration with The Christie NHS Foundation Trust, the facility will also provide patients with access to PET-CT scans, which they currently have to travel to either South Manchester or Wigan to access.

The preferred site, at Salmon Fields in Royton, Oldham is subject to formal planning, an application will be made imminently with approval expected over the next two months.

For more information, go to Latest News section at www.northerncarealliance.nhs.uk

Welcome to our new chief executive

The NCA’s new chief executive, Dr Owen Williams OBE, started in post in November 2021.

Prior to this appointment, he was chief executive of Calderdale and Huddersfield NHS Foundation Trust (CHFT), a position which he held since 2012.

In 2020 he was granted the degree of Doctor of Business Administration by the University of Huddersfield following the successful completion of his thesis which commenced six years previously in 2014.

In the 2019 New Year’s Honours list he was awarded an OBE for service to health care across West Yorkshire and was asked to lead a national piece of work across the NHS in England with regards to reducing health inequalities.

He was previously vice chair of the NHS Confederation and prior to joining the NHS he has worked across local government including two roles as chief executive at Calderdale Metropolitan Borough Council and Rossendale District Borough Council.

Before working in the public sector, he worked in commercial business including his first employment at the Yorkshire Building Society. He is passionate about reducing health inequality and ensuring that no communities - regardless of race, colour or creed - get left behind.

Rochdale health visitor wins RCN nursing award

A health visitor from Rochdale Care Organisation has won a prestigious award for supporting isolated families during the pandemic.

Emma Carey was the Community and General Practice Nursing category of the RCN Nursing Awards in October.

She noticed health visitors were less accessible during lockdown and evidence showed that children under the age of two suffered disproportionately high levels of harm from lockdown.

With no additional funding, she started up a Walk & Talk project offering families the chance to meet each other and a health visitor outdoors in nearby green spaces, for support and to improve their physical and mental wellbeing.

She also wrote a ‘breaddine’ recipe book. For every book sold, another was donated free to a family in need.

Emma said: “We have sold over £500 worth of books, allowing for an additional one for each purchase to go to wives’ refugees, homeless projects, our food box scheme and families identified through the health service.”

Surgical robot improving patient experience

A surgical robot introduced to help reduce a patient’s hospital stay has proven to be a huge success 12 months since it was first introduced at Salford Royal.

The Da Vinci Xi system is used during complex surgical procedures and is less invasive and reduces post-operative pain and complications – improving the overall patient experience.

The robot is controlled by the operating surgeon through a 3D immersive console using articulated instruments through small incisions to aid the surgeon in performing complex urethral and colorectal operations with the aid of high-definition 3D optics. Salford Royal is one of the biggest renal and colorectal robotic centres in the North West.

Since it was launched in October 2020, the use of robotic surgery in urological procedures has saved over 200 inpatient bed days. Patients undergoing complex colorectal surgery have seen the inpatient length of stay halved since the launch of the programme.

Satish Maddineni, consultant urological surgeon and NCA robotic lead, said: “We have seen a reduction in hospital stay, reduction in post-operative pain and complications, which ultimately has led to an improvement in overall patient experience.

We have seen a reduction in hospital stay has proven to be a huge benefit to patients and the organisation.”

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Bury’s Super Saturday!
As part of our ongoing work to restart elective activity and to support our aim to improve and innovate, Bury Care Organisation recently completed a ‘Super Saturday’ pilot.

This saw a team which included surgeons, anaesthetists, theatres, physio, pharmacy and ward staff, completing 10 joint cases (hips and knees) during one day, as day case procedures. The usual standard for this is to do three or four hips and knees on one list and often as inpatient stays.

The success of the pilot has attracted attention from the Getting it Right First Time programme, which is a national programme designed to improve the treatment and care of patients through in-depth review of services, benchmarking, and presenting a data-driven evidence base to support change.

State-of-the-art unit officially opens in Salford
A new state-of-the-art intermediate care unit helping patients regain their independence before they return home has officially opened in Salford.

The Bevan Intermediate Care Unit, on Stott Lane, Salford, is a 60 bedded step-down unit and welcomed its first patients in November.

The two-storey building is for those patients who do not need a hospital bed but require further support as they prepare to return home. The building – which is owned by Salford City Council - includes light-filled day rooms for patients and a therapy garden to promote wellbeing.

Dr Pete Turkington, Chief Officer and Medical Director at Salford Royal, said: “When our patients no longer need to be in a hospital bed, it’s better for their recovery and independence. It’s fantastic to see the unit up and running so our patients can benefit from this state-of-the-art facility.”

“It is wonderful to see the unit come to life with the first patients being welcomed here. This new unit will be a fantastic facility for us to support patients and continue their recovery in the comfort of their own home. This is a great unit in Salford.”

Welcome to our new T level cadets
New T-Level cadets have been welcomed to the NCA via the Northern Care College Alliance.

Over 60, 16 and 17-year-olds from Bury College, Eccles Sixth Form College in Salford, Hopwood Hall College in Rochdale and Oldham College have joined the programme at the NCA in supporting their journey into NHS careers.

Cadets complete a brand new vocational two-year T-Level qualification, which is equivalent to three A-levels, in health or healthcare science. In year one they have a series of 24 virtual health society talks from our NCA career ambassadors and a one week observational work experience placement. In year two, they have 315 hours of hands-on placement in a clinical setting alongside healthcare professions. Many cadets go on to local universities to study nursing and other health professions.

Charlotte, Tilly and Sienna-Rose have recently started their T-Level cadet course. Charlotte, aged 17, said: “T-Levels have been an amazing step towards my goal of becoming a midwife. The education delivered by my tutors is helpful and provides me with knowledge I can use for future opportunities, such as the placement in year two. I would highly recommend this course, it’s an opportunity not worth throwing away.”

Tilly, aged 16, added: “I like how most of our teachers have a nursing/medical background as they can talk to us from a more realistic point of view and tell us about their own experiences. This has really inspired me to pursue a career in nursing.”

Sixteen-year-old Sienna-Rose said: “I’ve had a great introduction to the NCA, it’s been very inspiring and I hope to be a part of it one day, working as a midwife.”

