



## Letterkenny's "Improving Working Lives" Project

At the 2018 Allocate UK and Ireland Awards, from left: Dr Anne Drake, Director of Nursing, Quality and Patient Safety; Yvonne Hanson, eRostering System Administrator; Sinead Bolton, Assistant Director of Nursing, Operational Management; and Michelle O'Hara-Donnelly, eRostering Project Manager.

Letterkenny University Hospital, along with three UK NHS Health Services, was shortlisted for the 2018 Allocate UK and Ireland Awards under the "Improving Working Lives" category. The Allocate UK and Ireland Awards recognise those who create new ways of working to meet the demands of modern healthcare organisations. The LUH project looked at an online solution to match the availability of temporary staff with available shift work.

Michelle O'Hara-Donnelly is the eRostering Project Manager at LUH who was responsible for leading out on the project. She said, "The new online solution means that temporary nurses, midwives and healthcare assistants can check for any vacant available shifts in the hospital from their mobile or any internet-enabled device. And if they find a preferred shift which suits them, they can confirm their availability from the comfort of their own home."

"It means that we are more efficient at rostering staff and can make sure that we have the optimal mix of staff available to meet the patients' needs."

"The feedback from staff who use the system has been fantastic. One member of staff told us that she can now organise her work around her family life instead of the family working around her work."

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### NEXT ISSUE SPRING 2019

The next feature hospital: Roscommon University Hospital

For feedback, comments and suggestions,  
Please email [newsletter.saolta@hse.ie](mailto:newsletter.saolta@hse.ie)

## Welcome

Welcome to the Winter 2018 edition of the Saolta University Health Care Group newsletter. In this issue we feature Letterkenny University Hospital and highlight some of the developments and achievements that have been taking place there.

The flu vaccination campaign is underway and we are delighted to share the new Saolta flu campaign video which includes staff explaining why getting the flu vaccine is important to them and all of us.

View the video by [clicking here](#)



If you have any other comments, queries or stories you would like us to feature, please do get in contact with us at [newsletter.saolta@hse.ie](mailto:newsletter.saolta@hse.ie)

Thank you to all the contributors for their hard work throughout the year.

Happy Christmas everyone!

Regards

Saolta Newsletter Team

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ResearchGate

Nov 2018 • 30 days

## TWEET HIGHLIGHTS

**Top Tweet** earned 4,773 impressions

Great morning for @saoltagroup at @iirrt #MEDRAYawards. Congratulations to #UHG Radiology dept and Radiation Therapy dept on winning @iirrt Department of the Year 2018; AnnMarie Healy #RUH who won Radiographer of the Year 2018 and #MPUH Radiology dept finalists. 🙌🙌🙌🙌🙌  
[pic.twitter.com/ltE3JkH6BY](https://pic.twitter.com/ltE3JkH6BY)

**Top media Tweet** earned 4,350 impressions

Loretta Connaughton, Clinical Nurse Manager, #RUH getting her #fluvaccine from colleague Siobhan Carty. Stay #flufree and protect yourself, your family, your co-workers and patients. Be a #flufighter today and get #YourBestShot  
[pic.twitter.com/3ZzoK581zU](https://pic.twitter.com/3ZzoK581zU)



Oct 2018 • 31 days

## TWEET HIGHLIGHTS

**Top Tweet** earned 6,011 impressions

Public meeting of the board of @saoltagroup underway at University Hospital Galway #UHG this afternoon.  
[pic.twitter.com/mJXBF87eNz](https://pic.twitter.com/mJXBF87eNz)

**Top media Tweet** earned 4,599 impressions

Over 120 #fluvaccines were delivered to healthcare workers yesterday at the first pop-up clinic in #MUH, well done to all. #fluseason #FluShot #flufighter  
[pic.twitter.com/fvVf9uZIUN](https://pic.twitter.com/fvVf9uZIUN)



Sep 2018 • 30 days

## TWEET HIGHLIGHTS

**Top Tweet** earned 7,581 impressions

Delighted to welcome the Minister for Health @SimonHarrisTD to #UHG this afternoon where he met with hospital management for an update on progress and plans for #GUH.  
[pic.twitter.com/Q4yTbxc9VV](https://pic.twitter.com/Q4yTbxc9VV)

**Top media Tweet** earned 7,288 impressions

Launch of #fluvaccine campaign today @saoltagroup with @unicefireland ambassador @JoeyCan88 getting #hisbestshot. [pic.twitter.com/hzgvjabrXj](https://pic.twitter.com/hzgvjabrXj)





# Chief Executive Officer

## Saolta Group

Dear Colleagues,

It is hard to believe that we are coming to the end of another year - time seems to pass so quickly!

Over the past year I have updated you on progress in relation to the Saolta Group Strategy 2019-2023 and I am delighted to announce that the strategy has been finalised, approved by our Board of Directors and will be launched in January 2019. Twenty strategic projects have been identified as Group priorities and we will be working on implementing these over the coming years. Early in the New Year we will be holding briefing sessions in each of our hospitals to provide staff with an overview of the strategy's objectives and answer any questions you may have. The Project Management Office and Dr Pat Nash have undertaken a significant amount of work in producing the strategy and I would like to take this opportunity to thank them for all their hard work.

Our newly appointed Board of Directors have been very busy over the past 12 months. They have held 11 Board Meetings since February, including two Public Board Meetings with the most recent at UHG in October. They have continued to visit all the hospitals in the Group and meet with staff. Our five Board Sub Committees - which provide oversight and advice on audit, finance, strategic manpower planning, quality and patient safety and strategic planning - have also been very busy and have had regular meetings on all the sites. Some of our Board Members are also active patient advocates and participate on the Group Patient Council, Patient Experience Committee, Arts Trust Committee and other committees throughout the Group.

I would like to take this opportunity to thank Dr John Killeen, who is retiring as Chair of the Board of Directors this month, for his unstinting support and significant contribution to the Group. Those who know John will be very aware of his powerful work ethic and determination to get things done and he brought those attributes to bear while working on the Group's behalf. I hope John will remain working with the Group into the future.

Throughout 2018 we have seen continued growth in our ED attendances and our Emergency Departments on all sites have experienced significant pressures. The Patient Flow Improvement Project Team has continued their excellent work in UHG and a Patient Flow Shared Learning Event took place in the hospital on 12 December. This was an opportunity for staff to see the great efforts being made to improve patient flow in Galway. I want to see the improvement team working with all of the hospitals in the Group in 2019 and support sharing of knowledge and expertise.

We are now into the winter season and our winter planning process is well underway. All our hospitals have been extremely busy and we have been worked with the HSE, Department of Health and our CHO colleagues to implement a number of initiatives to alleviate pressures throughout winter. Some national funding was provided for additional beds in UHG and LUH and funding for other initiatives in all hospitals has been allocated in recent weeks.



Maurice Power, CEO

However I know that this winter will be very challenging for us all and particular those working in our Emergency Departments and I want to thank all of the ED staff for their resilience and dedication throughout the year. When I met the Minister recently he reaffirmed his commitment to seek funding for additional bed capacity in 2019 to help alleviate the trolley situation. As you all know the problem is not an ED problem but a hospital wide issue and extra inpatient capacity will help. But in tandem with this, we do need to improve patient flow and this will mean changing some of our practices, processes and in some cases, the culture of how we work together. When I see the enthusiasm and energy of all staff to take on improvement and innovation work in their daily work, I am absolutely confident that we will succeed in resolving the trolley crisis through a combination of extra bed capacity and improvement work.

As we approach the end of 2018, it is important to reflect on the past year and take stock. While it has been a very challenging year in terms of recruitment, service pressures, waiting lists, severe adverse weather events and so on, we have also had many achievements and a lot of good news to report on. And some of the highlights are on the next page.

All of the above could not have been achieved without the efforts of staff in each department across all our hospitals. I would like to thank you all for your hard work and wish you all a very Happy Christmas and peaceful New Year. I hope you all get the opportunity to enjoy some time off with your families and friends.

Finally, I would like to say a special word of thanks to all our staff who will be working over the Christmas and New Year period. Our 24/7 service could not be maintained without your continued commitment and dedication to patient care and I wish to thank you most sincerely for this.

**Maurice Power**  
Chief Executive Officer

## Some of the 2018 Group Highlights

- An Taoiseach, Leo Varadkar, officially opened the new 75 Bed Ward Block at University Hospital Galway
- The Government announced a new elective hospital for Galway in the National Development Plan 'Project Ireland 2040' which will provide high volume, low complexity procedures
- Sligo University Hospital won the SEAI Sustainable Energy Public Sector Award and the Pakman Waste Prevention Business Award, which recognise the hospital's efforts on energy reduction and waste management
- Mayo University Hospital were the overall winners of the Best Use of Information Technology Award at the CMG Irish Healthcare Awards
- The Saolta Group were approved for Phase II of the National Patient Flow Programme
- Health Innovation Hub Ireland (HHI) opened their new West of Ireland office at University Hospital Galway which is a collaboration with NUI Galway, Saolta, HSE and Enterprise Ireland to support health care staff to develop innovative ideas
- Roscommon University Hospital officially opened the new refurbished Laboratory Department and Blood Sciences Project
- University Hospital Galway won the Radiotherapy Department of the Year and Radiology Department of Year and Ann Marie Healy in Roscommon University Hospital was the overall winner of the Radiographer of the Year at the Irish Institute of Radiography and Radiation Therapy 2018 Medray Awards
- The design team were appointed for the new specialist Rehabilitation Unit at Roscommon University Hospital
- The Minister for Health, Simon Harris TD visited UHG and SUH in September.
- The Saolta HIPE Conference took place in September
- Quality and Patient Safety Symposia were held on Letterkenny University Hospital and Mayo University Hospital
- Portlincula University Hospital collaborated with RCPI and RCSI in delivering quality improvement programmes in COPD, Paediatric SAFE programme, Stroke and 'See and Treat' Minor Ops
- A new CT Scanner was officially opened at Letterkenny University Hospital
- The Saolta Group Annual Report 2017 was launched
- The first step towards a paperless electronic health record was taken in the Paediatric Department at UHG, when the Evolve Project went 'live' in December



# Chief Operations Officer

## Saolta Group

Dear colleagues

As the year draws to an end, I would like to take the opportunity to thank each and every one of you for your hard work and dedication to our patients in all hospital sites across the Group.

The run up to the Christmas holidays is a time of great anticipation and celebration but for staff in hospitals it also comes with the knowledge that we are heading into an extremely busy and challenging period.

The activity levels in our Emergency Departments continue to rise and this trend will persist for the coming months. As the CEO mentioned, we have been working closely with our colleagues in the CHO areas to put plans in place to manage the anticipated surge in activity within our existing resources and with the additional funding announced as part of the HSE Winter Plan. This funding is intended to support older people and their transition from hospital to home or to a community setting, increased diagnostic access for GPs and new Frailty Intervention Teams to focus on older and at risk patients.

Inpatient and day case waiting lists have seen a steady reduction over the past 8 months due to a number of actions including maximising the major theatre and day surgery capacity on all sites, transferring surgical activity from the model 4 to the model 3 and model 2 hospitals, expanding the skill mix in high volume specialties, ongoing validation and working with the NTPF on a number of initiatives. It is encouraging to see progress but we have very challenging waiting lists and are still breaching the targets and this has to continue to be our focus.

The capital projects underway in the Group are progressing - the Radiology Department rebuild at LUH is due to be commissioned in May and in Roscommon the Specialist Rehab Unit design team met for the first time in October. In Galway, the Cath Labs project is progressing well and the Radiation Oncology enabling works commenced in November. The Blood Sciences managed-service project was completed in RUH and PUH and is due to be completed in UHG early next year. All funding for the equipment replacement programme has been expended to support the replacement of key equipment across the sites.

The staff for the Group PAS project have now all been appointed. The team has visited all sites to give high level demonstrations of the new system. Based on current plans, the first phase will go live in Q1 2020 (GUH and the Galway Acute Mental Health Unit) with the rest of the sites going live in 2020 and 2021. The overall aim is to have a single patient identifier for each patient within the Group standardising the way we work and ensuring the system is configured to support improved workflow and any new developments.



Ann Cosgrove, COO

The Evolve Project at GUH went live in Paediatrics in December. The project will help us move from a paper based medical records to paper lite with the intention to record electronically where possible. The system will be populated with data from 5 systems initially: PAS, Labs, Radiology, Correspondence and Discharge Summaries.

The project plans for the roll out of the National Cancer Information System (previously called MOCIS) are progressing. MUH and GUH are phase 1 sites and it will be Q2 2019 before we see initial implementation. The Group is also working on a number of other projects including consolidation of Maternity Systems in GUH, PUH, LUH and SUH.

It was a busy year and lots of progress has been made to improve the way we deliver services for our patients. I would like to wish each and every one of you and all your families and happy and restful Christmas and best wishes for the New Year.

