

# QE News

April 2016

*We're good with outstanding care – it's official see page 3*



## News in brief

### **New Pharmacy open now**

A new, purpose-built pharmacy has opened at the Queen Elizabeth Hospital offering patients and visitors a quick and convenient service. Located on Level 2 near the main entrance of the Emergency Care Centre, the new pharmacy provides a focused and dedicated outpatient dispensing service to patients. It issues all outpatient and Accident & Emergency prescriptions, as well as offering over-the-counter medicines and products for sale.

### **Improved patient discharge**

QE Gateshead has improved the speed of patient discharges sent to GPs by regularly publishing performance data in easy-to-read formats. The new system is motivating staff to improve their performance because key information is displayed in the form of simple graphs displayed where patients and staff can read them.

### **Liver team success**

The liver service team, which provides specialist care for patients with liver disease, has been singled out for praise by its professional body. The team was visited by assessors from the Royal College of Physicians (RCP) who assessed the service as the first step towards official accreditation. The report singled out the nursing team for being "passionate, committed and faithful to the care of liver patients". QE Gateshead is the only hospital in the region where every patient admitted is screened with a risk assessment, which includes an alcohol assessment. This screening service was described as "outstanding" by the assessors, while the alcohol liaison nurses were singled out as an "excellent team".

# Welcome to the May edition of QE News, your Foundation Trust membership magazine

## Welcome to QE News

The last few months have been a time of real celebration for the Trust as we continue to settle into our new buildings and digest the findings of our fantastic report from the national healthcare regulator.

As I'm sure you'll already be aware the Care Quality Commission (CQC) rated us as Good with Outstanding care, based on a major inspection and the information provided by our patients, partners and the public.

This really is fantastic news for the hospital and more importantly the thousands of patients we treat every year. It is the strongest possible acknowledgement of the efforts made by our staff to provide high quality care to all of our patients day in, day out. It provides some excellent news for the local community and confirms that services in Gateshead are among the best in the country.

The maternity unit performed particularly well and was given an outstanding rating, ranking it alongside the best in the country. Our critical care team was also rated outstanding, rounding off a fantastic report for the Trust.

At a time when NHS services nationally are facing unprecedented demand it's satisfying and reassuring that hospital services in Gateshead have been given such a high quality rating.

Very few hospitals around the country have been able to achieve and maintain this high standard and I know that all our staff work so hard to ensure services are safe, caring, responsive to need and well led. Our managers and front line clinicians are working together every day to ensure that areas of good practice can be shared across the trust.

This marks the culmination of a very exciting couple of years for the NHS in Gateshead, which have seen a number of new, world class facilities come to the QE including the opening of a specialist emergency care centre and a state-of-the-art pathology centre of excellence, which is one of the best facilities of its kind in the UK.

A major strategic development for the Trust is the imminent return of community services through an innovative new partnership with GPs and colleagues from the local authority. We're confident that the work of the partnership can drive real change in Gateshead and start to deliver on the Government's wider plan of improved 'care closer to home'.

The Gateshead Care Partnership will be providing NHS community services across the borough bringing together teams from the Trust, Community Based Care Ltd (whose membership comprises all Gateshead GPs) and Gateshead Council.

We've been listening closely to what patients and families tell us about care in Gateshead and we believe that this new partnership will help deliver a range of improvements. It enables the whole system to work together more effectively so that all the experts from doctors and nurses to GPs and social workers are working together on better, more responsive care.

People tell us they want care closer to home and a system that works seamlessly together, providing a single patient journey where patients aren't passed around between agencies. By coming together in this way we bring everyone into a single organisation with patient care at its heart.

Ian Renwick  
Chief Executive  
of QE Gateshead





# QE Gateshead rated as Good with Outstanding care

The services provided by QE Gateshead have been officially rated as 'good with outstanding care' by the national healthcare regulator.

The Care Quality Commission (CQC) has published a comprehensive report into the services provided by our NHS Trust and given us an overall rating of 'good'.

The latest inspection places the QE among the best hospitals in the country and builds on our long standing national reputation for providing high quality care.

Gateshead was rated as 'Outstanding' in the category 'Are services at this trust caring' while all other categories were rated as 'Good'.

The ratings provided by the CQC are based on a major inspection looking at a range of core services including emergency and urgent care, surgery, critical care and maternity. The regulator assesses our services against five key questions and rates each one as either outstanding, good, requires improvement or inadequate.