For more information on the T-Level cadet programme go to the research and education section on our website at www.northerncarealliance.nhs.uk

The NCA supports a range of other work placements to support #ourfutureworkforce.

Overseas nurses from Lebanon join The Royal Oldham
Four new refugee nurses from Lebanon have been welcomed to the Trust.

The nurses have joined the NCA as part of the ‘Displaced Talent Programme’ run by NHS England and the Department for Health and Social Care, which is placing highly skilled overseas nurses with NHS Trusts throughout the UK.

Nurses Omar Moussa, Mohammed Fayez, Rola Al Rafi and Lamia Saleh have completed a 4-week orientation and assessment programme at Liverpool John Moores University to introduce them to life in the UK, and they will be working in a variety of roles at The Royal Oldham Hospital.

The nurses will start their career here as senior healthcare assistants before being supported by the Trust to gain full UK NMC nursing registration. They are all excited about the career development opportunities available to them.

Omar Moussa will be working within the A&E department and wants to develop his career as a trauma specialist. He said: “Coming to work in the UK is a wonderful opportunity and I am very happy to be here.”

NCA chief nurse, Libby McManus, said: “We are thrilled to welcome Omar, Mohammed, Rola and Lamia to our NCA family and to their new nursing career in the UK. We wish them all the very best of luck for their new life in the UK.”

This is the place where young people kickstart their careers
A group of young people have officially been welcomed into the NCA family after a celebration event to mark the completion of their Kickstart placements, and their successful ongoing progression into roles within the Trust.

The 18 to 25 year olds joined the programme in May 2021, and have each since successfully completed a six month placement within various departments including pharmacy, pathology, neurophysiology, phlebotomy, administration, medical sciences and the widening participation team.

Eight out of nine on the cohort have sought and secured further employment with the Trust on either a fixed term or permanent basis, with another successful candidate completing the programme and going on to start a university course in finance.

Natasha Reynolds, Nifemi Olusola, Aimee Roberts, Laura Soares, Ellie Rigby, Conner Ellison, Matthew Wood and Phoebe Vanden were all presented with their certificates by the NCA’s chairman, Professor Michael Luger, who congratulated them all personally at a ceremony held at Salford Royal.
New era for Northern Care Alliance

October 1, 2021 was a significant milestone in our NCA journey when we formally changed from two Trusts to a single, joined-up organisation - the Northern Care Alliance NHS Foundation Trust.

We have been working to achieve this outcome for five years and are now one of the largest organisations in the NHS. Becoming one Trust enables us to deliver healthcare excellence to over one million people across Salford, Oldham, Rochdale and Bury communities, as well as providing more specialist services to patients from Greater Manchester and beyond. It also enables us to have a strong voice in the emerging Integrated Care System (ICS) in Greater Manchester.

This is an exciting time for the NCA and with it brings renewed optimism about the future. Thank you to all our 20,000 strong workforce, volunteers, members, partners, and stakeholders who have worked tirelessly to get us to this stage and during the most challenging times the NHS has had to face.

Although this is a major step in our journey, it should not be disruptive for our staff or patients. We have worked well together as a group for the past five years, already streamlining many of our services and standardising many procedures and practices. We can continue to focus our attention on what is important – investing in our employees and patients.

Our NCA vision for the next five years will launch in the new year. The vision talks to how we will continue to take an active role across our four locations, working with our place-based partners to drive further integration and improvements in the health outcomes of the communities we serve; how we will continue to invest in our people and services; develop new digital technologies and systems and how we will create new models of care – improving the way health services are delivered.

While the formal name has changed to Northern Care Alliance NHS Foundation Trust, the names, and identities of our four Care Organisations and hospitals have not. What has changed is that staff now have NCA email addresses - @nca.nhs.uk and we have a new website. Find out more at www.northerncarealliance.nhs.uk

NCA makes a splash in the news

National and local newspapers, websites, radio stations and TV featured stories about the NCA NHS Foundation Trust launching. Chief medical officer Dr Chris Brookes was interviewed and featured on BBC Radio Manchester, and NCA chairman Professor Michael Luger was interviewed and appeared in the Health Service Journal.

Local TV news show BBC North West Tonight included the story in all news bulletins that day. On Sunday, October 3, Manchester Evening News ran a feature length article focussing on our NCA Family and premiered our new NCA FT video on its popular social media channels, also syndicated to MSN.

And of course, our local newspapers also showed their support, including the OldhamTimes, Oldham Chronicle, Oldham Reporter, Rochdale Online and Bury Times. Thank you to all our staff who took part and helped in some way to make our launch story such a success in the media.

New NCA website

We have launched our new, user friendly NCA website.

Our A – Z of services is easy to use, and includes a much-improved search function, making it quicker to find information on services. The website is easy to navigate and available through tablets and mobile devices. It also has an in-built accessibility toolbar, allowing users to change contrast, colours, text size and translates content into over 100 languages.

You can find out more at www.northerncarealliance.nhs.uk. And follow us using our social media channels:

Twitter: @NCAlliance_NHS
@SalfordCO_NHS
@OldhamCO_NHS
@BuryCO_NHS
@RochdaleCO_NHS
Facebook - facebook.com/NorthernCareAllianceNHS
LinkedIn - linkedin.com/company/northern-care-alliance-nhs-foundation-trust/
Instagram - instagram.com/northerncarealliance_nhs

Celebrating our NCA family

To mark this new landmark in our NCA journey, hundreds of colleagues celebrated on Friday 1 October 2021 with events across our four hospital sites. These events helped to launch our single NHS Trust - the Northern Care Alliance NHS Foundation Trust – and to say thank you to staff.

Each of our hospital sites offered a selection of delicious hot meals and special afternoon tea treat boxes were delivered to other locations for our community staff. For those who couldn’t make this special day, such as shift workers, we offered a free meal or food voucher from our NCA hospital restaurants.

We asked our NCA family to share their pictures and here are just some of the images (below) shared on the day.

