

26 April 2018  
AMc/dd

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Dear Judith

**RE: Quality and Safety Walkabout with the Moorside District Nursing Team on 20 April 2018**

It was a pleasure to meet with you and the team to understand more about the service. As promised, I am writing to summarise the key points from the meeting and any actions agreed. Zulfi and I really enjoyed the visit, were made to feel very welcome and certainly left far better informed than when we arrived. The team clearly works extremely hard with an increasingly complex caseload.

Positive things that we heard and saw included the teamwork and commitment, relationships with GP practices and the introduction of safety huddles.

Areas that were problematic and impacting on the service included:

- The requirement to cover long term vacancies (including maternity leave)
- The length of the HR process 'post-interview'
- The daily problems with loss of connectivity which take up valuable time
- The need to complete lengthy templates
- Workload relating to a particular care home
- Poor discharges from local hospitals
- The lack of a fax machine when liaising with services which still use fax (e.g. wheelchair)

Most of these concerns are common to the majority of district nursing teams I have visited and, following my verbal report, the Board has asked for an update on how these issues are being addressed so, rather than compile a lengthy list of individual actions I am copying this letter to Phil Hubbard, Interim Deputy Director of Community Health Services, to provide that update. I have also copied in a number of Director colleagues who hold responsibility for the specific areas listed. I will ask that all district nursing team leaders are provided with a copy of the Board update.

The table below lists the actions which I have identified. These actions aim to help strengthen processes and systems thereby contributing to improved patient and staff safety and experience

Action number	Action details	Responsible Lead	Date for completion
1	Interim Deputy Director of Community Health Services to provide update for Board covering the various issues raised at this visit	Phil Hubbard	24 <sup>th</sup> May 2018
2	Explore Associate Nursing course options for Laura	Carla Smith	31 <sup>st</sup> May 2018

We would like to thank you again for the time you spent with us and if we have missed anything vital from the letter or have got something wrong please do let us know.

Kind regards.

Yours sincerely,

Andy McElligott  
**Medical Director**

cc	Zulfi Hussain	Non-Executive Director
	Phil Hubbard	Interim Deputy Director, Community Health Services
	Debra Gilderdale	Director of Operations and Nursing
	Sandra Knight	Director of Human Resources and Organisational Development
	Tim Rycroft	Associate Director of Informatics (Chief Information Officer)
	Carla Smith	Clinical Lead – District Nursing
	Paula Reilly	Assistant Risk Manager