This demonstrates a very strong performance by the hospital and compares very well against other NHS trusts across the rest of the country.

Hilary Lloyd, director of nursing, midwifery and quality at QE Gateshead, said:

"This is amazing news for Gateshead because the inspection by the CQC marks us out as one of the safest and best performing hospitals in the country. It's fantastic for patients and local people, especially those planning a new family because our maternity unit performed so well and gained such high praise from the regulator.

"When the CQC looked at whether our services were caring they rated them as outstanding and I'm particularly proud of that."

"We've passed this inspection with flying colours and that is testament to the dedication of all our staff who work so hard, each and every day, to provide patients with the safe, effective care that they deserve.

"It's also great that we get such positive feedback from our patients and we always encourage anyone who has an interest in the hospital to leave us feedback."

You can access a copy of the full report on the CQC website by visiting: [www.cqc.org.uk](http://www.cqc.org.uk)

“ The Critical Care unit at Gateshead performed particularly well, with the department rated as “outstanding for being caring” ”



The unit provides intensive care (treatment and monitoring) for people who are critically ill. The CQC report said: "Staff respected patients' privacy and dignity and treated them with understanding and compassion. Patients and relatives spoke highly about the care they had received. Services were planned and delivered in a way that met the needs of the local population. The importance of flexibility, choice and continuity of care was reflected in the services."



**“Good with outstanding care”**  
According to national healthcare regulator the Care Quality Commission (CQC)

# Amazing results for Gateshead Maternity



**The maternity team at Gateshead has had an incredible few months after being rated among the very best in the country by the official healthcare regulator the Care Quality Commission (CQC).**

Gillian Coulthard, one of the QE's midwives, has also been named as Mums' Midwife of the Year 2016 for the North of England region.

The award, sponsored by Emma's Diary, is one of The Royal College of Midwives (RCM) Annual Midwifery Awards, which recognises the incredible work done by exceptional midwives across the country.

The CQC gave maternity services at Gateshead an 'outstanding' rating - the highest possible mark - based on a detailed hospital inspection and feedback from local people. It confirmed that the QE provided safe and effective care in accordance with national guidance and that staff continually monitored outcomes for women and took action where improvements were necessary.

The unit in Gateshead sees around 1,800 births each year while the community midwifery teams provide care for more than 2,350 women. The maternity unit has a number of key features to help new parents including:

- A dedicated unit separate from the main hospital.
- Free parking for maternity.

- Dads or birth partners can stay overnight (where capacity allows).
- Personalised levels of care provided by a partnership of midwives and obstetricians.
- A family play room for visitors and siblings.
- A special care baby unit for premature babies or those who need additional care.

The CQC highlighted the QE's equipment, staffing, governance and management while confirming that midwifery and obstetric staff had the correct skills, knowledge and experience to do their job.

Lesley Heelbeck, Head of Midwifery at QE Gateshead, said: "Over the last year we've really moved the service forward and this is a very proud achievement for the hospital and the whole maternity team. To get an outstanding rating is what we aspire to, but is very difficult to achieve, so it's wonderful to be recognised for the high levels of care we provide.

"We've had some fantastic feedback from the regulator but also from mums and local families who've used the QE. Because we're

a smaller unit we aim to provide much more personal and individual care to everyone who comes here to give birth.

"We want as many local people as possible to come here and start their family with us because we're proud of providing an outstanding service for the start of new lives in Gateshead and now we can say that's official!"

The Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "When we inspected Gateshead Health NHS Foundation NHS Trust, we found the care and treatment provided to patients was of a good standard across almost all services, with maternity services being outstanding.

"The trust is well-led. The executive team and non-executive directors had a strong feel for the vision and values of the trust and its strategic direction, including the need to look beyond the trust and work with partner agencies to ensure financial and clinical sustainability. I congratulate the trust on their Good rating and look forward to reporting further improvement at their next inspection"



# Membership

## Calendar of events

**MAY**  
**25**  
**Council of Governors' Meeting**  
Education Centre, Queen Elizabeth Hospital at 10.00am

**JUNE**  
**15**  
**Medicine for Members - Organ Donation**  
Education Centre, Queen Elizabeth Hospital from 6.15 pm to 8.00 pm. Registration opens at 5.30 pm where refreshments will be served  
Come along to find out more about organ donation