See our fabulous NCA Family talk about what this new era means to them in our ‘We are the NCA’ video on our website. The film was unveiled as part of NCA’s activities. A big thank you to everyone who got involved to bring to life the story of who we are, what we do and some of our exciting plans for the future.

One of the film’s stars Mohammed Tariq, senior clinical coder and Rochdale Care Organisation BAME Staff Network chair, said: “I was only too excited to be part of this film – it was certainly a different experience for me! I am a proud member of the NCA Family and recognise that the organisation is at the start of an exciting new era. Hopefully people will get a real sense of this from the film.”

Julianah ‘Bunmi Oluwasakin, practice education facilitator based at Salford Care Organisation, also joined the ‘cast’. She added: “I am so proud to work in the NCA, I love my job and I will always stick my hand up to get involved in promoting how great a place this is.”
NCA scoop two national awards for improving patient safety during COVID-19

Colleagues in the infection prevention and control, microbiology, pathology and haematology departments across the NCA have received two prestigious national awards for groundbreaking projects delivered during the pandemic.

The nominations, winners at this year’s HSJ Patient Safety Awards included the successful trialling and implementation of safety measures in emergency departments to help protect patients from COVID-19 and the successful delivery of a pioneering new way of administering chemotherapy to patients in their own homes.

IPC excellence
Consultant virologist, Dr. Joel Paul, and colleagues from infection prevention & control, pathology and microbiology introduced SD Biosensor COVID-19 lateral flow devices across the NCA’s emergency departments in November 2020, successfully helping to detect the Covid status of patients needing to be admitted from A&E.

The decision improved care for hundreds of patients, enabling staff to move and isolate them safely, as well as improving bed management and patient flow and helping to prevent the spread of COVID-19.

The team presented their initial findings at NHS Public Health England’s National Virology Cell meeting in October and, by late December 2020, the process had been approved and launched for deployment in emergency departments across the country.

Chemo at home success
The haematology team at The Royal Oldham Hospital won the Improving Care for Older People Initiative of the Year Award for leading the way with a self-injection velcade treatment programme, designed to help train cancer patients to administer their own chemotherapy from the comfort of their own home.

The Royal Oldham Hospital was one of a handful of hospitals throughout the UK to introduce this exciting initiative for cancer patients in summer 2020, and findings showed that there are a number of benefits for both patients and NHS teams.

For more information on the HSJ Patient Safety Awards visit: https://awards.patientsafetycongress.co.uk/

Rochdale cancer services partnership ‘highly commended’

A partnership involving Rochdale Infirmary that made cancer services more accessible during the pandemic has been recognised at the HSJ Partnership Awards.

The Greater Manchester Surgical Cancer Hub was ‘highly commended’ in the Regional COVID-19 Response Partnership Award, recognising their hard work and dedication to healthcare.

The surgical hub is made up of Rochdale Infirmary, Greater Manchester Cancer, and the Christie NHS Foundation Trust. It successfully treated over 2,000 cancer patients safely during the pandemic and is an excellent example of NHS partnership working.

The abolition of traditional departmental boundaries to rapidly design and deliver new pathways of care with research integrated into standard operating procedures. At the start of the pandemic, he played a crucial role in rapidly building a cohesive multidisciplinary team drawn from respiratory medicine, anaesthesia and critical care. With his support and leadership, they worked together and broke down traditional departmental boundaries to rapidly design and deliver new pathways of care with research integrated into standard operating procedures.

Jay and his colleagues were the first hospital in the UK to start the RECOVERY-RS trial, which is the largest global non-invasive respiratory support trial for COVID-19. The subsequent media coverage of their achievements enabled Jay to share important public health messages with the local population.

NCA Executive Team Excellence Award
– Lindsay Harper, Group director of pharmacy

Lindsay has been recognised for her outstanding contribution to pharmacy departments, both within the NCA and NHS. She is a nationally renowned specialist clinical pharmacist and was instrumental in the delivery of NCA’s successful Covid-19 vaccination programme across the Greater Manchester Vaccination Centre and the hospital hubs. Her role in the pandemic was supporting and leading the pharmacy teams to deliver outstanding services to critical care, care homes, intermediate care, asepsis services and clinical trials.

Our NCA Staff Award winners...

- Customer Experience Award - Salford adult learning disability team (pictured with chief executive Dr Owen Williams)
- Highly commended - Hannah Bailey, senior radiographer, Bury
- Quality and Safety Award - Rochdale home in a day team (pictured with NCA chief executive Dr Owen Williams and Emma Taylor, CEO of Rochdale Care Organisation)
- Highly commended - FIT testing with learning and organisational development team
- Research, Innovation and Education Award
  - Eve Hirst, junior doctor, A&E, Oldham
  - Highly commended - Amanda Lane, trainee advanced practitioners, Oldham
- Leadership Award - Dr. Joel Paul, consultant virologist and Dr. Paul Chadwick, consultant microbiology/clinical director (Dr Joel Paul pictured receiving the award from Professor Michael Luger) on behalf of Eve Hirst
- Volunteer of the Year Award - Cygnet volunteers team
- Team of the Year Award - Fairfield’s theatre team
- Individual of the Year Award - Paula Challoner, estates and facilities (pictured)
- Highly commended - Amanda Lane, trainee advanced practitioner, Oldham
- Social Value Award - Dr. Joe Sebastian & Dr. Shreekar Yadthore, anaesthetics, Salford (pictured)
- Highly commended - Luba Szymansky, technical manager, pathology, Oldham

Special NCA Staff Award winners

NCA Chairman’s Outstanding Achievement Award – Dr Jay Naisbitt, consultant in critical care

Jay led the way on integrating research into routine practice at Fairfield General Hospital, facilitating patient recruitment into urgent public health studies. At the start of the pandemic, he played a crucial role in rapidly building a cohesive multidisciplinary team drawn from respiratory medicine, anaesthesia and critical care. With his support and leadership, they worked together and broke down traditional departmental boundaries to rapidly design and deliver new pathways of care with research integrated into standard operating procedures.

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Staff Awards 2021

Congratulations to our Staff Award 2021 winners. We received 626 nominations for individuals and teams across our four Care Organisatons, Diagnostics and Pharmacy Group and Corporate, Estates and Facilities teams.