**Ann Cosgrove**  
Chief Operations Officer

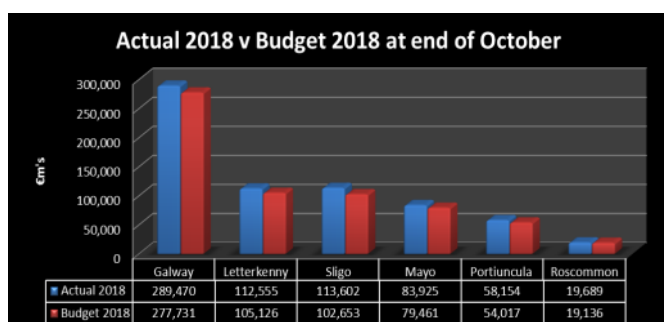


# Chief Financial Officer

## Saolta Group

At the end of October the Saolta University Health Care Group has received a net budget of €766.9m for 2018.

Following a review of the October accounts the Group is showing an overspend of €39.3m compared to budget (see graph below). This is an increase in expenditure of €47.3m on the same period last year



### Financial Performance – at 31 October 2018

Pay costs have grown by €25.8m compared to the same period last year. The largest increase in expenditure relates to basic pay, of which approx. €14.7m relates to pay awards. There has been an increase of 293 WTEs when compared to last year.

Throughout the year we have placed a great deal of focus on the conversion of agency staff to HSE staff, as a result we have seen savings of €4.4m in our agency costs when compared to last year.

Non-pay expenditure has grown by €13.8m from the same period last year with a range of categories showing variances. The increases are patient driven and include drugs, medical and surgical supplies and diagnostics.

### Budget 2019

We await notification of our Budget for 2019. Indications are that it will reflect levels of expenditure in 2018.

### New HIPE Manager at Portlincula University Hospital

Welcome to Orla Dolan, HIPE Manager Portlincula, who joined the HIPE team in October. Orla has worked for 21 years as Clinical HIPE Coder and then progressed to Lead HIPE Coder at the Midland Regional Hospital Tullamore prior to her promotional move to Portlincula. We would like to wish Orla all the very best in her new role and welcome her to the Saolta HIPE team. We look forward to working with Orla and she has expressed great excitement about taking on this new challenge and leading the HIPE Coding Team to a high standard of Clinical Coding. She is looking forward to working with the HIPE Departments in the Saolta Group and the sharing of HIPE coding knowledge.



Anthony Baynes, I/CFO

There are a number of important IT projects that are now in progress.

The *Group Patient Administration System Project* has kicked off and work is progressing on both Process Standardisation and IT elements of the project. All staff have now been appointed to this priority project including Process Experts and staff to cover IT data migration and interfacing agenda.

The National Cancer Information System NCIS (previously *Medical Oncology Clinical Information System – MOCIS*) has undergone testing with Peter Kidd leading out as Project Manager. Testing of the system is ongoing and project plans are being developed at this point for the different elements of the project. A decision will also be made shortly on Saolta RIS-PACS Strategy, in particular the NIMIS and GUH/RUH Agfa situation.

From a website perspective, HSE are doing work on consolidating all websites under one umbrella so that the public can easily find services. Locally GUH are working on providing an improving communication links to GPs using the Saolta site and this may be extended out to other hospitals afterwards.

### Anthony Baynes

I/Chief Financial Officer

# Director of Human Resources Saolta Group

## Brief overview of HR matters in 2018

It seems like 2018 has disappeared in the blink of an eye so it is timely to take stock of some HR developments.

I am happy to report that from October 2017 to the end of September 2018 we added 295 WTE to our hospitals. This is slightly lower than the average of 25.68 WTEs per month growth since October 2013 but reflects the continuation of a trend which has brought our hospitals to the highest staffing levels for many years in some instances, and highest ever in others.

Absenteeism measures in the Group continue to compare favourably with rates reported by ISME for large organisations in the private and public sectors both in Ireland and internationally. Saolta's twelve month running average to September is 4.17%, the national HSE average is 4.56% and the Acute's average is 4.23%. Notwithstanding this, there remains a need to manage attendance at work carefully on a continuous and proactive basis.

Our performance in respect of the European Working Time Directive remains very strong under the two key 24 hour and 48 hour parameters. The Group is regularly acknowledged by the HSE as a leader in delivering on EWTD obligations.

Our Healthy Ireland programme is also progressing very well with initiatives like Making Every Contact Count, Stress control, Mindfulness, Arts, Calorie Posting and Vending management all underway in all of our hospitals.

The flu vaccine season is upon us and preliminary figures on the uptake of the vaccine across the Group were released in mid-November. Based on the uptake so far, the projected uptake at season-end will be as follows:

- PUH 42.6% • SUH 31.4%
- GUH 30.3% • RUH 30%
- MUH 24.4% • LUH 18.3%

These are disappointing projections as only PUH will have improved the rate (marginally) and all other hospitals will actually have a lower rate than last year and all of our hospitals will fall far short of the 60% target!

On a humanitarian level, there will also be a drop in the number of Polio Vaccinations which Saolta will donate to UNICEF. Last year Saolta donated almost 40,000 polio vaccines which were administered where the disease is endemic and basic health care is not available to many of the population. The impact on the lives of these children is incalculable.



John Shaughnessy, GDoHR

**Another compelling factor in taking the vaccine is that 222 people died from the flu in Ireland last year from 11,832 confirmed cases. 4,860 people ended up in hospital, 188 in ICU.**

It is important to be aware that the flu becomes more and more prevalent from now until the beginning of March, **peaking in January and February**. To that end, staff who have not as yet received the vaccine should access it as soon as they possible. There are Peer Vaccinators on all hospital sites if staff cannot make it to the many Occupational Health clinics which are scheduled throughout the winter.

I wish to take the opportunity to thank each and every employee across our seven hospitals – all 10,324 of you – for your unfailing dedication, your consummate professionalism and your remarkable kindness to our patients throughout the year.

It was again clear from the 2018 National Patient Survey that the Saolta hospitals are very much in tune with our patients' needs. Your empathy makes it possible for our patients to publicly acknowledge the fantastic professional and caring services they received while they were with us. It is an endorsement of all that is good in the health service and is a great credit to all of you.

Finally, a thought for the many staff who will work over the Christmas period – I hope your shifts are not too onerous, that the time passes quickly and that you enjoy even more the time at home with your loved ones.

**John Shaughnessy**  
Group Director of Human Resources



# Chief Director of Nursing & Midwifery

## Saolta Group

It is hard to believe that Christmas is upon us and as we busily prepare for the festive season, we must take a moment to reflect on some of our achievements in 2018.

I am delighted to welcome Ms Geraldine Murray as Director of Nursing to GUH. Geraldine has a vast wealth of experience in nursing leadership and nurse education and many of you will have worked with her before in GUH. We wish her well in her new role.

The results of our second National Patient Experience Survey were launched on 26 November. I am pleased that Saolta has again received very positive feedback in all six domains.

This survey has been a very positive experience for the Group and helps us to focus our attention on what is important to our service users. Over the year quality improvement plans have been developed in each hospital and this has been evident in many areas where we have seen improvements on last year's results.

In 2019 I look forward to working with you and the new Patient Liaison Officers (PALS) on improving these results further and ensuring the patient is at the centre of everything we do.

Last year's Saolta flu vaccine initiative "Get a vaccine, Give a Vaccine", resulted in the donation of 36,910 Polio Vaccines to UNICEF. This year we would like to increase on this further and are striving for a compliance rate of over 60% among all healthcare workers.

I would like to thank in particular all the peer vaccinators and flu vaccine champions for your continued and committed efforts in keeping flu vaccine for healthcare workers high on your agenda.

Education of our nurses is one of our top priorities in Saolta and with that in mind I would like to welcome all our new students starting their career and to congratulate all those who have qualified and taken up staff nurses positions across the different sites. I would also like to congratulate all the newly registered ANPs across the group. Developing advanced nurse practitioners will be a key focus for us in 2019 and I can assure you of our continued support in this area.



Jean Kelly, I/CDONM

Christmas is truly a time to be thankful for all that we have and I am so thankful to all of you for what we have achieved through your hard work and your care, compassion and commitment to our service users throughout the year.

I would like to wish you and your family a Happy Christmas and a peaceful New Year. I particularly want to thank all of the staff that will be working over Christmas; I hope you and your families get to spend some of the holidays together.

**Jean Kelly**

I/Chief Director of Nursing and Midwifery

## Letterkenny University Hospital-Featured News

- Letterkenny's "Improving Working Lives" Project
- Patient Internet Access now available at LUH
- Sustainability Awareness Day
- Mr Apollo
- Launch of CT Scanner
- Department of Surgery and Breast Centre North West - Irish Healthcare Award
- Infection Prevention and Control Day

## Letterkenny's "Improving Working Lives" Project

### CONTINUED FROM COVER PAGE

"As part of the awards process, our project went through a rigorous assessment by an independent judging panel which included members of NHS Employers, NHS Improvement, Public Health England, Nursing Times, Queens Nursing Institute, and the British Medical Association.

"We were delighted that our project was Highly Commended at the awards ceremony which took place in Manchester, particularly against such strong competition from the Lancashire Care NHS Foundation Trust, the Newcastle upon Tyne Hospitals NHS Foundation Trust and the South West London Collaborative Staff Bank.



Staff demonstrating how they can check for available shifts from their Mobiles. Standing: Siobhan Kelly, ADON/Service Manager; Anne McCloskey, BankStaff Co-ordinator; John Anthony McFadden, Health Care Assistant; and Yvonne Hanson, eRostering System Administrator. Seated: Health Care Assistants Joanne Gibbons, Sinead Campbell and Teresa Clerkin.

## Patient Internet Access now available at LUH

Letterkenny University Hospital recently launched free public access WiFi in the main hospital campus. The WiFi is accessible under the 'Eir Guest' login and is available to patients, visitors and staff in the hospital.

Commenting on the new development, General Manager, Seán Murphy said, "The availability of public WiFi is a welcome development for Letterkenny University Hospital and I have no doubt that it will enhance our patients' experience at the hospital. I would like to congratulate Laurence Moore, Head of ICT Operations and his team who worked with colleagues in the HSE's National Office of the Chief Information Officer to deliver the project ahead of schedule.

"We have posted notices about the WiFi in the public areas in the hospital to raise the awareness of this positive development and how to get access".



Laurence Moore Head of ICT and Seán Murphy, General Manager at LUH

## Sustainability Awareness Day

Letterkenny University Hospital's Green Sustainability Team in conjunction with HSE Estates recently held a Sustainability Awareness Day in the hospital.

The main focus of the day was to encourage staff and members of the public to become aware of the energy being consumed both in the home and workplace.

The Green Sustainability Team also launched the "Switch Off & Save" campaign which is an initiative to encourage staff to switch off lighting and equipment when not in use. It also highlights that simple changes in behaviour can quickly lead to a significant reduction in energy use, while also reducing the impact on the environment.

Information on reducing food waste in the home and maximising recycling was also available on the day.

Seán Murphy, General Manager said, "This event represented an opportunity for increasing awareness among staff and visitors in promoting energy and waste reductions in the hospital and extending this knowledge to their homes and communities."

The event was well attended by staff and various competitions were run during the day by the Sustainability Team. The team would like to thank the other participants on the day including

- Kingspan Retrofit
- Donegal County Council
- Calor Gas
- Voice



Members of the LUH Sustainability Team at the recent Sustainability Awareness Day. From left: Mark Duffy, Catering Manager; Jacqui Ghosh, Distribution Supervisor; Denis McKeague, Maintenance Foreman; Michael O'Brien, Energy Officer; Declan McGoldrick, Project/Energy Manager; Rachel Boylan, Radiology Services Manager and Maria McFadden, Facilities Office Manager.

## Mr Apollo

We are delighted to have now installed the Apollo pre-hospital trainer in the Postgraduate Education Department.

The Apollo adult patient simulator includes a wide range of features which will enable us to run numerous clinical simulation scenarios for multidisciplinary teams within the hospital. We have already undertaken intensive training and plan to start running training sessions early in the New Year.



Tina Porter, CNM2, Quality and Patient Safety Department; Laurence Moore, IT Manager; Dr Paul Stewart, Medical Education Director; Christopher Leber from CAE; Marcella Sweeney, Resuscitation Officer; Eileen Egan, Quality and Patient Safety Department; and Anne Frize, Postgraduate Medical Learning Centre.



## Launch of the CT scanner funded by The Friends of Letterkenny University Hospital



A new CT scanner was donated by the Friends of Letterkenny University Hospital to the hospital earlier this year and was officially launched on Friday 30 November.

The new CT scanner – which is a second scanner for the hospital - cost €461,250 and the funds were raised entirely through a range of planned fundraising events such as golf classics, table quizzes, bag packing, church gate collections, corporate balls, draws for Easter and Christmas hampers plus other events and unsolicited donations.