**JUNE**  
**29**  
**Board of Directors' Meeting**  
Education Centre, Queen Elizabeth Hospital at 9.30am

**JULY**  
**27**  
**Board of Directors' Meeting**  
Education Centre, Queen Elizabeth Hospital at 9.30am

**SEPT**  
**27**  
**Board of Directors' Meeting**  
Education Centre, Queen Elizabeth Hospital at 9.30am

**SEPT**  
**28**  
**Council of Governors' Annual General Meeting**  
Education Centre, Queen Elizabeth Hospital at 10.00am

## Membership Office contact information

The Membership Office can be contacted by post to:

FREEPOST NAT14353  
Gateshead Health NHS Foundation Trust  
Queen Elizabeth Hospital  
Sheriff Hill  
Gateshead  
NE9 6BR

by telephoning:

0191 445 3713 (voicemail available out of working hours)

via email to:

[foundation.enquiries@ghnt.nhs.uk](mailto:foundation.enquiries@ghnt.nhs.uk)

## New Membership Information Board

**A new membership information board is now on display in the Outpatients Department at the QE.**

The board displays information about becoming a member, details of any upcoming Medicine for Members events and any meetings that may be of interest to members.

There is also a box with membership application forms that can be taken away to complete, and returned using the Freepost address.

If you know someone who is not a member and is coming to an Outpatient appointment, why not ask them to have a look at the board and get some further information on becoming a member.

Joanne Williamson, Membership Co-ordinator said, "Margaret Jobson and Eileen Adams attend the Outpatients department on a regular basis to recruit and engage with members and patients. We hope that the information board will be a useful tool to promote membership, and its range of benefits, to the large number of people who attend the department each year."



**Pictured at the new noticeboard are Michael Looe, public governor for Central and Chairman of the Membership Sub Group, Joanne Williamson, Membership Co-ordinator and Margaret Jobson, public governor for Eastern**

# Getting to Know The New Governors

Two new public governors and three new staff governors were elected to the Council of Governors at the end of 2015. Here we find out a little bit about each of them.

## PUBLIC GOVERNORS - CENTRAL

**Steve Connolly**



As a Registered Nurse with a social work qualification I have a great interest in health and social care. I also assist inspections with CQC, as a Specialist Adviser.

The people of Gateshead have an excellent health provider, and as a governor I would ensure that this continues and improves.

I feel that my experience will enable me to carry out this role.

**Michael Loome**



I am a retired civil servant having worked in the same department for 44 years involving staff management and accounting together with day to day contact with members of the public.

I have been a volunteer in the Outpatient Department for 4½ years and am also involved with the Trust's 15 Steps Challenge.

I have good communication and organisational skills which I believe could be used to help facilitate the delivery of the Trust's aims for the best possible patient services, the recruitment and retention of quality staff and meeting its financial and services target.

## STAFF GOVERNORS

**Fiaz Ahmad – Intensivist/Anaesthetist**



I have worked at the Queen Elizabeth Hospital as an Anaesthetist and Intensivist full time since 2009. I was born in the North East, and am passionate about the provision of healthcare in our region.

I have worked in the NHS for 14 years, and have seen many changes within the local community within Gateshead and the provision of healthcare throughout the region.

I value this opportunity to not only contribute to the hospital but learn from this valuable role, and improve patient care.

**Joanne Coleman – Strategic Safeguarding Lead**



I have worked at the Queen Elizabeth hospital since 1997 and was one of the first staff governors in this trust when we became a foundation trust. I really enjoyed the role and now feel even more passionate about making sure our hospital is delivering high quality and safe care. To be a centre for excellence it is vital that staff who work here have a voice to ensure that they can influence the high standards of care given to the patients at Gateshead.

**Andrea Hayward – Legal Services Manager**



The NHS continues to face significant challenges. Staff members are at the heart of ensuring that challenges are approached pro-actively and ensure that high standards of patient care are maintained.

Working within the legal services department I liaise with a variety of staff members. Being a governor will allow me to develop these relationships to gain an understanding of the issues important to staff members.

## Your Governors – Working For You

Since the last newsletter, governors have again been busy. They have met once as a Council of Governors and have taken part in two workshops: one to look at the Trust's Annual Plan with the Non-Executive Directors, and a second looking at quality and performance in the Trust and how it is measured, analysed and fed back.

They have continued to attend local events and community meetings to meet with local people and talk about the hospital, what's new and what is coming up. They have also been involved in visits to departments and services throughout the hospital.