The standard of nominations was very high and after much deliberation by our judging panels, we were delighted to announce this year’s winners. Everyone across our NCA Family has worked incredibly hard to support our patients, service users and each other as part of our response to COVID under very challenging circumstances. Every single person working across the NCA should be very proud of the contribution they have made over the past two years.

Care Organisation level winners were celebrated at special events held on each of our hospital sites and NCA level winners were congratulated at their place of work by NCA chairman Professor Michael Luger and NCA chief executive Owen Williams (pictured below).

Two additional special awards were also given by our chairman and executive team (see opposite).

The COVID-19 Infection Prevention and Control Award was received by Dr. Joel Paul, consultant virologist, and his team.

The haematology team at The Royal Oldham Hospital brought home the Improving Care for Older People Initiative of the Year Award.
A selection of our Care Organisation Award winners...

**Bury Care Organisation award winners**
- Customer Experience Award - Kathryn Tarr, assistant practitioner, community stroke and rehab team
- Quality and Safety Award - Claire Doggett, infection prevention and control nurse
- Leadership Award - Debbie Ellenbogen, ward manager, general medicine, ward 9
- Volunteer of the Year Award - Caroline Short, volunteer team leader
- Team of the Year Award – Fairfield theatres team
- Individual of the Year Award - Anne Woodhouse, activities coordinator, ward 20
- Social Value Award - active case management team - Neighbourhood Working, Bury Community

**Oldham Care Organisation award winners**
- Customer Experience Award – Amanda Brazendale, ward manager, ward T4, vascular surgery
- Quality and Safety Award – haematology team
- Research, Innovation and Education Award – Eve Hirst, specialty registrar, emergency department
- Leadership Award – Lee Stone, clinical lead/ADNS, Oldham vaccination hub
- Volunteer of the Year Award – Christopher Gannaway, volunteer
- Team of the Year Award – ICU team
- Individual of the Year Award – Amanda Lane, trainee advanced practitioner, haematology department
- Social Value Award – Catherine Hives, ward manager, general medical unit

**Rochdale Care Organisation award winners**
- Customer Experience Award - children’s single point of access team
- Quality and Safety Award - home in a day team
- Research, Innovation and Education Award – community stroke team
- Leadership Award - Melinda Taylor, manager, clinical assessment unit
- Volunteer of the Year Award - Rochdale volunteer team
- Team of the Year Award - theatre team
- Individual of the Year Award – Marie Kissack, heart failure nurse
- Social Value Award - Jody Cockroft, therapy assistant, Wolstenholme Unit

A selection of our Care Organisation Award winners...

**Salford Care Organisation award winners**
- Customer Experience Award – adult learning disability team
- Quality and Safety Award – respiratory support unit
- Research, Innovation and Education Award – Dr Mark Roberts, consultant neurologist
- Leadership Award – Kelly McEllan, ICD senior manager
- Volunteer of the Year Award – Pat Mayle, bereavement team volunteer
- Team of the Year Award – bed management team
- Individual of the Year Award – Susie Yao, consultant plastic surgeon
- Social Value Award – Dr Joe Sebastian and Dr Shreekar Yadthore, anaesthetics

**Diagnostics and Pharmacy Group award winners**
- Customer Experience Award – Hannah Bailey, senior radiographer, radiology, Fairfield General Hospital
- Quality and Safety Award – Layla Siebert, senior pharmacist, network integrated practice pharmacy team, Salford
- Research, Innovation and Education Award – NCA Group pharmacy and business intelligence team - based at North Manchester, Oldham and Salford
- Leadership Award – Dr Joel Paul, consultant virologist (Oldham) and Dr Paul Chadwick, consultant microbiology/clinical director (Salford)
- Volunteer of the Year Award – Paul, vaccination hub, Fairfield General Hospital
- Team of the Year Award – NCA pharmacy aseptic teams, Salford and Oldham
- Individual of the Year Award – Kate Ryan, microbiology service manager, pathology at Wigan and Salford (PAWS)
- Social Value Award – Luba Szymanski, technical manager, pathology, Oldham

**Corporate, Estates and Facilities Function award winners**
- Customer Experience Award – covid vaccine research team
- Quality and Safety Award – FIT testing team with learning and organisational development team
- Research, Innovation and Education Award – Katie Doyle, operational lead for research management team
- Leadership Award – Louise Harrison, lead research nurse at Salford
- Volunteer of the Year Award – cygnet volunteers team
- Team of the Year Award – communication team
- Individual of the Year Award – Paula Challoner, training and compliance manager, estates and facilities
- Social Value Award – widening participation team

**Salford Care Organisation Quality and Safety Award winners – respiratory support unit**
- Corporate, Estates and Facilities Function – NCA pharmacy aseptic teams, Salford and Oldham
- Diagnostic and Pharmacy Group Team of the Year Award winners – NCA pharmacy aseptic teams, Salford and Oldham
- Social Value Award – Marie Kissack, heart failure nurse
Helping our patients and service users this winter

We really value the patience and support that our patients and service users are showing us whilst our organisation – like other NHS Trusts – faces a high demand for its services.

The information over the following two pages is provided to hopefully offer useful information, advice and support for people during the winter months – a period when people tend to suffer more illness and have a greater need for health services.

Help Us, Help You

Encouraging the use of NHS 111 online is at the heart of the ‘Help Us, Help You’ campaign.

If you have an urgent but not life-threatening medical need, visit NHS 111 online first rather than going straight to A&E. NHS 111 online will help you right away and, if needed, a healthcare professional will call you.

NHS 111 online makes it easier for patients to get the treatment they need in the right place. The service can direct patients to urgent treatment needs such as walk-in centres, GPs, pharmacies, emergency dental services or other appropriate local services. It can also tell you where to get help for your symptoms, find general health information and advice, where to get emergency supplies of prescribed medicines and how to get a repeat prescription.

If you have hearing loss, are deaf or have difficulties communicating you can also access NHS 111 by telephone on 18001 111 and British Sign Language (BSL) users can use the NHS 111 BSL interpreter service. To find out more as well as information in alternative formats including BSL, easy read, large print and audio visit www.nhs.uk/111

If you or your loved one have a life-threatening illness or injury then you should always dial 999.

