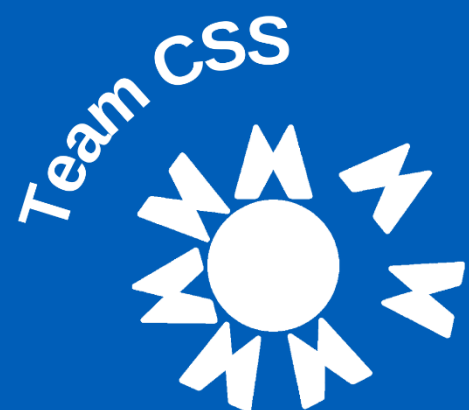
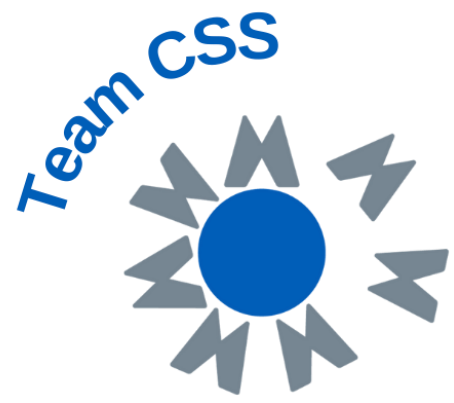




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CSS Team Brief

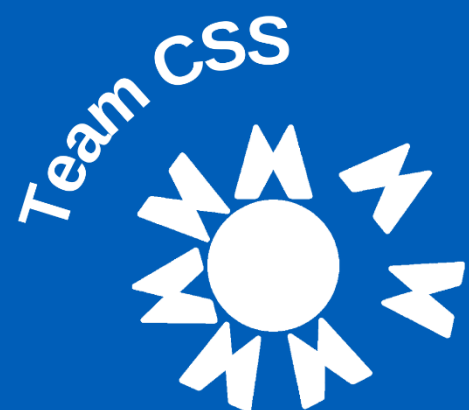
August 2026



Clinical & Scientific Services
Manchester University
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Today

- Welcome
- MFT updates
- CSS News
- Faiza Chaudhri – Cancer Screening Improvement Lead
- Civility month



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MFT Updates

Share to Save

Turning insight
into action.



“ No idea is too small,
you know our services better than
anyone.

”

Rachel Forster, CSS Director of Finance (interim)

We’ve seen a good start to Share to Save, with over 120 ideas submitted in two weeks. Support is being provided by the whole VfP team, and CG PMO engagement has been strong. Focus now shifts to building confidence in the process by showcasing ideas, sharing what we’re hearing, and keeping momentum through targeted engagement activity.

Submission Update



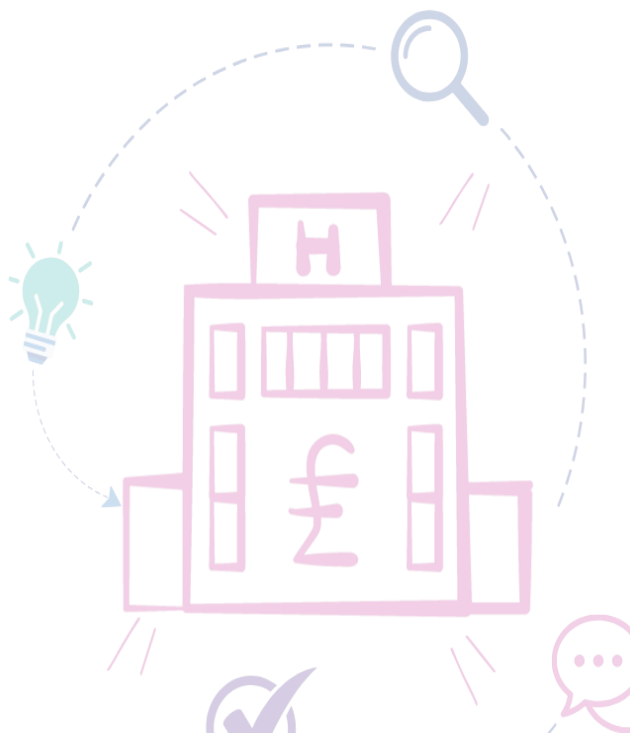
214 total ideas received. The most common themes emerging are waste reduction, productivity, and improved pathways.