Speaking at the official launch, Peter Cutcliffe, Chairman for the Friends of Letterkenny University Hospital said, "The aim of the Friends is to provide seed capital to kick start new developments and to act as a vehicle for the local community to have an input into and a sense of ownership of our local hospital. We agree each major fundraising initiative with hospital management to address the service needs of the patients at the hospital.

"Letterkenny University Hospital is an approved centre for cancer services and CT scanning is central to diagnosing a range of cancer diseases.

"Hospital management recognised that the demands on the existing CT scanner were growing and in the absence of any available capital funding, approached the Friends for assistance to obtain a second scanner.

"The Friends were glad to accept the challenge to fundraise for the scanner and already the benefits of having a second CT scanner are being seen. With the second CT scanner, the hospital has been able to provide an uninterrupted CT diagnostic service during the construction of the new Radiology Department."

The new CT scanner has been in use in the hospital since February when the existing CT scanner was decommissioned as part of the Radiology Department building works. The new Radiology Department is due to be completed by April next year and both CT scanners will then be operational.

Seán Murphy, General Manager, Letterkenny University Hospital spoke of the significance of the donation by the Friends. He said, "It is an incredible achievement by any group of volunteers to raise enough money to buy a CT scanner. It demonstrates the generosity of the people of Donegal and their support for our hospital, patients and staff.

"We are extremely grateful to the Friends of Letterkenny University Hospital for providing the hospital with a second scanner and for their on-going support. And I would also like to acknowledge the people in Donegal who supported all the fundraising events which were organised to raise the funds.

"Over 10,000 patients have had CT scans so far this year. In addition to being a valuable diagnostic tool for many different types of cancer, the CT scanner is also utilised in the diagnosis and imaging of stroke and respiratory diseases. CT scanning is used in emergency medicine as it provides fast imaging and diagnosis of any internal and bone injuries from road traffic accidents or other trauma. The CT scanner is available 24/7 and is staffed by our radiology team here in LUH.

"When the new Radiology Department is opened next year we will have two CT scanners. This will give us the option to introduce additional CT based diagnostic investigations subject to budget resources being made available to the hospital."

## Department of Surgery and Breast Centre North West - Irish Healthcare Award

Jack Lawler, a Medical Research Student with the Department of Surgery and Breast Centre North West in 2017 and 2018, was shortlisted for the **Irish Healthcare Awards - Student Project of the Year** for a research project he carried out in 2017. Jack undertook a meta-analysis entitled 'Colorectal post-operative infective complications worsen oncological outcomes' and his work received a commendation at the gala ceremony held recently in Dublin.

Jack then went on to present his research findings internationally at the American College of Surgeons Clinical Congress 2018 in Boston, Massachusetts. He did an outstanding job; showcasing the talent and calibre of research being carried out at Letterkenny University Hospital by medical students.



Pictured at the Irish Healthcare Awards are Mr Michael Sugrue, Consultant General and Breast Surgeon, LUH; Jack Lawler, Medical Research Student; and Alison Johnston, Research Assistant.

## Infection Prevention and Control Day



Front row: Sharon Hoban, Mental Health Service Course Participant; Cathy Barrett, Infection Prevention & Control Manager LUH; Professor Martin Cormican, National Clinical Lead for HCAIs and AMR; Linda Weir, Standards Manager, HIQA; Catherine Cannon, Director, CNME Donegal; Teresa Mulhern, Course Participant, LUH; Eamon Glackin, Services Manager for Older Persons Services, Donegal; and Mags Moran, Community Infection Control Manager PCCC. The back row includes facilitators and course participants.

The 8th annual development day for the Infection Prevention and Control Link Practitioner Programme was held in the CNME Donegal in October in collaboration with the Infection Prevention and Control Managers.

Professor Martin Cormican, National Clinical Lead for HCAIs and AMR and Professor of Bacteriology at NUI Galway presented the keynote address.

Linda Weir, Standards Manager, HIQA; Ronan O Cathaisigh, Saolta Sepsis Lead and Angela Tysall, National Lead, Open Disclosure were guest speakers on the day. A number of local facilitators also presented on the day.

Eleven Nurses who successfully completed the 5-day Infection Prevention and Control Link Nurse/Midwife Programme were presented with their certificates and this brings the total to 122 nurses, midwives and practitioners who have completed the programme to date.

They have a key role in facilitating the implementation of evidence-based practice and standards in the prevention and control of HCAIs.





## News from the Medical Directorate

Prof Paul Donnellan, Consultant Oncologist; Therese Noone, Oncology Secretary; Sheila Talbot, Oncology Clinical Nurse Specialist at the Irish Healthcare Awards.

Prof Paul Donnellan, Medical Oncologist and Sheila Talbot, Clinical Nurse Specialist received a commendation at the Irish Healthcare Awards held recently in Dublin for the **Abiraterone Clinic – Community Oncology Programme** to oversee the delivery of abiraterone to prostate cancer patients in the community.

Previously, systemic anti-cancer therapy was synonymous with toxic intravenous chemotherapy delivered in 3-4 weekly cycles. Such treatment could only be delivered in a suitable Oncology Day Ward in an acute hospital.

In contrast, modern targeted systemic anti-cancer therapy is usually well-tolerated and administered orally on a daily basis and in the community. However, patients are still required to return to the acute hospital setting every 2-4 weeks for clinical review, blood testing and to receive their prescriptions.

Abiraterone (Zytiga) is one such novel oral anti-cancer therapy used in the treatment of patients with metastatic prostate cancer. Abiraterone is administered orally every day on a continuous basis until progression or toxicity. There are no acute reactions, but patients do require clinical follow-up, regular blood testing, and repeat monthly prescriptions.

Abiraterone patients are required to attend the Oncology Day Ward for many months or even years (minimum 14 visits per year). It may be possible to move these regular routine clinical reviews into the community for the sake of the patients' convenience and to reduce hospital over-crowding.

The main objectives of the programme are:

- To save patients with metastatic disease the time, effort and expense of travelling for hospital review, blood tests, and script-collection.
- To reduce over-crowding in the Hospital Oncology Day-Ward so that patients requiring hospital-based treatment can be accommodated.





## News from the Peri-Operative Directorate

The introduction of Model Wards for surgery in UHG, attended by Consultants, ADONs, CNMs, HSCPs, Bed Management, Discharge Coordinator and NCHDs.

### GUH

#### Model Wards – Surgery

Following on from the Model Ward workshop held at GUH on 19 November, the Perioperative Care Directorate are working with the Patient Flow Improvement Team in supporting Model Ward work in surgery. Some of the Model Ward work that is now underway includes development of a ward drumbeat, assessment of ward environment, safety huddles at the whiteboard, on-going focus on HSCP whiteboard rounds, focus on staff education and patient information.

We are hoping to commence once-weekly Integrated Discharge Rounds on Surgical Wards which will be a phased approach. The team will include the Integrated Discharge Coordinator, CIT, Medical Social Work and HSCPs who will interact with the Whiteboard during the round.

#### Anaesthesiology

Dr John Bates, Consultant In Intensive Care Medicine and Anaesthesiology GUH, has been elected as Dean of the Joint Faculty of Intensive Care Medicine of Ireland, the postgraduate training body for Intensive Care Medicine and represents the newly recognised specialty at Medical Council.

### LUH/ SUH

Mr Asadullah Assad has been appointed as temporary consultant urologist to LUH. This is the first of three appointments between LUH and SUH to create a regional integrated service with emergency call capacity.

Dr Kevin Bailey consultant Anaesthetist has been nominated to the governing Board of the Association of Anaesthetists( UK and Ireland).

### GUH/RUH/MUH/PUH

An integrated taskforce for surgical services at MUH, GUH, PUH and RUH has commenced with a view to optimising theatre capacity, improve patient flow, and enhance consultant recruitment and retention across the southern network.



## News from the Women's and Children's Directorate

Helen Byrnes CMM2; Heather Helen, Clinical Skills Co-ordinator; Ann Brady, Bereavement Midwife; Maria Finnerty, Health Care Assistant; Fidelma Kenny, CMM2; Mary Dunne, Midwife; Brid O'Brien, CMM2; Carmel Connolly, CMM2; and Mary Moran, Midwife at the Candle Light Ceremony.

### Candle Light Ceremony at UHG

For the second year the staff at UHG maternity unit organised and hosted a 'candle lighting ceremony' which took place on 14 October, as part of the International Pregnancy and Infant Loss Remembrance Day. We are glad that so many of our families who have experienced the loss of their babies decided to join us in order to remember and honour their children as very much loved and special members of their families.

These babies and families have touched us, the staff, in so many ways, and we were delighted to have had the opportunity to spend time being with and remembering with them, in such a healing space.

During the ceremony families were offered a candle to light in memory of their little ones. They later took these candles home and were invited, as part of the greater International Pregnancy and Infant Loss celebrations, to light them and join a 'wave of light' which is created around the world each year on October 15 at 7pm, and which aims to illuminate awareness of pregnancy and infant loss and act as a light of recognition for these children who live on forever in our hearts.

A snowdrop bulb was also offered to our families to plant as a reminder of the 'ever growing love' we hold for them.

We hope too that our service will grow each year as we make it a very much treasured annual event.





## National Breastfeeding Week 2018 'Every breastfeed makes a difference'

As part of Breastfeeding Awareness Week 2018, Midwives Clare Larkin and Jenny Kilbane from Mayo University Hospital travelled with a group of breastfeeding mothers and babies from Mayo to attend Áras an Uachtaráin to promote the importance of breastfeeding. President Michael D. Higgins and his wife Sabina hosted a 'Latch on Morning', with breastfeeding families from all over Ireland attending.

On Tuesday 02 October, a Breastfeeding Support Group event was held in Moneen Primary Care Centre for postnatal mums and babies and mothers-to-be. Midwives Marcella Gavin, Edel Devers and Maura McKenna, and Lactation Consultants Frances Burke, Clare Larkin and Therese Gordon, from MUH, all attended to offer support on the day.

On Thursday 04 October, Breastfeeding Awareness Day was held for transition year students from Davitt College, Castlebar. The initiative was to highlight to the next generation of parents the fact that Ireland has one of the lowest breastfeeding rates in Europe. We are sowing seeds with our future parents, transition year students, and hopefully will influence their decision as parents to promote the 'Natural Way' to feed babies.



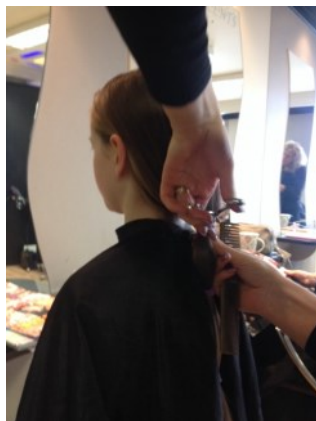
Nancy and Nora Needham, Aoife and Ailbhe Fitzgerald, Jennifer and Josh McLoughlin, Suzanne and Sadie Byron, Neasa and Iarla Hynes, Lorraine and Peter Geraghty and baby Grace Geraghty with Midwife Claire Larkin.

## Hair Donation for Charity

Pictured below are Brid O'Brien, CNM2 in the NICU at UHG with Aisling Egan who had her 12-inch ponytail cut off and donated to a children's charity in the UK.

Aisling also fundraised for the NICU in UHG and the money raised was used to buy some bed linen for the Parents' Room on the NICU.

We would like to thank Aisling for this very thoughtful gesture.



## Joy of Expectation Painting

Dr Nirmala Kondaveeti, Consultant Obstetrician and Gynaecologist at Sligo University Hospital, presented at the 50th Anniversary Conference of the Institute of Obstetricians and Gynaecologists on 28 September.

Dr Kondaveeti's painting, "Joy of Expectation", was displayed in the art exhibition organised for the conference and has been selected for permanent display in the RCPI.





## World Prematurity Day in UHG



On Friday 16 November, we celebrated World Prematurity Day here in UHG. Our theme was "look at me now". Our display could be viewed along the long corridor in Maternity. Many of our staff, parents and graduates participated in the celebrations. One in ten babies are born prematurely world-wide and we do a great job here in Galway caring for them.

## Introduction of a Breastfeeding Volunteer Programme to support mothers and staff at LUH

Jan Cromie, La Leche League volunteer breastfeeding counsellor has been visiting new mums in the LUH Maternity unit since April 2017.

Jan has an excellent working relationship with the maternity staff and is a great support to midwives and mothers. Jan gives of her time willingly because in her view *'Every mother should be supported to reach her breastfeeding goal'*. Jan is a welcome and valued member of our maternity team.

The maternity staff supports this initiative which was spearheaded by Evelyn Smith, Director of Midwifery in conjunction with the Donegal Breastfeeding Forum.