Stay well this Winter

Winter conditions can be bad for our health, especially for people aged over 65, and people with long-term conditions such as heart or kidney disease, COPD, asthma or diabetes.

Being cold can raise the risk of increased blood pressure, heart attacks and strokes. The cold and damp weather, ice, snow and high winds can all aggregate existing health problems and make us more vulnerable to respiratory winter illnesses. But there are lots of things we can do to stay well this winter. These include:

- COVID-19: If you have any of the main symptoms, get tested as soon as possible.
- Pharmacies: For minor health concerns, your local pharmacy team can help. If you can’t get to a pharmacy yourself, ask someone to go for you or call them.
- If you’re eligible for a vaccine (for example the flu vaccine or the COVID-19 booster) – protect yourself from illness and book yourself in for it. If you haven’t had your first or second Covid vaccine it’s not too late. Go to www.nhs.uk to find out more.
- Keep warm: Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes and pneumonia.
- Mental Health: Contact your GP practice if you’re feeling anxious, low or out of sorts. They can refer you to the right service for support.
- Medicines: Ensure your medicine cabinet is stocked to help with winter ailments, like colds.
- Prescriptions: Make sure you’re up to date with your prescriptions and plan ahead for times when pharmacies may be closed, for example, Christmas. For further tips and advice go to: www.nhs.uk/live-well/healthy-body/keep-warm-keep-well

For further information on this go to www.whileyouwait.org.uk

While you wait

The COVID-19 pandemic meant that the NCA, like other organisations, unfortunately couldn’t go ahead with some operations and procedures that were planned to take place during this time.

This was so the organisation could focus on caring for high numbers of patients with COVID-19 and ensure our theatres were available for patients needing life-threatening surgery.

Despite the pandemic, since March 2020, we were still able to carry out over 56,000 operations, including over 12,000 at Rochdale Infirmary, which became a key hospital site for performing cancer and urgent surgery for patients across Greater Manchester.

For those patients who couldn’t have their planned operation, we recognise how distressing and difficult this has been and the NCA is working really hard to get people scheduled back in for their operations and procedures.

Patients shouldn’t worry that they have been forgotten about, however it may take some time because our waiting list is growing all the time. Any patient waiting for an operation will be contacted as soon as we have information about when this can take place.

NHS organisations in Greater Manchester are offering further information and advice, along with handy resources to help people manage their wellbeing as they wait. This includes:

- How to stay as fit and healthy as possible while you wait for your treatment.
- Where to find any extra support online.
- Where to find further information about approximate waiting times at different hospitals.
- What to do if your condition deteriorates.

For further information on this go to: www.whileyouwait.org.uk

A message from our Chief Medical Officer

Dr Chris Brookes

“Our organisation has and will continue to be very honest with our patients and service users…our hospitals and community services are under immense pressure.

“We are now in winter, traditionally the hardest of times for NHS organisations even during normal times.

“COVID-19 is still having an impact on us and this is at the same time our organisation is treating a high number of patients with other illnesses. Many people who didn’t seek care during the pandemic are now coming forward for treatment and that’s the right thing for them to do; we do urge everyone who needs the NHS, or has any concerning symptoms, to come forward for help.

“On top of these challenges, we are also working hard to try and see and treat people who unfortunately had operations and procedures postponed due to the pandemic. The ‘Super Saturday’ article on page 4 is an example of the types of new and different ways of working our teams are trying in an effort to swiftly work through theatres lists for elective (non-urgent and planned) hip and knee operations.

“Despite all these combined pressures, our hard-working staff are striving to treat patients in a timely manner and to a high standard. I am a doctor within Salford Royal’s A&E department and so work alongside these teams and know how difficult the ‘day to day’ is.

“If a patient does have to be admitted to one of our hospitals, we will focus on discharging them into appropriate, alternative care settings as soon as we can, as this is the best place for their recovery. There is lots of support in place to get people safely home from hospital once there is no longer a medical need to be there.

“The public can help by choosing the right service for their need because of course ultimately we want to avoid having to admit someone to hospital unless there is no other alternative.

“We really do appreciate all the help you can give the NHS and thank you for your patience and understanding as we navigate through this difficult time together.”
Staff praised for services offered to patients during pandemic

Diagnostics and pharmacy staff have been praised by The Northern Tamil Association for the tremendous work the teams carried out across the NCA during the COVID-19 pandemic.

They were invited to attend the Association’s 35th Anniversary and Diwali celebrations in Manchester where they were applauded by 600 guests. The Northern Tamil Association recognised the fantastic work of staff during the pandemic, including teams like pathology who rapidly set up laboratory facilities to conduct nearly 1,200 COVID-19 PCR tests every day.

They also appreciated the amazing work of our radiology services, who set up COVID-safe facilities for x-rays and CT scans; and our pharmacy teams, who supported the COVID-19 response within our hospital sites and local communities; and the amazing work done to support the rollout and delivery of one of the largest vaccination programmes in the UK across multiple sites.

Butler Green Intermediate Care Unit celebrates its 10th anniversary

Butler Green, Oldham’s enhanced intermediate care unit, has celebrated its 10th anniversary with an afternoon tea party for patients and staff.

Butler Green is a multi-award-winning facility that offers patients a caring and supportive environment in which to recover before returning home either after a stay in hospital or an admission from home. The unit houses a multi-disciplinary team who work closely together to rehabilitate and support some of Oldham’s most vulnerable patients and safely discharge them back home.

Ever since Butler Green was set up in 2011, the unit has won multiple awards for the care it provides and the innovative work they do. Over the past year alone, the unit has won three awards from Healthwatch Oldham, including the People’s Choice Award.

Vicky Elcock, head of service at Butler Green, has been with the unit since the start. She said: “We are thrilled to be celebrating 10 years of Butler Green. We’ve seen many changes and challenges over the years, particularly over the past 18 months with the COVID pandemic. I am incredibly proud of how the team have developed and adapted over the years to meet the needs of our patients and local community. Here’s to the next 10 years!”