Ideas originating Trust-wide, with strong response from **MRI (47), WTWA (40), CSS (31)**. LCOD (26), Corp (26), NMGH (21), SHCG (18).



NMAHP (94), A&C and Corp (69), Medical & Dental (24), Healthcare Scientists (11), Other (16)



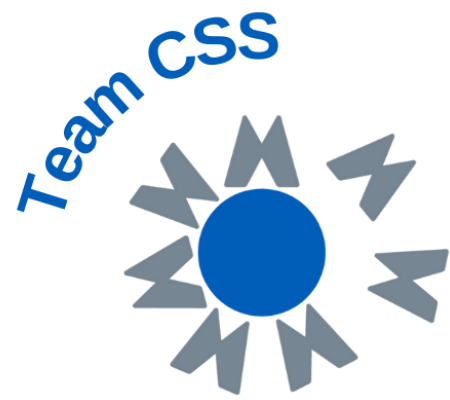
Share to Save Update

Data correct as of Thursday, 23 July

Many of the ideas submitted through Share to Save are currently being reviewed with relevant teams to assess feasibility, impact and next steps. The examples below **provide a snapshot of ideas** that have already moved beyond initial submission and are now actively progressing through evaluation and development.

Theme	Origin	Idea
Reducing Waste & Procurement	MRI	Review of couch roll use within ED and SDEC to identify opportunities to safely reduce unnecessary consumable usage and associated costs.
Reducing Waste & Procurement	MRI	Evaluation of alternative catheter and continence product options to identify lower-cost products that deliver the same clinical outcomes.
Workforce Productivity	CSS	Rationalisation of wet signature processes within pharmacy services to remove unnecessary paperwork and improve efficiency.
Patient Pathway Redesign	CSS	Exploration of Point of Care Testing changes for newborn jaundice screening to improve patient pathways and reduce delays.
Workforce Productivity	CSS	Portering and Healthcare Support Worker improvement proposals feeding into wider improvement workshops across the organisation.
Estates	SHCG	Retendering of contracts for cleaning and maintenance to ensure value for money.
Patient Pathway Redesign	SHCG	Implementation of electronic prescribing service for community.



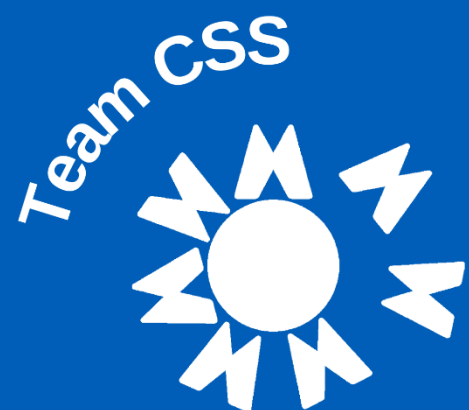


Leadership and Management Framework

The framework comprises a number of resources, which will build over time. These include:

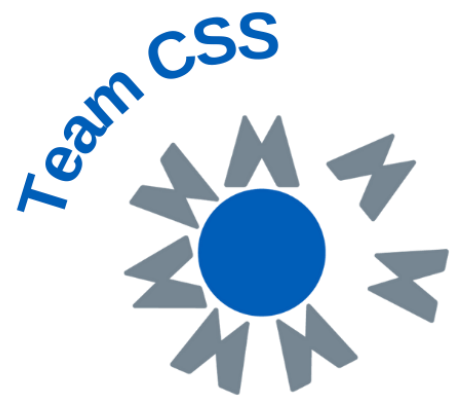
- an accessible microsite including interactive “wheel” for the standards and the code (illustrated here)
- a self-assessment tool
- a comprehensive suite of free, self-directed online learning, fully aligned to the standards at all levels (expected Winter 2026)
- 360 feedback tool (expected Winter 2026)
- additional resources and materials will be developed and shared to help support implementation