From left: Leah Butler, Student Midwife; Jennifer McColgan, Staff Midwife; Geraldine Hanley, Antenatal Education Co-ordinator; Jan Cromie, La Leche League; Mary Lynch, CMM 2; Natasha O'Riordan, Staff Midwife; and Breena Grant, Health Care Assistant.



## News from Galway University Hospitals

Ellen Wiseman, Assistant Director of Nursing for Cancer Services; Richard Flaherty, CEO, Cancer Care West; Brian Thornton, Board Member, Cancer Care West and Board Member, Saolta University Health Care Group; Clare McHugh, Clinical Nurse Manager 2, Corrib Ward; Maurice Power, CEO, Saolta University Health Care Group; and Chris Kane, General Manager, GUH.

## Cancer Care West funds new Family Room at UHG

Cancer Care West recently funded the furnishing of a new family room for the Corrib Ward in University Hospital Galway. The Corrib Ward is the dedicated oncology ward which opened in the new hospital block last year and the family room provides a peaceful haven where families of patients with cancer can rest, relax, meet with friends and medical staff and if necessary, stay overnight.

The furnishings, which were tailor-made for the room, include leather reclining seats, tables, a pull-out couch along with a fridge, microwave and tea/coffee making facilities.

Commenting on the new development, Chris Kane, General Manager said, "This is the second family room which has been funded by Cancer Care West in our new 75-bed ward block; earlier this year, the family room for the Claddagh Ward was opened. Based on the positive feedback from families and with support from the staff on the Ward, an approach was made to Cancer Care West regarding a similar family room for the Corrib Ward.

"This new family room makes a huge difference to families, particularly those who have to travel distances or whose loved ones are facing a long hospital stay. We are very appreciative of the on-going support from Cancer Care West".

Speaking at the official opening of the new family room, Cancer Care West CEO Richie Flaherty said, "Last year we identified the need for a family room in the Claddagh Ward in the new hospital wing and this year we are delighted to be able to help open an additional family room in the Corrib Ward.

"The family room will provide a place of comfort and restfulness for those coping with the stresses and trauma of seeing a family member being treated for cancer in a hospital that might be many miles away from home.

"We know that in the past relatives of cancer patients, especially parents of young children who were receiving treatment, had to sit on chairs in crowded wards or in corridors for days and nights at a time which was far from ideal. We have long recognised the need for such a space and the feedback already from staff in the ward is that it is being heavily used and a vital addition to the facilities offered to families."



# UHG wins on the Double at the Irish Institute of Radiography and Radiation Therapy Medray Awards



Top photo: Aidan O'Reilly, MD, Medray Imaging Systems; Eileen Kelly, Deputy Radiology Service Manager; Susan Coyle, Radiology Service Manager; Catherine McKenna, President IIRRT; Stephen Coyne, Radiotherapy Service Manager; and Joe McManus, Deputy Radiotherapy Service Manager. Left photo: Radiation Therapy staff accepting the Radiation Therapy Department of the Year award. Right photo: Staff from UHG accepting the Radiology Department of the Year award.

The Radiology Department and the Radiation Therapy Department at University Hospital Galway won their respective 'Department of the Year' awards at the annual Irish Institute of Radiography and Radiation Therapy (IIRRT) Medray Awards which were presented during the IIRRT Conference in Galway in November.

The awards aim to recognise where staff go above and beyond the call of duty to ensure their patients and clients receive the utmost of special care and attention. UHG was shortlisted in the Radiology Department of the Year along with Roscommon University Hospital and Merlin Park University Hospital. In the Radiation Therapy Department of the year, UHG was shortlisted along with St Luke's Hospital and the Beacon Hospital in Dublin.

The hospitals which were shortlisted went through a rigorous elimination process which involved an inspection by the Irish Institute of Radiography and Radiation Therapy, site visits and even a 'secret shopper' who observed staff interaction with patients. The eventual outcome was decided by combining the results of a public vote and site visit.

Stephen Coyne, Radiotherapy Service Manager, said, "Hearing we were nominated for the IIRRT Medray Department of the Year award created great excitement in our department over the summer and winning was a fantastic boost.

"We are a relatively small radiotherapy department with a multi-disciplinary team which has a very strong patient-centred focus. The award recognises that the work by the team in the department is highly appreciated by the patients we treat and their families".

Susan Coyle is the Radiographer Services Manager in UHG. She said, "These awards recognise radiology and radiotherapy departments and individual staff members who provide an exceptional service to the public, display exemplary professionalism, or are leaders in promoting best practice or continual professional development.

"In the radiology department at UHG we promote a patient-centric approach and endeavour to continually improve our services through quality initiatives, training undergraduate radiographers, promoting postgraduate radiographer education and clinical audit and research. The public vote which contributed to our win shows us that the work by the team in UHG is recognised and appreciated by the patients we image and their families and this makes us very proud."



## Cheque Presentation to the Oncology Patient Comfort Fund in the Corrib Ward at UHG



Staff from the Corrib Ward UHG accepting a cheque from the Faherty family in memory of Finuala Lynch Faherty who had been a patient on the ward, from left: Ellen Wiseman, Assistant Director of Nursing for Cancer Services; Louise Cribben, Staff Nurse; Mairéad Hannon, Ward Clerk; Tina O'Donnell, Staff Nurse; Myra Corcoran, Health Care Assistant; Ita Forde, Staff Nurse; Ciara Ní Fhatharta and Colm O'Fhatharta.

Ms Ciara Ní Fhatharta and her father Colm O'Fhatharta from Inis Meain, Aran Islands, Co Galway recently presented a cheque for €2,000 to the Oncology Patient Comfort Fund, UHG.

The donation was made in memory of Finuala Lynch Faherty, a retired public health nurse on Inis Meain, who had been a patient in the Corrib Ward. The money was raised by friends and family who made donations at the time of the funeral.

The family would like the funds to be used to buy reclining chairs for patients and family members on the ward. These chairs would be a comfortable alternative for patients who choose to get out of bed and for family members to rest on.

Ellen Wiseman, Assistant Director of Nursing for Cancer Services, UHG expressed her gratitude to the Faherty family, "We are very grateful to the Faherty family for their kindness and generosity in donating to the Oncology Patient Comfort fund in the Corrib Ward."

## New Multifaith Lockers for University Hospital Galway

The End of Life Care Committee at University Hospital Galway recently received 16 multifaith lockers for use in clinical areas of the hospital. The mobile multifaith lockers which can be placed at the patient's bedside contain articles to support spiritual and cultural care before and after a person's death.

Management at University Hospital Galway along with funds raised by 'Killannin Community Remembrance Walk Group' provided the funding for the 16 multifaith lockers.



The End of Life Care Committee, UHG and Anne Marie Thomas, Killannin Community Remembrance Walk pictured with the multifaith lockers.

## GUH presents first Quarterly Staff Recognition Award



At the presentation of the first quarterly Galway University Hospitals' Staff Recognition Award, from left: David Holland, Finance Manager; Chris Kane, General Manager; Shaun Plower, Clinical Engineering Technician and award winner; and Mary Lane Heneghan, Chairperson of Cystic Fibrosis Galway who represented the hospital's Patient Council on the Selection Committee.

The first quarterly Staff Recognition Award for Galway University Hospitals was presented to Shaun Plower, Clinical Engineering Technician with the Medical Physics Department at University Hospital Galway on the 09 November.

Shaun, who is from Loughrea, received the award after being nominated for his role in the modernisation of the Ear Nose and Throat (ENT) Outpatient Department at UHG. The project involved increasing the number of procedure rooms from one to five and introducing state of the art technology for data collection, examination and procedures.

UHG now has one of the most modern and technologically advanced ENT Outpatient Departments in Europe which has greatly improved the experience for patients using the service and improved the system within the department

Chris Kane, General Manager, presented the award to Shaun along with Mary Lane Heneghan, Chairperson of Cystic Fibrosis Galway who represented the hospital's Patient Council on the Selection Committee and David Holland, Finance Manager, UHG who represented the Hospital Management Team.

Chris Kane said, "The Staff Recognition Awards aim to acknowledge and celebrate staff who go the extra mile for patients, who give an outstanding level of support to patients and colleagues or who are providing leadership by motivating, mentoring and inspiring others.

"Shaun Plower demonstrated all of this during the ENT Outpatient Department upgrade project. The nomination for him referenced 'his unlimited support and knowledge but most importantly his interest, enthusiasm and readiness to move forward'.

"Shaun is a very worthy recipient of the first GUH quarterly Staff Recognition Award as an example of a colleague who performs at a level above and beyond normal job requirements and expectations. I am delighted that we now have a means to publicly recognise Shaun and the many other staff like him who may be nominated for future awards."



# UHG celebrated the 10th anniversary of its Volunteer Meet and Greet Service

University Hospital Galway celebrated the 10th anniversary of its Volunteer Meet and Greet Service in November. The event was marked by a gathering of volunteers past and present in UHG.

Commenting Chris Kane, General Manager, said, "We were delighted to have had the opportunity to recognise and celebrate our wonderful Volunteers. This service was first established in 2008 and since then has provided an invaluable support to patients and families attending our hospital. For many people, coming to hospital can be a worrying or unnerving time; however the support and assistance of the volunteer team has a really positive impact on the patients' experience".

Maurice Power, CEO of the Saolta University Health Care Group added, "Our Volunteers are an integral part of our hospital and are recognised by staff and patients as being an invaluable resource. We have had nothing but positive feedback on the important role our Volunteers play in the patient's journey".



Maurice Power; CEO, Saolta University Health Care Group with UHG Volunteers Ann O'Toole, Cyril Foye and Phil Grealish.



UHG Volunteers at the 10th anniversary of the Meet and Greet Volunteer Service

Phil Whyte, Volunteer Co-ordinator for UHG noted, "There are currently 35 Volunteers in place in UHG and they provide support to patients across the hospital. They are located in the main foyer where they direct and guide patients to the various departments provide assistance to frail, elderly patients when they are dropped off - particularly if a relative has to park their car.

"The Volunteers visit patients and if required take them to mass or get them a newspaper for example. They also act as a liaison between theatre staff and relatives by relaying updates on a patient's progress in theatre or recovery. The Volunteer team also source toiletry items for patients admitted as an emergency and offer support to them, particularly if they are alone. We thank all of those who volunteered as part of this programme over the last ten years and look forward to its on-going development".

Phil Grealish, Volunteer from Mervue, Galway said, "We find that what we do is very helpful to people coming into the hospital, as a lot of people don't know where the various Departments or Wards are. They can be stressed and nervous but we are very good chatters and try and put them at ease.

"We find out where they want to go and on the way we chat about the weather or whatever they want to talk about. They are always very grateful and they say they couldn't have managed without us. I get such a good feel factor from helping others".



## UHG introduces a new treatment option for prostate cancer



Standing from left: Stephen Coyne, Radiotherapy Service Manager; Louise Fahy, Senior Physicist; Leanne Berrigan, Physicist; Sarah Larkin, Physicist; Anysja Zuchora, Senior Physicist; Rhona Goodwin, Clinical Specialist Radiation Therapist; Joe McManus, Deputy Radiotherapy Service Manager; Dr Cormac Small, Radiation Oncologist; Dr Shane Power, Anaesthetist; Claire Cunningham, Anaesthetic Nurse. Front row from left: Margaret Walsh, Staff Nurse; Niamh Morrissey, Staff Nurse; and Zoe Gaynor, Staff Nurse.

In November, UHG became the first public hospital in the Country to treat patients with prostate cancer using high dose-rate (HDR) brachytherapy. This was the culmination of an extensive training and education programme for the multi-disciplinary team from the Radiation Department which included a Radiation Oncologist, Physicists, Nursing staff, Radiation Therapists and Anaesthetics.

Dr Cormac Small, Radiation Oncologist at the hospital said, "Until now HDR brachytherapy treatment was only available to patients in the Mater Private. We felt that this treatment modality should be made available to all patients and this was fully supported by hospital management and the National Cancer Control Programme (NCCP).

"A training and education programme on this new treatment was then undertaken by the designated staff. Part of this process involved site visits to the Mater Private as well as the Northern Ireland Cancer Centre in Belfast and Poitiers University Hospital in France. These centres very kindly allowed us to observe and learn from them. We envisage that UHG will lead a programme to roll out the prostate HDR service to the radiotherapy centres in Cork and Dublin."

High dose-rate (HDR) brachytherapy or temporary brachytherapy is a type of internal radiotherapy which involves inserting thin tubes into the area being treated. A source of radiation is then passed down the tubes into the prostate for a few minutes to destroy cancer cells. This allows an increase in the dose of radiation to the prostate whilst reducing the exposure to surrounding tissues. This new technique enables the doctors to treat a wider range of patients with brachytherapy.

Ireland has the highest incidence of prostate cancer in Europe with over 3,400 men diagnosed annually. This number is expected to increase over the coming decades as the population ages.