At the Council of Governors meeting in February 2016, governors were given a presentation on the Trust's VitalPac system. This system records patient's vital signs including blood pressure, pulse, respiratory rate, oxygen saturations and temperature into a handheld device such as an iPad giving a basic safety mechanism, allowing medical staff to spot deterioration and ensure timely recordings.

The discussions during the meeting including the governors choosing the Quality Account indicator for testing by external auditors, receiving the results and action plan from the Council of Governors' 2015 Appraisal and the allocation of places on Trust committees. They were also given routine assurance reports on finance and performance.

In March 2016, Lynn Ritchie, public governor, along with Debbie Atkinson, Trust Secretary, attended a training session on accountability. The session allowed them to gain an understanding of the Board's role in delivering good corporate governance and how this links to the governor role, and to understand what assurance is and why it is important.

In April, Joanne Coleman, staff governor attended a Governor Focus Conference in London. This event included presentations on the governor role now and for the future, governors and their role in quality and representing the interests of members and the public.

Papers for the all Council of Governors meetings can be viewed on the Trust's website <http://www.qegateshead.nhs.uk/governormeetings>

# Fancy Being A Governor?

## Who can be a governor of Gateshead Health NHS Foundation Trust? **YOU** can

Nomination forms and further information will be available in October for members who are interested in standing to become a governor. We will also be holding an information session for anyone who is interested in the role.

The Council of Governors is made up of 32 governors, 23 of whom are elected by the members, made up of patients, staff and the public.

They hold the Board of Directors to account for the performance of the Trust, including ensuring the Board of Directors acts so that the Foundation Trust does not breach the terms of its authorisation.

They also provide members' views on future hospital developments to the Board of Directors, represent members and provide feedback to the constituencies, appoint the chair and non-executive directors, and act as a general ambassador for the Trust.

Further information on the timescales will be included in the next newsletter. However, in the meantime if you have any questions about becoming a governor please contact the Membership Office on 0191 445 3713 or via email to



foundation.enquiries@ghnt.nhs.uk or visit the website at <http://www.qegateshead.nhs.uk/elections>

Further general information on the role of governors can be found at: <https://www.gov.uk/government/collections/nhs-foundation-trust-governors-and-members-documents-and-guidance>

## Send us your email addresses

Members can receive their copy of QE News either by post, by email or by accessing a copy on the Trust's website.

However, we are always looking at ways to improve how we keep in touch with members. To assist this, we would be grateful if you could send us your email address so that we can send future communications – including QE News – to you electronically.

Over 1,400 members have already supplied the Membership Office with an email address. However, a number of these emails are no longer in use. If you have supplied us with an email address and it needs updating, please let the Membership Office know.

If however, you would like to receive a posted copy of the newsletter and currently do not receive it this way, then please contact the Membership Office to request this.

## Introduce a friend

**Do you have any family or friends who would like to become a member? If yes, it's easy for them to join.**

They can either complete the membership application form online at <http://www.qegateshead.nhs.uk/apply> or contact the Membership Office direct for an application form. This can be done by telephoning 0191 4453713 or sending an email to [foundation.enquiries@ghnt.nhs.uk](mailto:foundation.enquiries@ghnt.nhs.uk)

Once their completed application form is received, we will confirm their membership and send out a membership card.

**Go on – why not introduce a friend today!**

## Membership Card

As a member you should have received a membership card.

You can use this card to receive a discount in the restaurants at the Queen Elizabeth Hospital and Bensham Hospital.

If you haven't got a membership card and would like to request one please contact the Membership Office.





# New patient hub for QE Gateshead

**A new patient experience and information hub has been officially opened at QE Gateshead providing a much improved space for visitors, families and the public to get advice and information about hospital services.**

The new area brings together a number of different services from across the hospital offering a one stop shop for people who need advice, information or guidance about NHS services in Gateshead.

Staff working in the hub will be able to give 'On the Spot' help and advice to patients, relatives, carers and staff. The team will listen to any complaints, compliments, queries or concerns and can provide information in relation to health services, enabling people to make their own choices.

The hub is in a newly refurbished part of the hospital, close to the main entrance, enabling staff to offer much more proactive support, guidance and management of any problems that people may be experiencing. It also provides a much more open, accessible and comfortable area for people to come and talk about their experiences.