Butler celebrates more professional nurse advocates

Three nurses from Bury Care Organisation’s community services are celebrating after qualifying as Professional Nurse Advocates. Kanis Loftus from the wound care and lymphoedema service, Kate Hadsfield from the specialist palliative care service and Claire Bilborow from the continence and stoma service are some of the first nurses in Bury and across the Northern Care Alliance NHS Foundation Trust to qualify. This programme is the first of its kind for nursing not just in England, but across the world.

The Professional Nurse Advocate (PNA) programme delivers training and restorative supervision for colleagues right across England. The programme launched in March 2021, towards the end of the third wave of COVID-19. This was the start of a critical point of recovery for patients, for services and for our workforce. PNA training provides those on the programme with skills to facilitate restorative supervision to their colleagues and teams, in nursing and beyond.

The training equips them to listen and to understand challenges and demands of fellow colleagues, by supporting them to deliver improvement initiatives.

Thank you for being wonderful

Pharmacy staff at Fairfield General Hospital and Rochdale Infirmary have been recognising the shining stars in their teams, thanks to a wall of fame in their department.

Using a new “What has made you proud?” poster, the teams have created a wellbeing board on which they pin positive comments about each other to acknowledge the fantastic work going on. Lynne Taylor, chief pharmacy technician at Fairfield General, said: “Since the start of the pandemic, the pharmacy teams repeatedly go above and beyond on a daily basis and we are incredibly proud of each member of the team for stepping up to the challenges we faced and continue to face each day.”

The team wanted to recognise how much they continue to achieve so they introduced the board, which quickly filled up with notes of thanks and appreciation. Lynne added: “This is where the team can post comments and thanks to team members and recognise work that has made us proud. The aim is to continually show our thanks and appreciation to each other on a daily basis. Just a quick message on the board can really boost the morale of an individual or team.”

Investing in our radiology services

Three new, state-of-the-art MRI (magnetic resonance imaging) scanners and a new CT (computed tomography) scanner have been installed at Salford Royal.

A highly specialised 3 Tesla MRI system, owned and run by Salford Royal, has been installed as one of the first seven replacement systems. It will be used for routine diagnosis as well as for cutting edge research into a wide range of diseases.

The multi-million pound project has been funded through a combination of resources and partnerships. The University of Manchester made a significant financial contribution to the scanner as part of its ambition to make Manchester an international centre of neuroscience and mental health research. Skilled research radiographers from the university will have 21 hours of protected research time on the scanner every week for a range of research studies and clinical trials.

Andrew Sollard, NCAS Diagnostics and Pharmacy managing director of operations, said: “This is a very exciting time for radiology at the NCA and progression of the first of many projects which will develop over time to sustain a state-of-the-art diagnostic service for all of our patients, increasing choice and access to cutting edge technology to support rapid diagnosis and management.”

Yvonne celebrates 50 years of dedicated service

Dedicated theatre nurse Yvonne Dodd will be hanging up her nurse’s uniform after an incredible 50 years working as a nurse.

Yvonne started her nursing career in October 1971 in North Manchester at Crumpsall Hospital, where she trained at the hospital and lived in Limbert House. This was the start of a long and dedicated career working in theatres and surgery, including time spent working as a first assistant to surgeons, which saw her assist with stitching patients.

Yvonne moved to The Royal Oldham Hospital in 1994, where she has remained ever since and currently works as team manager for the theatres and pain team.

Yvonne won’t be leaving nursing behind entirely when she retires and will be giving COVID vaccinations in schools and the local community one day a week.

Yvonne said: “I’ve worked with some amazing people and it will be very hard to leave nursing and retire. I work with a fantastic team and I’ll miss everyone very much.”

Kerry Byrne, assistant director of nursing for the theatres and pain service, said: “Yvonne is a shining example to everyone. She’s an amazing team manager, a wonderful nurse and a fantastic friend. She will be greatly missed. We wish her a long and happy retirement.”

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NCA reveals Green Plan

As leaders assembled in Glasgow at COP26 in November, Northern Care Alliance NHS Foundation Trust published its newly approved Green Plan.

Approved by the Board at the end of September the plan’s release was aligned with the launch of the national ‘Healthier Planet, Healthier People’ NHS campaign.

The Green Plan signals the NCA’s readiness for change. It outlines the progress made to date around key environmental priorities as well as how the Trust is gearing up to deliver its sustainability strategy, driving research, development, training and improvement across every part of the organisation which delivers healthcare to communities in Bury, Oldham, Rochdale and Salford.

Jude Adams, chief delivery officer for the NCA and chair of its Sustainability Committee, explained: “Climate change threatens the foundations of good health, with direct and immediate consequences for our patients, the public and the NHS. Our Green Plan describes how we are responding directly to the health emergency that climate change represents, demonstrates the progress we’ve made despite the challenges of the pandemic, and describes the actions we will take in relation to carbon, waste, procurement and biodiversity to deliver a net zero NCA by 2040.”

Our Green Plan sets out clear decarbonisation targets for the next three years, attached to a number of key areas including travel and transport, procurement, building design and refurbishment, medicines, estates and facilities and food and nutrition.

Jude adds: “Every decision we take and every choice we make from this point onwards must contribute to delivering a net zero Northern Care Alliance, and more widely, a net zero NHS.”

Creating a gold standard of care for long COVID

Salford Royal is playing a key part in a £3.4 million research project to identify the best way to treat and support the one million people in the UK now living with long COVID.

The study aims to create a ‘gold standard’ approach for the treatment of long COVID by identifying best practice in providing services, ensuring people are supported quickly and receive the right treatments from the right healthcare professionals – in their own home, through their GP or at specialist clinics. It’s estimated that around 1.5 per cent of the population are affected by symptoms of long COVID, such as breathlessness, fatigue and brain fog.

The study is being led by the University of Leeds and Leeds Community Healthcare NHS Trust, and funded by the National Institute for Health Research (NIHR). Salford is one of 10 NHS sites to take part, and work here is being led by respiratory consultant Professor Nawar Bakerly (pictured).