Chris Kane, General Manager, Galway University Hospitals commented, "Considerable advances have been made in both the surgical and radiotherapy options available in UHG in recent years. I am delighted that we now offer our patients a full range of radiotherapy options for treating prostate cancer: external beam radiotherapy, seed implant brachytherapy and now HDR brachytherapy."

## Children's Remembrance Day Committee launch 'sponsor a Christmas tree light'



Members of the Children's Remembrance Day Committee Phil Grealish, Margaret Duignan, Anne McKeown, Susan Massey and Joan Healy pictured with Galway's own singer-songwriter Don Stiffe at the launch of their annual 'sponsor a Christmas Tree Light'.

The Children's Remembrance Day Committee at UHG recently launched their 'sponsor a Christmas tree light'.

In December, a giant Christmas tree was put on display at the entrance to UHG so that people can sponsor a light on the tree as a dedication to a loved one. This is a thoughtful way of letting them know we are thinking of them. Every time a light is sponsored, the family of the person to whom the light is dedicated to, receives a Christmas card and that person will also be remembered in three masses celebrated over the Christmas season in UHG.

Susan Massey from the Children's Remembrance Day Committee explained, "Unfortunately many families have suffered bereavements during the year and sponsoring a light for someone who has passed away is a lovely way of letting family and friends know that we are thinking of them in a special way. Families may have loved ones who have emigrated and will not be home for Christmas and again sponsoring a light is a way to let them know they are in our thoughts."

"The funds raised through the sale of the Christmas tree lights are used to fund the activities of the Children's Remembrance Day Committee throughout the year and any extra monies raised are used to enhance the services for bereaved families within the hospital."

"We were delighted that well known singer-songwriter Don Stiffe joined us to formally launch this year's 'sponsor a Christmas tree light'."



## GOAL Jersey Day



Social Work Department Staff (top photo) and Physiotherapy Department Staff (bottom photo) participating in GOAL Jersey day.

The HSCPs in Galway University Hospital got into charitable mode and supported the GOAL Jersey Day on 12 October. It was the perfect opportunity to proudly wear the home team colours, and an excuse to share your sporting opinions with anyone in the Hospital.

As one response on twitter noted, "There's always someone is a Mayo jersey!"

GOAL delivers a wide range of humanitarian and development programmes. They respond quickly and effectively to sudden and slow onset emergencies, sustaining lives and alleviating suffering. Their work greatly impacts on affected communities to find and deliver solutions to meet their immediate needs.

Every situation is unique and Goal brings their global expertise and learning and use them to deliver the right response for the context, tackling global hunger, poverty and child protection through education, community development and empowering human rights.

GOAL Jersey Day has been held for a number of years, and is a firm favourite with companies and schools across the country. Similar to all GOAL campaigns that target organizations, the mechanics are easy, to ensure simplicity for managers to get their staff involved. It's an ideal occasion to boost team spirit by working together on an exciting fundraising campaign for those less fortunate around the world.

Well done to our colleagues in Medical Social Work, Physiotherapy and Radiation Therapy and the tremendous amount raised for GOAL. We'll let the reader's decide whether their sporting team allegiances are a good sign or a bad sign for the 2019 Championship year!!!



## Tidy Towns 2018

2018 saw Merlin Park University Hospital win the 'Public and Commercial Buildings Section - Civic Buildings' of the Galway City Tidy Towns and Garden Competition for the third year in a row.

Accepting the award, Margaret O'Toole, Business Manager, Merlin Park University Hospital said, "I am delighted to accept this award on behalf of Merlin Park University Hospital.

"While we as a hospital focus on patients and getting them back to their best possible health, our grounds are also important and add value to our patients high standard of care".



Mayor of Galway Niall McNelis presenting the Galway City Tidy Towns award 2018 to Margaret O'Toole and Roisin Rodgers, Merlin Park University Hospital.

## MPUH Christmas lights and fairy garden



There were great festive celebrations in MPUH when friends and colleagues came together for the switching on of the Christmas tree lights and the opening of the new magical fairy garden. Margaret O'Toole, Business Manager said, "This is a truly magical time of year for everyone and the Christmas Tree lighting ceremony always brings that festive feeling to our staff and patients.

We were delighted to have our staff choir with us to perform on the day as well as staff member Roisin Egenton.

Following the celebrations around the Christmas tree, we officially opened our magical fairy garden in the beautiful surroundings of Merlin Park woods. All the items on display in the magical fairy garden were made by clients attending Céim Eile, the Unit 10 Training Centre and CAHMS day service.

"A day like this is an opportunity for staff to come together and to get to know one another; it was a day filled with festive cheer and mince pies and little sparkle of magic thrown in".

## GUH Serum Eye drop Programme recognised at National HSCP Awards



From left: Margaret Tarpey, Chief Medical Scientist/Laboratory Manager; Maeve Wallace, Quality Manager and Aoife Conroy, Medical Scientist, Galway Blood and Tissue Establishment.

The Serum Eye Drop Programme in GUH was presented with a special commendation at the National HSCP awards on 06 November in the Royal College of Surgeons, Dublin.

Galway Blood and Tissue Establishment (GBTE) is the only hospital based laboratory in Ireland with a Good Manufacturing Practise License to produce Serum Eye drops. This license was granted in 2011 by the Health products Regulatory Authority (HPRA) for the production of Autologous Serum Eye drops (ASEs).

ASEs are a serum derived product used to treat a host of conditions ranging from severe dry eye, Sjorens syndrome, neurotrophic ulcers and stem cell deficiencies to chemical burns, Graft Versus Host Disease (GVHD) and other ocular surface disorders. ASEs are produced from the patient's own serum, yielded from a unit of donated whole blood.

In 2015 an extension to the GMP license was granted to produce allogeneic serum eye drops (ALSEs) from a unit of AB whole blood obtained from the National Blood Centre. These are produced for patients who do not meet the requirements for donation of an autologous unit due to their age or poor health.

Serum contains a large variety of growth factors, fibronectin, vitamins and immunoglobulins, some in higher concentrations than in natural tears. These substances contribute to the therapeutic effect of serum in Serum Eye Drops. ASEs and ALSEs are prepared by diluting the serum to 50% with sterile normal saline in a grade A Laminar Air Flow Cabinet (LAF) within a grade B room of a controlled environment. The product is then dispensed into dropper bottles for home use. The bottles are kept frozen and one bottle thawed daily for use as directed by the patients' ophthalmic consultant.

GBTE have produced Serum Eye drops for patients of the Royal Victoria Eye and Ear Hospital in Dublin since 2011 and have recently rolled out the programme in three other sites. The service is rapidly expanding with over 60 batches produced in 2018.

The aim of the National HSCP awards was to recognise and celebrate examples of best practice and innovation amongst Health and Social Care Professionals. GBTE were thrilled to receive special commendation for their Serum Eye Drop programme.



# GUH Annual Health and Social Care Professions Career's Evening

The 4th Annual GUH HSCP Career's Evening was held on 01 November. This booked-out event was hosted for secondary school students in Galway city and county who are interested in a career in Social Work, Physiotherapy, Speech and Language Therapy, Dietetics and Nutrition or Occupational Therapy.

Approximately 140 students attended on the night from many different secondary schools across the county. Each profession provided an oral presentation detailing the specific role of their profession, including the 'what, where and how of what we do', 'a typical day in the life of...' and entry options into the different careers.

Attendees had the opportunity to speak with qualified professionals from each discipline and student representatives from two of the professions spoke on the night giving an overview of what student life is like for these professions.

Feedback from attendees, their parents and career guidance teachers was extremely positive. Teachers reported this event 'was very informative' and a 'of huge benefit' to them. Students valued getting the opportunity of 'speaking with actual professionals in their respective roles', 'finding out different routes for each career', and 'getting insight into the daily lives of these professionals and the pros and cons of the job'.

This is the third year in a row where the student demand to attend has been greater than the capacity available. This year saw the addition of Nutrition and Dietetics and involvement from both community and acute services. The potential to expand this initiative is very promising as there has been interest from other HSCP to participate and the Institute of Guidance Counsellors of Ireland have asked us to consider expanding the catchment area.

Organisers of the event were Anne Marie Lydon and Fiona Melia, Physiotherapy Practice Tutors. Many Thanks to Marie Corry and Niall Maloney, Occupational Therapy; Hannah Loughnane and Rebecca O'Donnell, Speech and Language Therapy; Ruth Kilcawley and Mary O'Halloran, Nutrition and Dietetics; and Elaine Murray and Jenny Wren, Medical Social Work for giving their time and expertise on the night. Thanks also to our Nutrition and Dietetic students Laura Kaar and Aibh  n Sheridan, and Physiotherapy students Cassie Kennedy, Emma Keyes and Katie Treacy whose participation really enhanced the evening and was most appreciated.

## The Irish Gerontological Society

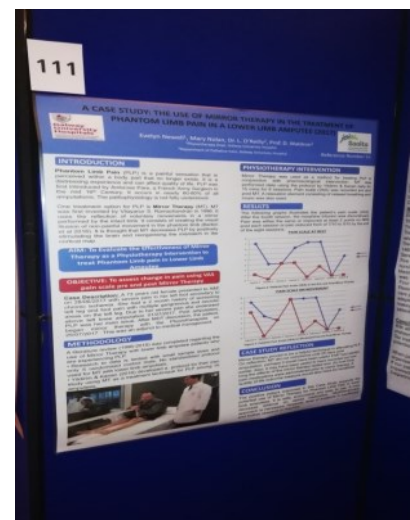
The Irish Gerontological Society (IGS) held its 66th Annual Meeting in the Slieve Russell Hotel, Cavan in September this year. It teamed up with the British Geriatrics Society (Northern Ireland), and the British Society of Gerontology (Northern Ireland), and the Royal College of Surgeons in Ireland Hospitals Group to bring you a varied and exciting clinical and scientific programme. The main theme of this year's conference was 'Transforming Ageing across Borders'.

The IGS provides researchers and members of the multi-disciplinary team with a platform to translate research into clinical practice. It provides an opportunity to display current research in poster presentations and drive improvements in the care and wellbeing of older people in Ireland. Current research conducted by physiotherapists Evelyn Newell and Mary Nolan from UHG were displayed at the Annual Conference.

'Frailty and its Association with Physical Outcomes in Acute Hospitalised Older People' was a poster presentation represented by physiotherapist Janette Maguire, UHG at the conference. This research investigated the association of frailty on physical outcomes during admission in the acute setting. The conclusion was that Frailty on admission has a strong correlation with physical outcome measures on discharge in an acute hospital setting.

Physiotherapist Evelyn Newell presented 'A Case Study: The Use Of Mirror Therapy In The Treatment Of Phantom Limb Pain In The Lower Limb Amputee'. This case study supports the potential use of mirror therapy for phantom limb pain in people with lower limb amputation. It is a safe, economical and easy-to-use treatment.

A vibrant and active IGS works towards transforming ageing in Ireland can play a very important role in the country in which we live and work.





## Landmark Trial for Patients with Cystic Fibrosis



Edward Gilmore, Knocknacarra, Galway who took part in a trial for a new drug combination for cystic fibrosis care with Mary Bourke, Research Nurse in the HRB Clinical Research Facility Galway.

Patients at Galway University Hospitals have taken part in a landmark trial that demonstrates a significant advance in cystic fibrosis (CF) care. A new triple combination drug from Vertex pharmaceuticals, tezacaftor and ivacaftor -plus an experimental one, known as VX-659 - was tested on adult CF patients with the more common delta 508 gene mutation. Up to 90% of Irish CF patients have at least one copy of this mutation which causes CF. The results were published in the October edition of the New England Journal of Medicine.

For the study, patients with cystic fibrosis were randomly assigned to either take the triple-drug regimen or be in a comparison group. After 4 weeks the triple-drug therapy improved lung function by on average up to 13% and patients also reported a very significant improvement in their quality of life.

Dr Michael O'Mahony, Adult CF Physician in Galway University Hospitals was the principal investigator in Galway for the study. He said, "This study is a hugely significant breakthrough. We are delighted with the results and along with our colleagues in Dublin, Cork and Limerick we were lucky to be one of the small number of centres worldwide that took part in this study.

"Thanks must go to all the team in the HRB Clinical Research Facility Galway and the hospital for making our participation in these studies possible. We are currently involved in the Phase 3 study looking at the longer term effects of this drug. If the promising results we have seen persist, then most CF patients will see their lives improved considerably."

Chris Kane, General Manager, Galway University Hospitals commented, "Participating in drug trials is an essential part of the research required to discover new treatments and to find out which treatments work best for our patients. We are very fortunate to have the HRB Clinical Research Facility Galway on the hospital campus which provides the ideal setting for our doctors to work with patients in a research setting with facilities to support bioscience research. This latest CF drug trial is hugely significant as Galway was chosen as one of only 20 sites worldwide to take part in the study. By leading out on research we can improve the outcomes and quality of life for our patients."

