



Harrogate and District
NHS Foundation Trust



HDFT Member News



HDFT Member News August 2024

Harrogate and District NHS Foundation Trust cares for the population in Harrogate and the local area through Harrogate District Hospital, Ripon Community Hospital and Community Services across North Yorkshire and Leeds. We also provide children's services in: Wakefield, the North East, County Durham, Darlington, Middlesbrough, Stockton-on-Tees, Gateshead and Sunderland.

We value your voice as a Foundation Trust accountable to its community. This newsletter is just one way we hope to keep you informed and engaged.

As an NHS Foundation Trust, we're committed to keeping all our public and staff members informed and also to welcome new members – others who may want to support and influence their local hospitals and community health services. For further information and to sign up for free membership and benefits follow link below:

[Click here for Membership:](#)

In this edition:

- **Key Messages from Trust Chair and CEO**
- **Council of Governors Update – Lead Governor**
- **New Members' Engagement Strategy**
- **Reminder of Membership Benefits**
- **HDFT News**



Sarah Armstrong

Chair

I have been in this role for just over two years... where did that time go!

It certainly has been a period of change, challenge and pressure where our teams have constantly moved and adapted to maintain the high quality of care our patients and service users expect and deserve.

I'd like offer my unwavering thanks and support to members and all of our colleagues at HDFT.

On the following pages, I've highlighted what we've been up to:

Sarah



We continue to strive to deliver our 5 year strategy

We have commenced “HDFT Impact” which puts continuous improvement at the centre of our culture and ways of working. It reflects our KITE values of Kindness, Integrity, Teamwork and Equality, and aligns us to our strategy and shared purpose to provide the best quality and safest health and care services.

The difficulty is in the choices that the Trust Board has to make as a result of the challenges presented by government funding restrictions and the rising costs of every aspect of delivering care.

Achievements and overcoming challenges can't been done in isolation – it takes strong partnership between the Trust Board, Trust Colleagues, the Council of Governors and other stakeholders;

- At HDFT we have a strong and collaborative Trust Board and I would like to thank them for the commitment and dedication they have shown, HDFT would not be the organisation it is without their leadership.
- Trust Colleagues - You support one another and work flexibly often in areas that you are not always familiar with and through some very challenging circumstances. You do this with kindness, integrity, teamwork and with equality to service users and one another.
- I would also like to pay tribute to the input of our public, staff and stakeholder Governors who continue to contribute their valuable time and extensive experience to support the work of the Trust.

It is through our membership we gain insight into the wants and needs of our communities and stakeholders. By understanding what matters most to our members, we can improve our services for the benefit of the local community. Therefore most of all, I would like to thank you, the members, for the strength, compassion and effort you contribute to progress our aims and ambitions for HDFT, we will move forward as a team and continue to push for a bright future.

Sarah Armstrong - Chair



Farewell from Clare Illingworth: A Privilege to Serve

As I step down from my roles as Lead Governor and Stakeholder Governor, I find myself filled with both gratitude and a touch of sadness. It has been an incredible journey since 2015, and I am deeply honoured to have had the opportunity to serve in these capacities.

My connection with the Trust began in 2005 when I joined as the Head of Medical Devices and Sterile Services. Over the years, I've had the privilege to also serve as the Trust Medical Devices Safety Officer. Each role has allowed me to contribute to patient safety and care, which has always been my passion.

Serving as Lead Governor and Stakeholder Governor has been a deeply rewarding experience. Working alongside the governors and the board has been an absolute pleasure. I have always aimed to ensure that the voices of our stakeholders are heard and that the Trust's mission and values are upheld. Building strong relationships within the Trust and fostering a collaborative environment has been a priority for me.

I have always considered it a privilege to have been elected as Lead Governor. My passion for the Trust and for Harrogate Integrated Facilities has driven me to do my best in every aspect of my work. Enhancing our services and ensuring patient safety has been at the core of my efforts, and I am proud of the progress we have made together.

As I reflect on my time here, I am grateful for the many accomplishments we have achieved as a team. The positive impact on our Trust is something I will always cherish. While I am stepping down, I am confident that the foundation we have built will continue to support the Trust's growth and success.

I want to extend my heartfelt thanks to everyone I have had the pleasure of working with. Your dedication and support have been invaluable. Although I will miss this role and the daily interactions, I am excited to see the continued progress and success of the Trust.