Professor Bakerly said: “Long COVID can be a devastating condition and this research will help us better understand the symptoms associated with it, and the best way we can manage sufferers and help them. This study will also help us develop the best models of care for patients with long COVID in the NHS.”

Major milestone on Delivering Connected Care

Salford Care Organisation, working with Hitachi and partners, has taken the first major step towards Delivering Connected Care (DCC) by digitising how it manages the use of beds across wards.

Nursing teams are now using the first part of the DCC ExtraMed Patient Flow, which means they are updating patient information and bed status on electronic whiteboards. This means the information is easier for our teams and patients to consult and plan for capacity further ahead in time and more accurately.

Nurse practitioners are now using DCC to maintain for our teams and more readily available to everyone in the organisation who needs it.

For teams, this is saving them time when they are trying to source beds for their patients and is freeing them up to concentrate on patient care.

In partnership with Hitachi, the NCA is moving to the next stage in the journey to introduce more predictive analytics and digitally enabled ways of working. By using these digital tools, teams can start to forecast and plan for capacity further ahead in time and more accurately.

Programme director Dan Grimes said: “This is just the start of doing things differently – initially at Salford but then eventually across the rest of the NCA. With tools to schedule tasks and locate equipment easily, we will ensure our teams and our patients are in the right place at the right time, removing delays and waits from our delivery of care, reducing the risk of harm to our patients, and making Saving Lives and Improving Lives easier for our teams.”

Charity News

Boosting charity funds at Great Manchester Run

We would like to say a huge thank you to everyone who joined #TeamNorthCare and took part in this year’s Great Manchester Run to raise money for NCA NorthCare Charity.

We had teams from Manchester Centre for Clinical Neurosciences (MCCN), major trauma team, pharmacy team, pathology department and raptor theatre just to name a few.

Over £10,000 was raised, which will support staff and patients at Northern Care Alliance NHS Foundation Trust. This will help them deliver outstanding care across Bury, Oldham, Rochdale and Salford by funding innovative equipment, education, research and wellbeing activities.

Whether you’re a keen runner or someone who is new to running, we will give you a free place and a special NorthCare charity t-shirt, for you to become part of #TeamNorthCare. All we ask is that you raise a minimum of either: £150 for the 10k, or £200 for the half marathon, per place.

Next year’s Great Manchester Run will take place on Saturday 15 May. There will be a 10k and half marathon run. If you want to take part, please contact NorthCare Charity on northcarecharity@nca.nhs.uk.

Want to run as part of a team? For 2022 we have Great Manchester Run team places for your family, friends and colleagues to join you and tackle the challenge together. If you wish to enter a team of runners, please email the charity team.

David’s monumental challenge peaks his recovery

A dad, who was left paralysed down his left side following a stroke, completed a walking challenge to raise money for equipment to help future stroke patients.

David Hiscott, 51, from Bury, suffered a life-changing stroke four years ago and was left unable to walk and was wheelchair dependent for six months.

On 13 June, this year, David completed the extraordinary feat of walking four and a half miles from his home to nearby Peel Tower on Holcombe Hill, and back again with his wife Emma and two daughters.

His recovery has been aided by the use of a Functional Electrical Simulation (FES) unit, which sends small electrical charges to the muscles in his leg, preventing ‘drop foot’ which is common with stroke patients. He accessed a unit through a clinic in London as part of private neuro-physio sessions and treatments.

David exceeded his £10,000 target raised for NCA NorthCare Charity, which supports Bury Care Organisation, so the community stroke and neuro rehab team can purchase five FES units.

David said: “Holcombe Hill became symbolic. I would have thought nothing of running 10k and finishing up the hill or cycling up it at the start of a bike ride. After my stroke I wondered whether I would ever do it again. So, the feeling of reaching the top was both an emotional and hugely satisfying achievement. I have so many friends and exceptional stroke physios to thank for helping me improve, but most of all, my family, without whose love and support this simply wouldn’t have been possible. I was fortunate to receive excellent care from both the hospital and the community stroke team.”

Group News

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A runner, who battled a rare leukaemia twice, has been reunited with the doctor who ‘saved his life’ after raising money through a sponsored Disney-themed charity race.

Nigel Poole, 63, was first diagnosed with hairy cell leukaemia in 2009 and received treatment at the haematology department at Salford Royal that year and again in 2018 when the cancer returned.

Nigel, nicknamed Super Nige by his friends, family and fellow runners at Congleton Harriers for his positive outlook on life, took on the 48.6-mile Walt Disney World Dopey Challenge in January 2020 to raise money for the haematology department that has cared for him over the past decade.

Due to the coronavirus pandemic and other restrictions, Nigel recently returned to Salford Royal to thank his consultant, Dr Sonya Ravenscroft, and let her know he raised £5,100.

The run took place at Walt Disney World in Florida over four days, starting with a 5k, then a 10k, followed by a half marathon and finishing with a marathon on the final day. Nigel was joined on the runs by wife Sandra, daughters Sarah-Jane and Louise, and their partners.

The challenge was the idea of Disney fanatic Louise who had previously worked at the resort and marshalled the event. The whole family decided to take part, but it was Louise and Sarah-Jane’s idea to raise money for the haematology department at Salford Royal.

Nigel said: “I don’t find it easy asking people for money, but this clearly was a wonderful thing my daughters wanted to do. If you are ever very seriously ill, it affects those around you far more than it does yourself. Through both my treatments I never worried about not coming out the other side and was on both occasions very chilled about it. However, it’s not the same for your family. It was lovely that the girls wanted to give something back.”

Dr Ravenscroft said: “Nigel has been under my care in the haematology department since 2009 and it was so lovely to receive this donation from him. On behalf of our team, I would like to thank Nigel and his family for their generosity with this donation.”

Nigel’s donation will benefit the haematology department through a special fund overseen by NorthCare Charity.

Super Nige thanks haematology staff with £5,100 donation

Supporting our charity

Finding out what happens with NorthCare Charity has never been easier. You can follow us on Facebook, Twitter, Instagram and LinkedIn by searching for @NorthCareCharity.