# Whiteboard rounds helping to improve patient flow at ward level in UHG

- The Patient Flow Improvement Project in UHG identified the absence of a structured and designated time for communication between acute ward staff and Health and Social Care Professionals (HSCPs). Nursing Staff were unaware if HSCPs had received referrals from the medical team to initiate HSCP intervention.
- Whiteboards promote communication in the clinical setting by gathering and distributing information to health professionals. The use of the existing whiteboard on each ward provides a suitable focal point to coordinate the communication of medical, nursing and HSCP patient management. A weekly whiteboard round provides a designated time for interdisciplinary discussion of patient management, thus improving communication. Meetings were held with HSCPs and a Clinical Nurse Manager (CNM).
- It was found that HSCPs meeting with Nursing Staff at a designated time on an acute hospital ward can facilitate accurate and appropriate clinical discussion and exchange of information, thus improving communication. Positive feedback was received from HSCP and Nursing participants. Improved knowledge of HSCP roles was identified. In addition, increased appropriateness of HSCP referrals and accuracy of information on the whiteboard was observed.
- The information received by the HSCP from the whiteboard meeting enabled the HSCP to prioritise their patient list, address the key issues for that patient and work towards a planned patient centred predicted discharge date.
- The result of the initiative was presented at the Translating Health and Social Care Professions Research into Practice Conference in Dublin Castle in November by Miriam Flatley and Niamh O'Malley, Physiotherapists in UHG.



## National Sepsis Award for Saolta Group

The Saolta Group was presented with an award at the National Sepsis Summit in Dublin Castle on 25 September.

The award was in recognition of the best improvement in completion of the National Sepsis e-learning programme by Saolta Medical, Nursing and Midwifery staff and is an acknowledgement of the commitment by the Saolta Group to support sepsis education for all their clinical staff involved in sepsis management.

The Award was presented by Dr Vida Hamilton, HSE National Clinical Advisor, Acute Hospitals.



## News from Galway University Hospitals Arts Trust

In 2003 GUH set up an Arts Committee to develop an arts programme for both sites prompted by a generous long-term loan of over 100 works of Modern Irish Art by John and Patricia Hunt.

The Arts Committee evolved into Galway University Hospitals Arts Trust which, for ten years, has provided an Arts and Health programme to promote wellbeing and improve the hospital experience at Galway's public hospitals.

We are excited to announce that in early 2019 we will be re-launching as Saolta Arts.

### National Creativity Fund

In September 2018 we were delighted to be one of 30 projects selected from 287 eligible submissions to Creative Ireland's National Creativity Fund. We have been preparing for the 2019 activities supported by the funding. These include developing the first Arts and Health Policy and Strategy for a hospital group in Ireland, along with public engagement through two new Creative Writer and Visual Artist Residencies at Portiuncula University Hospital and a Poet Doctor initiative at all Saolta hospitals on Poetry Day Ireland.

### Participatory arts workshops for patients

There were a number of developments in our participatory programme at GUH in 2018 and we would like to extend our thanks to all Saolta nursing and support staff who made this possible. We were delighted to welcome two new artists to our participatory artist team this year, with Malgorzata Kamieniecka and Aoife Barrett joining Anne O'Bryne in facilitating art workshops in Units 4,5, and 6 and Hospital Ground, MPUH.

Our artists often support patients to make their first marks in the wake of life changing physical circumstances. In these instances patients can find meaning and a sense of achievement when they might otherwise feel a loss of control or choice. Throughout November we were engaged in a very special new collaboration with the team of the ICU Unit at University Hospital Galway.

### Arts programme for staff

The fifteenth Galway University Hospitals staff art exhibition is currently on display on the arts corridor in UHG. The exhibition continues to grow with new members of staff taking part each year. We would like to thank all those involved in making it the success it is and a special thank you to maintenance for all their work.

Throughout the year there have been staff art classes and initiatives taking place on some of the sites supported by Healthy Ireland. Classes will resume in GUH in early 2019 and there will be classes for staff in Portiuncula and Roscommon Hospital introduced early in the New Year. If you would like to hear about events, classes, initiatives for staff please get in touch with the Arts Office. [guharts@hse.ie](mailto:guharts@hse.ie)

### Fundraising 'Thank You'

The GUH Arts Trust has been fundraising this year to help support the work we do and expand our reach. We would like to thank all the staff, patients, and members of the community and volunteers who have supported our fundraising initiatives. Our latest fundraiser was a Winter Raffle which ran from 16 November to 07 December and all winners have been contacted.



Michelle Munnely, CCU with her paintings for the annual staff exhibition Art@work.

Finally we would like to wish you all a very happy Christmas and we look forward to bringing you some exciting exhibitions and projects in 2019!

Margaret, Marielle and Bridget.



## Staff and patients of Unit 7 MPUH launch film



Staff and patients of Unit 7 at the preview of the film 'The Second Hand of the Clock'. Photo-Andrew Downes.

GUH Arts Trust celebrated six years of our Dialysis Arts Programme at Merlin MPUH by making a short film when we were awarded the 2017/18 [artsandhealth.ie](http://artsandhealth.ie) Documentation Bursary.

Set against the changing seasons of Merlin Park, the film is a moving account of how Arts and Health practice can enhance time on dialysis, told from nursing and patient perspectives.

Borrowing its title from a patient's poem, 'The Second Hand of The Clock', the film was previewed at the Glass Factory, Galway Crystal on 09 June and has screened at several conferences, most recently at Saolta's Shared Experience Conference. It is now publicly available online at Ireland's national Arts and Health resource [artsandhealth.ie](http://artsandhealth.ie). To view the film [Click here](#)

Art workshops were established in 2012 with an Arts Council Project Award, and the film is the latest achievement in a long list of artistic accolades by participants, which include a publication and exhibiting at Galway International Arts Festival.

The arts programme thrives on the continuing enthusiasm and support of the renal team in Unit 7 and the Arts Trust would like to thank all the staff and patients of Unit 7 for their creativity and collaboration in making the film, particularly leading ladies staff nurses Ethna Gillespie and Jacinta Reade!

If you would like to screen the film at an event contact [guhartstrust@hse.ie](mailto:guhartstrust@hse.ie).



## News from Portiuncula University Hospital

Linda Kenny CNM II, St Johns Ward and Anne Regan Director of Midwifery, Portiuncula University Hospital.

### World Sepsis Day at Portiuncula University Hospital

To mark World Sepsis Day, Portiuncula University Hospital hosted a sepsis information stand in the main reception.

The stand provided both clinical updates and also important information for wider members of the public who were attending Portiuncula University Hospital. Some members of the public dropped in after hearing about the sepsis information stand from the local media.

Joe Fahy, Resuscitation Officer and Sepsis Nurse Lead in PUH commented, "The awareness of sepsis seems have increased and all necessary printed leaflets were supplied to all who attended the stand. The interest of both staff and the public was massive and we already are planning for World Sepsis Day 2019."

### World Antibiotic Awareness Week

World Antibiotic Awareness Week was celebrated from 12 to 18 November and European Antibiotic Awareness Day took place on Sunday 18 November. To mark this and to raise antibiotic awareness in PUH an awareness stand was held in the main reception area for the week.

Hospital staff, members of the public and patients were asked to participate in a quiz with hospital staff also given the option to complete the quiz online. As an incentive for completing the quiz, participants were given the opportunity to enter a draw for One4all vouchers. The prizes were won by a member of the public and an SHO. A summary of the results with further information on antibiotics and antibiotic resistance will be forwarded to hospital staff in the coming weeks.

Thanks to everyone for taking time to complete the quizzes and to raise antibiotics awareness and resistance in Portiuncula University Hospital.



Multi-disciplinary staff pictured at the stand



## World COPD Day

World COPD day was hosted in Portiuncula University Hospital on 20 November by the Physiotherapy and Respiratory Department. Members of the public, patients and staff were invited to visit the information stand.

World COPD Day is organized by the Global Initiative for Chronic Obstructive Lung Disease (GOLD) in collaboration with health care professionals and COPD patient groups throughout the world.

Its aim is to raise awareness about chronic obstructive pulmonary disease (COPD) and improve COPD care throughout the world.



The Multidisciplinary Respiratory Team at PUH at the World COPD Day Information stand.

## The Multinational Association of Supportive Care in Cancer (MASCC) Conference

The Multinational Association of Supportive Care in Cancer (MASCC) conference was held in Vienna earlier this year. It is an innovative forum dedicated to the latest developments in the field of supportive care in cancer.

Supportive care is essential to advancing cancer treatment and in enhancing the lives of people coping with cancer. The MASCC/ISOO Annual Meeting is the ultimate meeting place to examine and discuss symptoms and complications of cancer treatment, methods to minimize cancer induced side-effects, and common psychosocial challenges.

Caitriona Duggan, Registered Advanced Nurse Practitioner in Oncology at Portiuncula University Hospital was accepted to present research undertaken by her and her colleagues at the conference. The research, which was carried out in 2017, was a pilot study carried out in the nurse-led oncology department at Portiuncula.

The research was presented in the form of an e-poster. The aim of this pilot study was to ascertain if bone pain induced by Granulocyte-Colony Stimulating Factors (G-CSFs) can be alleviated or eliminated by administration of the oral antihistamine loratadine (Claritin®).



Caitriona Duggan, Registered Advanced Nurse Practitioner in Oncology, PUH at the MASCC conference in Vienna.

## Perinatal Bereavement Lecture Series PUH 2018

The second series of Perinatal Bereavement lectures in Portiuncula University Hospital's maternity unit concluded on 02 October. This educational initiative was introduced by the Perinatal Bereavement group in Portiuncula in 2017.

It is a multidisciplinary approach to staff education on topics pertaining specifically to perinatal bereavement. In total 226 multidisciplinary staff members attended these sessions.

The first session was facilitated by Jacinta Murphy representing 'Féileacáin' and co-presented by Niamh Brennan from pastoral care. Personal and professional stories of loss were shared and explored and the supports available were discussed.

The next session was facilitated by Cathy Quinn, a Midwife in Perinatal Bereavement care. She shared valuable information and tips on communicating in difficult circumstances.

Retired consultant paediatrician, Dr Kevin Connolly spoke in week three about grief, exploring the concept of the patient and staff experience of grief. This was a hugely valuable reflection of the life of a clinician, compassionate care, the importance of self-care and 'each-other care'.

Finally Anne Igoe, Counsellor/ Therapist with HSE West stressed self-care, stress recognition and management and concluded with a mindfulness session.

Feedback from the series was overwhelmingly positive, with all agreeing that the talks were applicable to their jobs, would recommend them to a colleague, and would be interested in attending future sessions.



Jacinta Murphy from Féileacáin at the 04 September lecture.

'The use of poetry in Dr Connolly's session struck my emotions'

'The fact that they were talking from experience enhanced the session'

'They were staff motivated and topics were relevant'

'Speakers gave personal experience of the topics'

'I really enjoyed the meditation, an example of relaxation'

## New Café at PUH



Trish O'Donoghue, Catering Manager; James Keane, General Manager; and Marita Fogarty, Director of Nursing in the newly renovated café in Portiuncula which opened to business in October. The café is open daily for patients, visitors and staff. Drop in the next time you are visiting us!





## News from Mayo University Hospital

Seated from left: Catherine Donohoe, Annette Cuddy (CNME), Andrea McGrail, Dr Brid Carroll (Irish Childhood Bereavement Network), Ann Doherty. Middle row, from left: Frances Burke, Patricia Loftus, Maureen Manlon, Mairéad Loftus, Joanne Brennan (IHF), Collette Goonan, Sile Gill, Aisling Gill, Joan Falsey, Carmel O'Malley and Seamus Moran. Back row: Rachael Comer (CNME) and Ruth Hoban (CNME).

## Launch of Bereavement Booklets

The Mayo University Hospital Bereavement Committee for the Women's and Children's Divisions developed four new information booklets for parents bereaved through the death of a baby or the death of a child. They are a new initiative as part of a broader enhancement of bereavement care in Mayo University Hospital. The booklets are hoped to act as a resource to support families who experience the loss of a baby or a child. The booklets are titled:

- Information for parents who experience an Early Loss in Pregnancy
- Information on Bereavement for Parents on the Gynaecological Ward
- Information on Bereavement for Parents attending the Maternity Department Information for Parents on the Death of your Child

This literature was developed with input from the Mayo University Hospital community which included consultation with families, parents, professionals from Mayo University Hospital and Community Services, funding groups, the Centre of Nurse and Midwifery Education and the wider population. The booklets were part-funded by a grant from the Irish Hospice Foundation as part of their 10 year anniversary Hospice Friendly Hospitals Grants and by funding from Mayo University Hospital.

Ann Doherty, Pregnancy Support Counsellor at the hospital who was involved in the development of the booklets said, "The loss of a baby or a child can be a difficult and devastating time for parents and families.