Thank you for allowing me to be part of this wonderful journey. It has been an honour to serve, and I will always hold my time here in the highest regard.





Jonathan Coulter

Chief Executive



Hello, my name is Jonathan, and I've been the Chief Executive here at HDFT for just over two years, having previously been the Deputy Chief Executive and Finance Director since 2006. So I've been a part of HDFT for 19 years now!

Over the course of that time HDFT has changed and developed into what it is today, a provider of acute hospital services and adult community services for the population of Harrogate and District, alongside being the largest provider of children's public health services (our 0-19 services) in the country, with services provided from Wakefield to Northumberland and most areas in between.

Whilst HDFT has grown, our role hasn't altered. We know that we are here to provide high quality care and support to our population, delivered by trained and competent staff, in a decent environment, and at the time when people need us. Whilst the context, the government, the financial outlook, and other things can all change, we try to stay consistent in our aims, and to also stay consistent to our values. How we do things is as important as what we do, and that's why it is really important for us to stay in touch with and get feedback from our population and staff. You offer us the opportunity to understand what is important, learn when we don't get things right, and reinforce the things we do well, and your commitment to being a member of the Foundation Trust will help and support us as we go into the future.

As you will all be aware, there are challenges across the NHS and we are not immune from these, however by engaging with you all and witnessing the goodwill towards HDFT from staff and patients alike on a daily basis, I am optimistic for what HDFT can achieve. Thank you for your support.

All the best

A handwritten signature in black ink that reads 'Jonathan'.

UPDATE



We would like to start by thanking Clare Illingworth for the commitment she has provided us with in her role as Lead Governor for the last nine years. As a reminder, our Council of Governors is made up of volunteer governors elected from three constituencies—patients, public, and staff—as well as nominated representatives from local stakeholder and partnership organisations such as universities and local councils.

Our role is to hold the non-executive directors to account for the performance of the Board. We do this by asking questions and receiving briefings on behalf of our members and the general public. As such we need to know about the issues affecting you... including what is working well! You will see some of the topics we have covered at recent meetings later in this newsletter. Please get in touch here:

hdft.membership@nhs.net

01423 557351

Mike Dunn and Jackie Lincoln
Deputy Lead Governors

Find out about your trust's Council of Governors

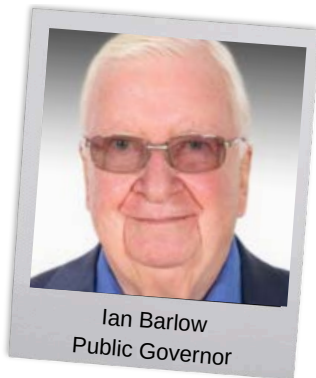
We have 20 elected and six nominated Governors on the Council,
find out more [here](#):

Meet them [here](#):

Who are we?



Ripon and West District



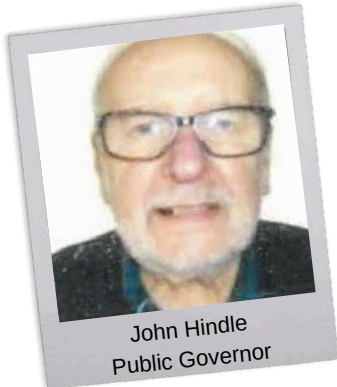
Rest of Yorkshire and York



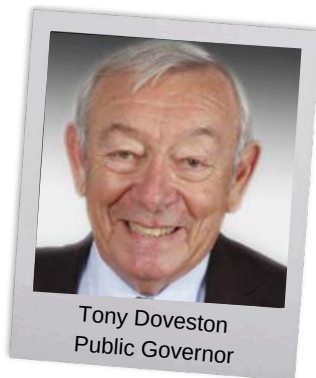
Wetherby, Harewood and District



Harrogate and Surrounding Villages



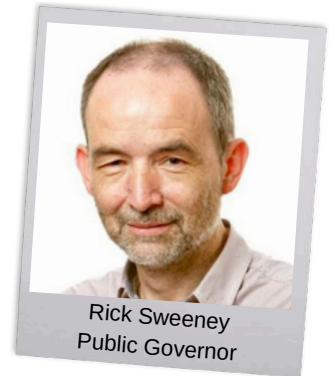
Ripon and West District



Harrogate and Surrounding Villages



Harrogate and Surrounding Villages



Harrogate and Surrounding Villages



Knaresborough and East District



Harrogate and Surrounding Villages



Knaresborough and East District

Who are we?