This is the best place for you to find out about our news, events, amazing fundraisers and how you can get involved and become part of TeamNorthCare.

We also have our own website - www.northcarecharity.org – to make it even easier for you to find out how we are making a difference across the Northern Care Alliance.

The website celebrates our supporters and provides new fundraisers with information about how they can get involved with upcoming events, organise their own activities or donate.

This is the first time the charity has had its own website since bringing together Salford Royal NHS Foundation Trust (SRTF) Charitable Funds and Pennine Acute Hospitals Charity.

To find out more visit www.northcarecharity.org or follow us on social media.

Get involved - take on a challenge

If hitting the streets for a run on a cold winter’s evening is not for you, we have lots of challenges you can take on to help NorthCare Charity support the NCA to go beyond the scope of the NHS.

Whether you are young or old, want to get your family and friends involved, or you want the motivation to help you achieve your New Year’s Resolutions we have a challenge for you.

Jump out of a plane at 10,000ft, walk up some of the highest peaks in the country or cycle from coast to coast, our dedicated fundraising team are here to support you.

We can help you set up a fundraising page and give advice to make the most of your fundraising efforts.

To take on a challenge visit our web page, www.northcarecharity.org/get-involved/take-on-a-challenge.

Members’ News

Lead governor update from Chris Mullen

Firstly, on behalf of the Group Council of Governors, we hope you are keeping well and staying safe.

The Council of Governors represent the interests of members and the general public, they have an important role acting as the eyes and ears of the membership with regard to the quality and experience of services the NCA provides. Throughout the period of the Coronavirus pandemic, we have followed national guidance and stopped our face-to-face meetings. However, I can assure you that we have remained in touch with weekly email briefings, video conferences and continued meetings of our four local Care Organisations’ sub-groups. These have provided governors with the opportunity to ask questions, seek reassurance and have discussions on a wide range of issues. It remains important that we continue to hear your feedback regarding your experiences, so please email us any comments or experiences to membership@nca.nhs.uk.

Our most recent meeting in September was well attended by both governors and members of the Group Board. Dr Chris Brookes, chief medical officer, who was our acting chief executive, had been holding the reins steadily in the interim between Raj Jain retiring and our new chief executive, Dr Owen Williams, taking up his post on 8 November. Chris has held true to our values and priorities to ensure safety, quality, staff wellbeing and patient experience continues to be embedded within the NCA.

Governors received updates on operational performance matters, financial information, and progress on the legal transaction for the Bury, Rochdale and Oldham elements of The Pennine Acute Hospitals NHS Trust to formally become a part of Northern Care Alliance NHS Foundation Trust with Salford Royal on 1 October 2021. We also received detailed updates on the impact of COVID-19 and the action plans developed to address the waiting lists.

We have some newly appointed governors and welcome Dr Elise Kleyen, University of Manchester; Councilor Wilson Niruruziza, Salford; Councillor Patricia Dale, Rochdale and Councillor Kevin Peel for Bury Local Authorities.

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The Council of Governors welcomed our new chairman Professor Michael Luger in January 2020 and we would like to welcome our new chief executive Dr Owen Williams OBE.

More members wanted to join the Trust

With the launch of Northern Care Alliance NHS Foundation Trust in October 2021, we would like more people to join as a member to show their support for the NCA. We encourage you as a member to ask your family and friends to join too.

It is free to become a member, how much you choose to put in is up to you, including any or all of the following:

• Receive emails from us including event invitations and our magazine The Loop
• Vote for someone to represent you on our Council of Governors
• Attend events, focus groups or governor meetings
• Stand as a governor
• Include on your C.V.

It takes just a few minutes to join online, call 01706 517302 or email us at membership@nca.nhs.uk

School students sign up as members

Students from Matthew Moss High School in Rochdale and Newhouse Academy Secondary School in Heywood have recently signed up as NCA FT members.

Angela Greenwood, membership and public engagement manager, visited their Careers Fair. She said: “It is important our public membership represents the communities we serve, of all ages and from all areas. The students at Matthew Moss and Newhouse Academy were very engaging and many wanted to learn more about the opportunities available including career opportunities and volunteering. Students were encouraged to sign up as members so they could include their membership on their C.V for future job opportunities.”
Annual Members’ Meeting 2021

Northern Care Alliance NHS Foundation Trust Annual Members’ Meeting (AMM) which was to be held in October 2021 was rescheduled and took place on Wednesday 15 December 2021, via MS Teams.

At the 2021 AMM, there was a review of the year at Northern Care Alliance by the chief executive including: an overview of Northern Care Alliance and update on the transaction; Salford Royal NHS Foundation Trust Annual Report and Accounts 2020/21; Salford Royal NHS Foundation Trust External Auditor’s Reports on the Accounts 2020/21; Lead Governor’s Report, including, how the Council of Governors has discharged its responsibilities throughout the year, highlights and the key challenges during 2020/21 and progressing plans for the current year.

Chris Mullen, our lead governor, gave an overview of the work of the Council of Governors over the last year.

Council of Governors’ (CoG) meeting dates

Our NCA Council of Governors meet quarterly with members of the Board, directors and non-executive directors to discuss NCA updates, strategic direction and financial performance. Members of the public are welcome to attend as observers. Currently we are holding all CoG meetings online via Microsoft Teams and you can register for a place by emailing our membership team on membership@nca.nhs.uk

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Our public members

Our membership continues to grow and we are keen for as many members as possible to play an active role in shaping how the NCA is managed and developed for the future.

Your Views, Your Voice

Your opinion matters

Your feedback helps us to ensure that our services are the best that they can be. There are plenty of ways in which you can give us your feedback including speaking to your locally elected governor and attending events. If you would like to provide feedback, then get in touch by calling 01706 517302 or emailing membership@nca.nhs.uk

Stay in touch and up to date

Have your details changed? Perhaps you have moved or changed your email address? If so, please inform the membership office (details above) so that we can ensure we address any correspondence correctly.

Send us your email address

Please send us your email address if you have not previously had any email contact from us, so that we can send you future communications including event invitations and this newsletter electronically.