The team in the patient hub will be able to:

- Provide advice and support for patients, their families and carers.
- Offer a range of information on NHS services to help people make informed choices.
- Listen to questions, suggestions, concerns and compliments.
- Help sort out problems quickly on the patients' behalf.
- Guide people through the different services available through the NHS.

Julia Hickey, Chairman of QE Gateshead said: "This fantastic new area is another excellent addition to the hospital and provides a service that people will really value. The national healthcare regulator the CQC recently praised our services, giving us one of the best reports in the country and we're committed to constant improvement for the people of Gateshead.

"Visiting or being admitted to hospital can sometimes be a daunting experience so it's great that this newly refurbished area will provide a place where people can come to access more support, advice, guidance and information.

"Over the years we've been able to build a really good reputation for our services and it's only by listening and understanding the patient experience that we can continue to improve. Sometimes that means paying close attention when we've fallen short of our high standards so that we

can learn and improve in the future."

Nichola Stefanou head of Safecare at the hospital explained: "Talking to local people so that we can understand their issues, feedback and experiences of the care we provide is incredibly important to us. At QE Gateshead we measure and understand patient experience in a number of different ways and this new area will be vital in providing the right environment to see patients, visitors and families.

"As well as providing simple advice and guidance about the hospital our staff in the hub will also be looking closely at patient experience so that we can continue to constantly improve and have the type of conversations that really matter to people."





# New partnership for community services



## An exciting new partnership will help provide services where families and patients tell us they want it the most - closer to home.

From 1 October 2016 a new organisation called the Gateshead Care Partnership will be providing NHS community services across the borough after local agencies based in the town came together to drive improvements.

QE Gateshead has teamed up with Gateshead Council and Gateshead Community Based Care Ltd (whose membership comprises all Gateshead GPs) to look at ways of providing an improved and more joined up approach to community health services across the borough.

The NHS agenda nationally is about far greater integration between all the agencies providing care to the public and this unique partnership puts us in an excellent position to offer a more co-ordinated system for patients. We believe that by bringing together all the experts from health and social care into a single point we can provide improved

services for the patient and offer a simpler, more trusted system that can only be better for the public.

We are absolutely committed to working in close collaboration, listening to real examples of how the public experience healthcare in the community – whether at home or in hospital – and understanding how we can improve integrated care across Gateshead.

Our ultimate aim is to bring together all the expert knowledge and resources into a single point of contact so that patients and families can navigate the health and social care system far more easily. We're also confident that a more joined up patient journey will mean fewer unnecessary (and unwanted) hospital admissions as well as better access to the right care, whether that's from a hospital, a family doctor or through social services.

Patients tell us that they want alternatives to hospital admissions and this partnership will help us pool resources and expertise so they only need to tell us their story once. Our research tells us that duplication is a key frustration for patients getting care

in the community and we aspire to streamline assessment which will get them the right care, in the right place at the right time.

The Gateshead Care Partnership brings a shared leadership and culture across the whole healthcare system removing some of the organisational boundaries so that health and social care professionals can focus on the needs of the patient.

The work of the group has been informed by detailed research, close working between all the agencies providing care in Gateshead and most importantly engagement with the public. A team made up of local professionals has been working hard to consider how services might be improved, how all agencies can work differently and listening to what local people have to say about how the current system fits together.

We're confident that the work of the partnership can drive real change in Gateshead and start to deliver on the Government's wider plan of improved 'care closer to home'.

# Focus On.... Nutrition and Dietetics



## The QE's Nutrition and Dietetics team diagnoses and treats diet and nutrition problems in patients – giving them practical guidance on the most appropriate lifestyle and food choices.

Emma Emmerson, the Lead for Nutrition & Dietetic services, explains: "We provide a service to all patients within the trust and cover every department, so any patient that comes into the hospital and needs some extra support with their nutrition, they'll be referred to us."

The team is made up of 12 dietitians, two nutrition nurses, one dietetic assistant and two clerical officers. The dietitians look after all aspects of medicalised nutrition – they are the only nutrition professionals who are statutorily regulated.

Emma says: "Predominantly the people we see are patients who are underweight and need a form of nutritional support. So we take into account their medical condition, their likes and dislikes, we would take a bit of a diet history, what they're eating now and we would individually tailor their diet, adding in certain food groups that would increase their calories, proteins and vitamins and minerals. If they're high risk of developing malnutrition then they would need more specialised advice so we may suggest a prescription of nutritional supplements via their GP."