Jonathan Allen
Staff Governor

Community Services



Mark Hutchinson
Staff Governor

0-19 Services



Emily Legge
Staff Governor

Other Clinical



Binish Minar
Staff Governor

Medical Practitioners



Stephen Williams
Staff Governor

Nursing and Midwifery



Stuart Wilson
Staff Governor

Non-Clinical



Nick Brown
Stakeholder Governor

North Yorkshire Council

UPDATE



Recent Topics Discussed at Council of Governors' Meetings

Your Governors have been following up on your comments on car parking, hospital signage and new arrangements for managing appointments. We've had updates on financial challenges, briefings about referral for treatment waiting times and the introduction of the new electronic patient record which will make communication and record keeping more effective. We were also involved in the first conference celebrating and sharing good practice in the delivery of a Great Start in Life: 0-19 children and young people's public health services across the region. The full minutes of these meetings can be found below:"

[Click here](#)

If you have a particular question or comment on what's working well or what you feel needs addressing, you can contact your Governors here:

[**hdft.membership@nhs.net**](mailto:hdft.membership@nhs.net)

UPDATE




Membership Engagement Plan

At the last Members' Annual meeting in November 2023 a new Membership Engagement Strategy was launched. Members attending the meeting were asked to have a say on how the following could be achieved:

- Increase and develop the membership both in numbers and also encourage a membership which is more representative of communities, staff and stakeholder groups.
- Improve the ways in which the Trust engages with membership and the type of activities which would stimulate interest and discussion.

[Click here](#)

Membership



FEEDBACK

Members' responses included:

- Clearer information about benefits of being a Member of the Trust**
- More opportunities to discuss policy issues, feed in views and inform improvement**
 - More visibility and more contact with Governors**
- More interesting information and information sessions, including a new programme of “Medicine for Members” events**

An action plan has been devised to plan how these and other suggestions can be taken forward – this will be overseen by the Governors and progress reported back to the membership at the next Annual Meeting – we will also provide updates in forthcoming newsletters. We are always keen to hear from you about other ideas at any time, please contact:

hdft.membership@nhs.net

BE PART OF IT

As a member, you can choose the extent to which you engage with HDFT

- gain information to help improve the understanding of how the local health care system works and is changing;
- share your experience and views on services to help shape future design;
- volunteer or work with the Trust;
- vote for Governors who will represent your interests;
- stand as a Governor yourself;
- additionally all members are eligible to be part of the Health Discounts Scheme, saving money on travel, shopping, insurance motoring and receive NHS Discounts, Offers & Codes

[Click here:](#)



Existing Members – please let us have your
up to date email address:

hdft.membership@nhs.net

Please share this newsletter with friends and family.

Why not encourage them to become members
and take part:

[Join here:](#)

Important dates in 2024/25

A meet and greet your **Governors** event will be held before the Annual Members Meeting on the 17th of September at the Harrogate & District Hospital Education Centre.

You are invited to join us at our next meetings held in public - we'd love to see you there.

Please let us know if you are interested in attending by contacting:

hdfc.membership@nhs.net



ANNUAL MEMBERS'
MEETING

17TH SEPTEMBER 2024



COUNCIL OF
GOVERNORS

10TH SEPTEMBER 2024
4TH DECEMBER 2024
5TH MARCH 2025



TRUST BOARD

25TH SEPTEMBER 2024
27TH NOVEMBER 2024
29TH JANUARY 2025

HARROGATE INTEGRATED FACILITIES

UPDATE FROM OUR DEPUTY DIRECTOR OF ESTATES AND FACILITIES



We have had an exciting year at HIF, with many changes within each of our departments.

For those who are not aware, HIF provides all estates and facilities services to #teamHDFT, ranging from portering and waste management services, to catering, cleaning, grounds maintenance, parking, capital design services, estates and general maintenance, decontamination services, medical equipment provision and not least to the services provided by our General Office Team. Our hardworking teams are often at the forefront healthcare,

but largely unseen, however it is true that the NHS could not continue to function without their services.