We launched the new booklets as part of the 'Irish Bereaved Children's Awareness Week 2018' which took place in November in Mayo. Our aim is to raise awareness of bereavement within families and within the hospital community and to raise awareness of the uniqueness of bereavement for each family.

"Our ultimate aim as a committee is to enhance bereavement care for families and to acknowledge the dedication and commitment of all staff involved in bereavement care.

"Each of the booklets is aimed at a different set of circumstances that the parents and families facing loss may be experiencing. The booklets include practical advice for dealing with the loss and also advice which aims to provide comfort."

Catherine Donohoe, General Manager, Mayo University Hospital commented, "I am extremely proud of the standards of the booklets; what I am most appreciative of is the level of staff and patient engagement in progressing this much needed document. This work showed true dedication by those involved as many (staff and patients) have had the heart breaking, life changing experience of losing a child. They managed to channel this into creating these booklets to help others and this is truly humbling for those of us looking on."

## Mayo University Hospital marks 'International Stop the Pressure' Day

Mayo University Hospital hosted its first awareness day to mark 'International Stop the Pressure' day on Thursday 15 November.

The aim of the day was to bring awareness of pressure ulcers to a wider audience. Lucy McNamara, a Clinical Facilitator in the Nurse Practice Development Unit was the organiser of the event. She said, "In addition to raising awareness of pressure ulcers, we wanted the event to be educational with information on how pressure ulcers could be prevented and treated in a multidisciplinary environment.

"On the day we had demonstrations on skin care and inspection, repositioning and mobility awareness, nutrition advice and suggestions on how to increase patient involvement in their own care.

"It isn't a glamorous topic, but increased awareness is necessary because pressure ulcers cause pain and reduce the quality of life for the sufferer. In some cases they may even be a source of sepsis.

"The feedback from the day was very positive and we hope the additional awareness and education will help prevent pressure ulcers from developing in the first place."



At the first 'International Stop the Pressure' day at MUH, from left: Eibhlín Walsh, Dietetic Dept; Sarah Ronanye, Occupational Therapy Dept; Lucy McNamara, Nurse Practice Development; Kevin Murphy, Health Care Assistant, ED; and Gerry Burke, Assistant Director of Nursing, Scheduled Care.

## Cheque Presentation to Mayo University Hospital



The Caulfield family from Swinford raised a total of €26,900 for the development of a Bereavement Room in Mayo University Hospital. This fundraising was dedicated to the memory of their daughter Hope Rose. The family presented a cheque to Hospital management and staff from the Women's and Children's division of the hospital on Tuesday 13 November.



# MUH Antibiotic Awareness Day 2018



Rose Cafferkey, Antimicrobial Pharmacist and Marie Ronan, Antimicrobial Pharmacist.

An Antibiotic Awareness Day was held in MUH on 20 November to mark European Antibiotic Awareness Week 2018. Staff from Pharmacy, Microbiology and Infection Control teams engaged with hospital staff and provided them with information on local audit results, prescribing guidelines and antimicrobial resistance.

Patients, their relatives and carers were informed of the risks of taking antibiotics unnecessarily. It was explained to them that antibiotics do not work for the common cold and flu. Risks associated with taking antibiotics unnecessarily and the increasing threat of antibiotic resistance was highlighted.

Over 200 people visited the stand on the day and took part in a survey on antibiotic awareness. All visitors to the stand were entered into a draw for two fruit hampers. Prizes were won by Patricia Heneghan, Pharmacy Department and Fr Dixy Faber.







## News from Roscommon University Hospital

Ann Marie Healy (centre) winner of the 'Radiographer of the Year' at the annual Irish Institute of Radiography and Radiation Therapy (IIRRT) Medray Awards with colleagues from the Radiology Department, from left: Eimear Rea, Ann Lawn, Helen Zulu, Marie Conroy, Louise Lefimil and Martina Crosbie.

## RUH wins Radiographer of the Year at the Irish Institute of Radiography and Radiation Therapy Medray Awards

Ann Marie Healy, Radiographer at Roscommon University Hospital was awarded 'Radiographer of the Year' at the annual Irish Institute of Radiography and Radiation Therapy (IIRRT) Medray Awards which were presented during the IIRRT Conference in Galway in November.

Mary Garvey, General Manager, Roscommon University Hospitals said, "We are thrilled with Ann Marie's achievement. Ann Marie has worked as a CT Specialist in the Radiography Department in Roscommon for the past number of years and was recently appointed as Radiography Services Manager. She is a driving force in the development of radiography services at the hospital, and her award is extremely well-deserved.

"I would also like to congratulate the entire Radiography Department for being shortlisted for the Radiography Departments of the Year and wish to congratulate our colleagues in University Hospital Galway for winning Department of the Year for both the Radiography Department and the Radiation Therapy Department."



Mary Garvey, General Manager, RUH and Ann Marie Healy, Radiographer, RUH celebrating Anne Marie Healy's 'Radiographer of the Year' award.



# RUH officially opens new Blood Sciences Project



At the official opening of the Blood Sciences Project and Refurbishment of Laboratory, from left: Mary Garvey, General Manager, RUH; Professor Margaret Murray, Clinical Director, Laboratory Directorate, Saolta University Health Care Group; Denise Lally, Chief Medical Scientist, RUH; and Maurice Power, CEO, Saolta University Health Care Group.

The new Integrated Blood Sciences Project at the Laboratory in Roscommon University Hospital was officially opened on 03 December by Maurice Power, Group CEO Saolta University Health Care Group.

The Blood Sciences Managed Service Contract is a major collaborative project between the Pathology Departments at Roscommon University Hospital, Galway University Hospital and Portlincula University Hospital. This project will allow the laboratory in RUH undertake tests that would have previously gone to other hospital laboratories and reduces the length of time for patients test results.

Commenting at the launch, Mary Garvey, General Manager, said, "The Saolta Group rolled out this project initially in Letterkenny and Sligo University Hospitals and then extended it to Roscommon, Galway and Portlincula University Hospitals. We now have a managed service contract with Roche Diagnostics which has provided us with a full suite of new equipment for Haematology and Biochemistry services.

"Among the many benefits that this project brings is that the three laboratories in Roscommon, Portlincula and Galway University Hospitals now use the same platforms for analysis which gives the opportunity for further co-operation between the hospitals.

"Our laboratory here in RUH has undergone major renovations with new equipment installed and validated in Biochemistry and Haematology. This new facility will now allow us to continue to expand our test menu and radically improve the quality of service for clinicians and ultimately for our patients.

"The final part of the project went live in September 2018 and I am so grateful to the members of the Saolta Executive for supporting this initiative and also to the project team and the staff here in the Laboratory in RUH for all their hard work in successfully implementing this project."

Maurice Power, CEO, Saolta University Health Care Group said, "This project is another example of how hospitals within the Saolta Group can work together to provide a better service to our patients, improve efficiencies and achieve major cost savings.

"Roscommon University Hospital goes from strength to strength. The modernisation of the laboratory alongside the replacement of the x-ray equipment gives Roscommon University Hospital scope to further develop as a centre of excellence for diagnostics."



Laboratory staff, from left: Sandra Treacy, Corina Delaney, Denise Lally (Chief Medical Scientist), Paul McArdle, Charollette Walton, Marie Ralphs, Jacinta O'Boyle and Louise Talbot.

## RUH Stroke Support Group



Roscommon Stroke Support Group who celebrated their second anniversary in October.

Roscommon Stroke Support Group celebrated its second anniversary and held a very successful open evening for all stroke survivors, carers, family members and healthcare workers in October.

There was an incredible line up of speakers: Dr Gerry O'Mara, Consultant Physician, RUH; Martina Greene, Stroke Support Group Coordinator, Irish Heart Foundation; Colette Gill and Rebecca McConnell, senior Speech and Language Therapists, Primary Care Centre Roscommon; and Michelle Murray, Quest Brain Injury Service. Our MC for the evening was Maura Lawless, CNS Stroke Nurse, RUH.

We also had various stands showcasing some incredible community services that are available in the county of Roscommon and surrounding areas.

The aim of this event was to provide information, guidance, support and coping skills for all those affected by stroke. The event was held in conjunction with Roscommon County Council social inclusion week.

The Irish Heart foundation operate 18 Stroke groups nationwide including three in the West of Ireland in Roscommon, Ballinasloe and Sligo. Each group meets weekly for two hours providing one hour of social therapy and one hour of exercise therapy. These groups provide vital peer support and reduces isolation in rural communities.

To refer patients to the groups please contact Martina Greene Support Group Coordinator on 087 6057696 or email [mgreene@irishheart.ie](mailto:mgreene@irishheart.ie) or visit [www.irishheart.ie](http://www.irishheart.ie)





## News from Sligo University Hospital

Sligo University Hospital orthopaedic surgeons who attended the 'Atlantic Club Orthopaedic Meeting' from left: Mr Brendan Healy (retired), Mr Barry O'Neill, Mr Bill Gaine, Mr Andrew Macey (retired) and Mr John Kelly.

## National Orthopaedic Meeting Hosted by Sligo University Hospital

In November Sligo University Hospital hosted the 'Atlantic Club Orthopaedic Meeting' which is one of Ireland's premier orthopaedic meetings bringing together orthopaedic specialists, trainees, medical students and specialist nurses from throughout Ireland and the UK.

Over 150 delegates attended the meeting to hear about cutting edge research and the latest developments in hip and knee replacement surgery, foot and ankle surgery, shoulder and spine surgery.

Mr John Kelly, Orthopaedic Surgeon, Sligo University Hospital was one of the event organisers. He said, "It is really significant for Sligo to host an event like this, it further enhances our reputation as a centre of excellence for Irish orthopaedics and strengthens our involvement with Irish orthopaedic training, research and development."

Over 40 research presentations were made on the day. Mr Andrew Macey, recently retired Sligo Orthopaedic Surgeon, gave the honorary guest lecture entitled 'An Orthopaedic Career in 100 Objects'. The event was organised by Sligo University Hospital orthopaedic surgeons Barry O'Neill, John Kelly and Bill Gaine.



Orthopaedic Department nurses from SUH, Aine Duffy, Irene McPartlin, Ann Judge, and Ann Marie Mullen-Cawley with Mr John Kelly, orthopaedic surgeon.



Orthopaedic surgeons Mr Dermot O'Farrell, Limerick University Hospital Group; Mr Aaron Glynn, Our Lady of Lourdes Hospital, Drogheda; Mr Andrew Macey, Mr Barry O'Neill, Mr Bill Gaine, Mr Brendan Healy, Sligo University Hospital; Mr Finbarr Condon, Limerick University Hospital Group and Mr Michael O'Sullivan, Galway University Hospitals.

# Sligo University Hospital Bereavement Information and Awareness Event



Maria White, Maternity Bereavement support midwife; Marian Sweeney, Social worker; Ann Marie McIntyre, Social worker; Liam Neville, Bereavement Counselling service, HSE and Sr Catherine Gilligan, SUH Chaplaincy Service.

Sligo University Hospital held a Bereavement Information and Awareness Event in the main foyer of the hospital on Tuesday 13 November. The event was open to members of the public and staff of the hospital.

Ann Hayes is the End of Life Care Co-ordinator at the hospital and the Bereavement Information and Awareness Event organiser. She said, "We will all face the loss of a loved one or friend at some point in our lives. Grief is a natural response to loss and it is all right to be sad.

"Sometimes people get stuck with their grief and may need a helping hand. At our Bereavement Information and Awareness Event we brought together representatives from many organisations who provide support.

"There were representatives from the hospital's Social Work Department, the Irish Hospice Foundation, Féileacáin (Stillbirth and Neonatal Death Association of Ireland), the Samaritans, Pieta House, the Alzheimer Society of Ireland, St Michael's Family Life Centre and the HSE's Bereavement Counsellor among others.

"Other organisations which were not able to send a representative, sent support material to distribute on the day including Barnardos, Anam Cara (supporting parents after bereavement), First Light and Embrace Farm (Farm accident support network).

"This is the third year that we held a Bereavement Information and Awareness Event in the hospital. Feedback from the organisations taking part and from the visitors has been very positive".



## Book of Remembrance for Children and Pregnancy Loss introduced at Sligo University Hospital

Sligo University Hospital has introduced a 'Book of Remembrance' which will be available for families to record the names of babies or children who have died through miscarriage, still birth, shortly after birth or in childhood at the hospital.

The book will be on display in the hospital church on the current date and will display the details of the babies and children who are remembered that day.

Maria White who is the Bereavement Support Midwife at the hospital, played a key role in getting the book introduced. She said, "There are many ways to remember your loss. At Sligo University Hospital a Children and Pregnancy Loss Remembrance Book has just been developed. Families who suffered a loss are invited to include the child's or baby's name, irrelevant of the time they spent with us, and a brief message in the Remembrance Book".



Maria White, Bereavement Support Midwife with the Book of Remembrance for Children and Pregnancy Loss which has been introduced at the hospital.