The two nutrition nurses are registered

nurses, who deal with enteral feeding - artificial feeding through a tube into the nose, stomach or bowel.

As well as seeing inpatients at the hospital, the team also sees outpatients across the QE, and at clinics at Metro Riverside and Bensham. The team also works in the community across the whole of Gateshead, seeing people in care homes, their own homes or at children's centres.

The team is working alongside other agencies, to help deliver the nationally driven vanguard work looking at enhanced patient care in care homes.

Emma explains: "There's a lot of good work being done in the community for care homes and we're trying to increase our presence out in the community.

There's lots of innovative work going on, we're looking at the whole picture of patients who live in care homes, trying to keep them in their own home so they're not as poorly, so they're not coming into hospital because when they come into hospital they may pick up infections easily."

As well as providing a great service for people across Gateshead, Emma says that they're always keen to dispel the myths surrounding a visit to a dietitian.

"Sometimes when people are referred to the dietitian they don't come because they think we're going to tell them what to eat. Many people think that dietitians will make everyone eat a certain food type.

"But that's not what we do. We'll work with the individual and say 'what do you like eating?' We would go through their diet and ask 'what could you do to help with this? Do you have any ideas?' And then we do an agreed plan where the patient has one or two things to work on, but not so much that it's not achievable."

"If a patient is well-nourished and hydrated then the patient tends to do so much better, so it's getting back to basics, and understanding that having a balanced diet will definitely help their condition. Prevention is the best measure."





# Charitable Funds



QE Gateshead Charitable Funds is the charity attached to the Trust, providing vital funds to improve the lives of our patients. From participating in events such as the Great North Run to organising family fun days and social evenings, the lengths our fundraisers will go to in their support of us is truly amazing.

If you'd like to enquire about making a donation you can contact the charity office on 0191 445 6451 or by emailing [qcharitablefunds@ghnt.nhs.uk](mailto:qcharitablefunds@ghnt.nhs.uk)



We are always very humbled when people choose to remember us following the death of a loved one in hospital - a significant proportion of the money you donate is done from funeral collections and thank you donations. We are also very touched when people choose to remember us in a will. Recently we received a donation from a gentleman who has given us a cheque anonymously every year for the last 20 years for ward 21 in memory of Holly. At the beginning of December, we received three cheques amounting to £60,000 for our chemo day unit, cancer services and our general fund from the executors of a gentleman's will. People's generosity can be overwhelming.

Thanks very much to the Three Tuns pub who raised £320 from a bands night in February in aid of cancer patients at the QE.

**Did you know?** From April 2015 to the start of March 2016, you have fundraised, donated, gifted and given money in memory of a loved one to the QE amounting to more than £460,000. Thank you so much! We will keep you posted on how we intend to spend that money but any thoughts and ideas from our patients and their loved ones are much appreciated.



Clive Kelly is one of the QE's longest serving consultants and recently celebrated 25 years at the hospital. He's also a keen photographer and along with some of his colleagues from the rheumatology department, he contributed to a special fundraising exhibition at the QE in January. A collection of stunning landscape photos, were displayed outside Costa in the QE's Emergency Care Centre, and were auctioned with the money going to support refugees who become patients in the hospital. Clive has previously worked in places such as Syria and it's a cause which is very special to him. The event raised more than £1,400.

# Who's Who at the QE



**Modern Matron**  
Purple tunic with white trim



**Sister / Charge Nurse**  
Dark blue tunic with white trim



**Deputy Sister / Deputy Charge Nurse**  
Dark blue scrubs



**Staff Nurse**  
Blue tunic



**Nursing Assistant**  
Purple Tunic



**Student Nurse**  
White tunic



**Housekeeper**  
Black tunic with white trim



**Occupational Therapists**  
White tunic with green trim



**Ward Clerk**  
Grey tunic with white trim



**Practice Development Sister**  
Navy tunic with red trim



**Nurse Practitioner / Specialist Nurse**  
Maroon tunic with white trim



**Physiotherapists**  
White tunic with navy trim



**Dietician**  
Dark green tunic with white trim



**Phlebotomist**  
White tunic with maroon trim



**Ward Domestic**  
Green tunic with white trim



**EEC Domestics**  
Dark blue tunic with yellow trim



**Porters**  
White polo shirt



**Clerical**  
Dark blue shirt with a green pattern



**ECC Clerical**  
Dark blue shirt with a white pattern



**Security**  
Black technical uniform