Over the summer months, we have implemented a new summer menu in Herriots, which has proved extremely popular. We have now begun our refurbishment plans for the Cafe Bistro and we would like to express our thanks to our customers for their patience throughout this process. We are hopeful that the works will be completed on schedule and our new and improved service will be welcomed.

We are currently undergoing a restructuring process within our Portering and Logistics Team, which we are confident will ensure that this service can be modernised and streamlined, allowing us to provide an even better service to our clinical colleagues, patients and service users.

Our Sterile Services Team have undergone a full refurbishment also over the last year, which has allowed them to expand their service to include external customers, allowing increased funds to be funnelled back into #teamHDFT as a whole. I am extremely proud of the resilience of our SSD colleagues throughout this project, they have continued to provide an exemplary service through some difficult times, involving relocations to external sites in order for their work to continue. Without their efforts, many surgeries would have needed to be cancelled and essential treatment delayed and I would like to thank each and every one for their perseverance.

As a company, we are always endeavouring to modernise our services and policies, particularly with the aim of achieving the title of Employer of Choice and, as such, one of our projects has been to implement our People and Culture Strategy, alongside our Business Plan. We aim to ensure that all of our colleagues feel valued and appreciated, as we are extremely proud of the service that they provide.

SCAN HERE TO VIEW
OUR PEOPLE AND
CULTURE STRATEGY
VIDEO:



Help with the HIF Green Plan

Do you have any ideas for sustainability campaigns? We would love to hear actively aiming to decrease our carbon footprint where possible, if you have any suggestions to assist, please email tim.wilkinson2@nhs.net



Who are HHCC?

Harrogate Hospital & Community Charity (HHCC) is the registered Charity for Harrogate and District NHS Foundation Trust (HDFT), our aim is to enhance the facilities and environment for patients, their families and colleagues.



Harrogate Hospital & Community Charity

Registered Charity Number 1050008



Registered with
**FUNDRAISING
REGULATOR**



How to donate

Scan here to donate online-



To find out other ways to donate, contact the Team:



01423 557408



www.hhcc.co.uk



hdfthhcc@nhs.net

Scan me to find out more!



Volunteering

Volunteers play a vital role in enhancing the everyday operation of #teamHDFT in our Hospitals and across our communities. From meeting and greeting our visitors, supporting HHCC events, ward visiting, carrying out administrative tasks, supporting patients with their meal times, breast feeding peer supporters and Harrogate Hospital Radio!



The Great Start in Life Foundation

Our Great Start in Life Foundation is an arm of HHCC.

As HDFT 0-19(25) has expanded across Yorkshire and the North East, our Foundation will help Children, Young People and Families throughout our footprint to enhance the services we provide to ensure those who access them have a Great Start in Life.



hdfthhcc@nhs.net



Scan me to donate!



@GSILFoundation



@GSILFoundation



www.hhcc.co.uk



@harrogatehcc



@harrogatehospitalcharity



@harrogatehospitalcharity



@harrogatehospital&communitycharity



@Harrogatehospitalcharity

Looking for a vocation not just a job?



Harrogate District NHS Foundation Trust (HDFT) and Harrogate Integrated Facilities (HIF) colleagues are rightfully proud of the organisation they work for and they are keen to encourage others to join #teamHDFT.

A huge amount of work goes on behind the scenes to attract and recruit candidates with the right skills, relevant experience and who value kindness, integrity, teamwork and equality.

Our career opportunities and events are promoted via X, Facebook and LinkedIn. Trust colleagues and Members can help by sharing and re-tweeting messages so they reach potential

candidates, especially those that may not currently be job hunting.

The NHS has 350 different careers, many of which are on offer here at HDFT. The Trust provides a full induction and training package to support new starters so that they can fulfil the role to the best of their abilities.

Want to know more about our current opportunities?

Visit www.hdft.nhs.uk/careers for the latest HDFT opportunities or www.harrogateintegratedfacilities.co.uk/category/opportunities for the latest HIF opportunities.

Keep up to date with the latest news and information on events around the Trust through our social media.



www.facebook.com/HDFTjobs



www.x.com/HDFT_Careers



www.linkedin.com/company/harrogate-and-district-nhs-foundation-trust

HDFT Member Contact

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