## Mealtimes Matter at Sligo University Hospital

Sligo University Hospital is focusing on making 'Mealtimes Matter' for patients. Eating well during a hospital stay plays a key role in reducing complications, speeding up recovery and improving outcomes for patients.

Around one in four patients admitted to Irish hospitals will feel the effects of malnutrition during their hospital stay. There are multiple reasons why a patient may not enjoy their meal. Some reasons are unavoidable such as fasting for essential tests and procedures. Others are very avoidable such as multiple distractions on the ward during mealtimes. It is the latter that is the focus at Sligo University Hospital.

Annette Lalor is the Chair of the Oral Nutrition Group at the hospital. This group brings together staff from multiple disciplines to look at ways of improving the patients' nutritional care. One of their goals is to review the ward environment during mealtimes.

She said, "Everyone, including the patient, hospital staff, family members and hospital visitors have a role to play in ensuring that patients are given the opportunity to eat their meals in comfort. We all know what a difference it makes to sit down to a meal at home without constant interruption and the same applies in the hospital setting.

"We have looked at each ward and the challenges it presents. The challenges on a busy surgical ward where patients are fasting and heading to theatre are different to those on a stroke ward where many patients may require timely assistance to help them eat their meals safely.

"We have an action plan in place for each of the wards. This includes actions to minimise activity around patients during mealtimes, ensuring patients are sitting up and ready for meals and ensuring timely assistance is available if required.



Patient Seamus Faughnan from Arigna, Roscommon demonstrating how it is not possible to enjoy lunch when there are interruptions from staff and visitors and then lunch in peace!

We are also striving to ensure that all patients are provided with appropriate choices.

"The family and friends of patients also have an important role in making 'Mealtimes Matter'. It is very tempting for people who have appointments in the hospital to use it as an opportunity to incorporate a visit to a friend or family member. However the end time of clinics often coincide with hospital mealtimes.

Visiting is fine as long as it is during the hospital visiting hours. We encourage visitors to help us make mealtimes matter by only visiting family and friends in the hospital during visiting hours".

# Awards Success on the Double for Sligo University Hospital



Minister for State for Rural Affairs and Natural Resources, Sean Canney TD; Domhnall McLoughlin, Deputy General Manager; Patricia Lee, Service Manager; Gary Streete, Waste Management Co-ordinator; Feargal McGill, HSE Estate and Shane Colgan, Manager of the Resource Efficiency Unit, Environmental Protection Agency at the Pakman Awards.

Sligo University Hospital won the Public Sector Award in the SEAI Sustainability Energy Awards which took place in Dublin. The award recognised the efforts by the hospital, with support from HSE North West Estates, to focus on energy reduction and energy saving initiatives.

The hospital was also presented with the Waste Prevention Business Award at the Pakman Awards - previously the Repak Recycling Awards - which recognise excellence in waste management and recycling among businesses, organisations and community groups in Ireland.

Grainne McCann, General Manager at Sligo University Hospital said, "We are delighted to win both the SEAI Sustainable Energy Public Sector Award and the Pakman Waste Prevention Business Award.

"We have a very active Green Campus Committee who have worked on many projects to reduce energy consumption and to minimise waste at the hospital.

"The types of sustainability initiatives introduced at the hospital to reduce energy consumption included a lighting replacement programme, upgrading heating pumps, replacing the main hospital boiler heating plant and energy savings campaigns such as 'switch off' campaigns across the hospital.

"The waste prevention initiatives at the hospital have focused on minimising waste, promoting use of keep-safe cups, reducing single use cups/containers, reducing land fill waste by education and awareness on the correct segregation of waste, promoting lean management initiatives and reuse initiatives. Comparing the first half of 2018 with 2017, our landfill waste has reduced by 19% and our recycling waste has reduced by 23%.

"However, it is only with the support of all the staff in the hospital and indeed our patients and visitors too, that we can actually make the difference. These awards recognise the efforts of all involved and will keep us motivated to continue on our sustainability journey".



# A day in the Life



**Roisin Lennon, Registered Advanced Midwife Practitioner (RAMP) at Sligo University Hospital**

Roisin Lennon is one of only a handful of Registered Advanced Midwife Practitioners in the country. In her own words, it is "a privileged and responsible job which allows me to practice within a well-defined advanced/extended scope of midwifery practice which daily calls on the use of all my clinical skills and knowledge to provide care in partnership with the woman and her family".

In January 2017 Roisin extended the well-established, low risk midwife antenatal clinic at Sligo University Hospital to facilitate a midwifery model of care. This was based on a service needs analysis, steering group agreement and agreement with the Consultant Obstetricians and Director of Midwifery; it was supported by the recommendations of the National Maternity Strategy (DOH 2016).

Roisin is the clinical lead to facilitate midwives to provide a supported care pathway from antenatal booking to postnatal discharge. In addition Roisin manages her own caseload of women opting for midwifery led care who fall outside the usual caseload inclusion criteria for example, very young or older mothers, women with raised BMI or gestational diabetes mellitus or mothers with anxiety or reported their previous birth as being traumatic. Roisin runs clinics in the hospital and an outreach clinic in Carrick on Shannon, Co Leitrim. Here is what a typical day looks like...

## 7:50

- Consult diary: meetings, inductions, reviews and AOB.
- Check in with Labour Ward night staff to see if any of my caseload ladies were in or admitted or had their baby overnight.

## 8:00

- Multidisciplinary handover to discuss inductions, high risk admissions, high risk inpatients, transfers, interesting cases.

## 8:10

- Review inpatient caseload ladies.
- Ongoing care planning in collaboration with the named Consultant Obstetrician depending on findings including discharge planning.
- Update maternity midwives regarding planned care.

## 8:30 Labour Ward

- Review induction of labour caseload ladies and plan/provide care as indicated. Update Labour Ward midwives on planned care.

## 8:45 Antenatal Clinic

- Routine antenatal care for caseload ladies.
- Review, share information, answer questions, blood test screening as per routine care or based on clinical findings, order other investigations if indicated. Link with Consultant Obstetrician if a collaborative plan of care or advice is required. Plan of care for term and postdate pregnancies with investigations as clinically indicated.
- Preceptor students if on placement.
- Coffee break if time permits!
- Answer internal/external calls. Available for clinic staff queries.
- Ensure women have made follow up appointments and phone any ladies who did not attend appointment to ensure they are well and to arrange a new appointment.

## 13:30

- Check on Labour Ward to see if any of my caseload ladies presented during the morning.
- Lunch. If it is Tuesday, lunch in the car on way to outreach antenatal clinic in Carrick on Shannon.

## 14:00 Maternity

- On call for drop-in feeding clinic for all women to self-refer to once discharged home. Answer internal/external calls.
- Audit data collection, analysis or write up of findings. On going cycle of different audits throughout the year.
- Prepare PowerPoint presentation for monthly multidisciplinary team teaching sessions and monthly Grand Rounds.

## 16:00 Admin

- Follow up on and obtain results of tests that I initiated. Contact caseload ladies if a new plan of care is indicated by results.
- Check emails and follow up as required.
- Ensure ladies referred to RAMP care at booking-in visit have appointment for the correct clinic.
- Liaise with anti D coordinating midwife regarding RAMP ladies requiring anti D prophylaxis at 28 weeks.

## 17:00

- Final check in with Maternity and Labour Ward for admissions or issues concerning my caseload ladies.
- Home. Occasionally on time!

# Update from the Saolta Project Management Office



## SAOLTA STRATEGY (2019 – 2023)

Due to be officially published in early January 2019, The Saolta Strategy (2019-2023) has been endorsed by the Mr. John Connaghton, DDG at the HSE, Saolta Board of Directors, and the Saolta Executive Council.

Our strategy provides the framework for the Saolta Group's strategic development over the next five years and supports our vision to be a **leading academic Hospital Group, providing excellent integrated patient-centred care delivered by skilled, caring staff.**



out for our Strategy Talks across all hospitals in the New Year

## SAOLTA INTEGRATED GOVERNANCE PROJECT (SIGP)

After much deliberation, engagement and consultation with staff across the Saolta Group, the new **Managed Clinical and Academic Networks (MCANs)** for Cancer and Women's and Children's will become operational in the first half of 2019. This new way of working will be tested across all hospitals and should result in improved integration between hospitals, and ultimately safer standardised services to our patients. We hope to see you at one of our information sessions in the New Year.

In line with the Walker Report recommendations, GUH & PUH Integrated Maternity Services has commenced and Phase 1 is due to be completed in early 2019.



## OPTIONS APPRAISAL PROJECT

To meet the demand on our services by 2031, an Options Appraisal report was commissioned to identify the infrastructural requirements needed in Galway, to facilitate the delivery of safe high quality acute, elective and cancer care for all our patients across the West/Northwest.

## FUTURE



The report is due to be completed by February 2019 will also define immediate short-term needs for critically deficient areas (including the current ED at UHG) to alleviate the unacceptable current pressure within the department, while exploring the long-term strategy.

## SAOLTA EMERGENCY MEDICINE IMPROVEMENT PROJECT

The approach to the Emergency Medicine Improvement project will address the 25 recommendations from the Emergency Medicine review. A few next steps:

- Progress ED infrastructure improvements (interim and strategic) across the Group;
- Implement phase II of the Ambulance Clinical handover project (Clinical handover a reporting); and Continue standardisation of care pathways across the Group.



## BLOOD SCIENCES PROJECT



This cross hospital site (GUH, PUH, RUH) project has seen the modernisation and streamlining our processes between Pathology Departments. To date, PUH has been delivered, and a new state of the art laboratory in RUH was officially opened on 3<sup>rd</sup> December, 2018. GUH is progressing and due to be completed by mid-2019.



# The Making Every Contact Count Programme On-Line Training Programme Goes Live

Making Every Contact Count is an integral part of chronic disease prevention and management in Ireland. It is about enabling health professionals to recognise the opportunities they have through their daily interactions with patients in supporting them to make healthier lifestyle choices. The Making Every Contact Count Framework supports the implementation of Healthy Ireland throughout the health service.

"There are approximately 30 million contacts within the health service annually. This represents a significant opportunity to have conversations with people about their lifestyle risk factors, highlighting the healthier choice and supporting them to make this choice in order to improve their health. Making Every Contact Count has the potential to reduce the instances of chronic disease through timely and proactive lifestyle interventions by healthcare professionals across the Irish health service" said John Connaghan, Director General.

As a first step, a blended learning training programme has been developed to support healthcare professionals to deliver brief interventions to patients and service users. The Making Every Contact Count on-line training programme is now live and available to all healthcare professionals. For more information about Making Every Contact Count and to register for training, visit [www.makeeverycontactcount.ie](http://www.makeeverycontactcount.ie).

This national training programme is the first of its kind for healthcare professionals and provides the knowledge and skills to undertake a brief intervention in all of the four main lifestyle risk factors for chronic disease – Tobacco/Alcohol and Drugs/Healthy Eating and Active Living.

Speaking about the programme Dr Stephanie O'Keeffe, National Director, Strategic Planning and Transformation said "Making Every Contact Count is a priority for the HSE and promoting healthy lifestyles for our patients is a key requirement of the National Standards for Safer Better Healthcare. Completing this training will support colleagues to do this."

"The training programme is designed to enhance the skills of healthcare professionals and further equip them with the techniques and tools to carry out brief interventions with patients. Also completing the training will count towards professional development across all healthcare professionals." added Anne O'Connor, Deputy Director General Operations.

The content of each module was designed in consultation with a range of health professionals from across the Health Service and with input from patients. The programme also gives health professionals the flexibility to pace their learning, to complete where and when it best suits. It means colleagues can pick up where they left off and complete the modules in stages.

Liam Woods, National Director, Acute Operations added, "We know that brief interventions are effective in supporting people to make positive health behaviour changes. The launch of this training programme is an important first step in supporting and empowering colleagues to carry out effective interventions with their patients. While the roll out of Making Every Contact Count will be carried out on a phased basis across CHO and Hospital Groups, the training programme is available to all colleagues who wish to complete it."

The launch of the training programme marks a significant first step on the road towards supporting and enabling Health Professionals to begin introducing brief interventions as part of their daily interactions with patients. The implementation of Making Every Contact Count will take place on a phased basis across different site locations at each CHO and Hospital Group. Each of the initial sites will see a focus on encouraging colleagues to complete the training programme, both the on-line and the 'Enhancing your Brief Intervention Skills' workshop elements. These selected sites will then focus on encouraging and supporting staff to begin brief interventions with patients.

Staff not based in one of the initial sites are still being encouraged to complete the training. There is a lot of useful information which all staff can use when interacting with patients on a daily basis.

If you have any queries in relation to the programme you can contact the National Making Every Contact Count team emailing: [makeevery.contactcount@hse.ie](mailto:makeevery.contactcount@hse.ie)

## Other news from Twitter





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