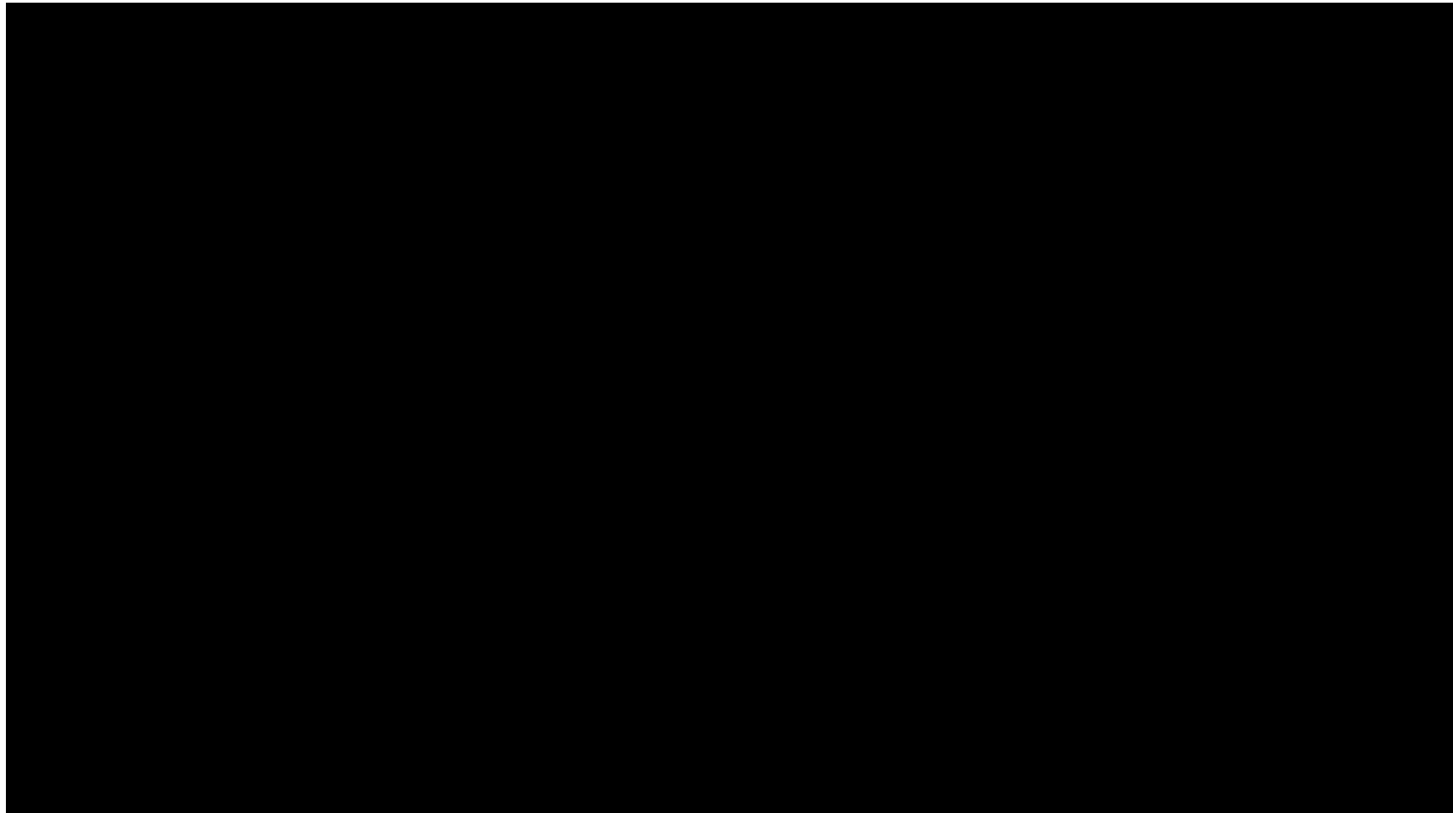
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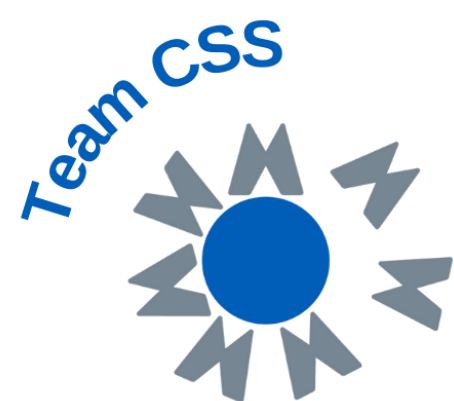
CSS News



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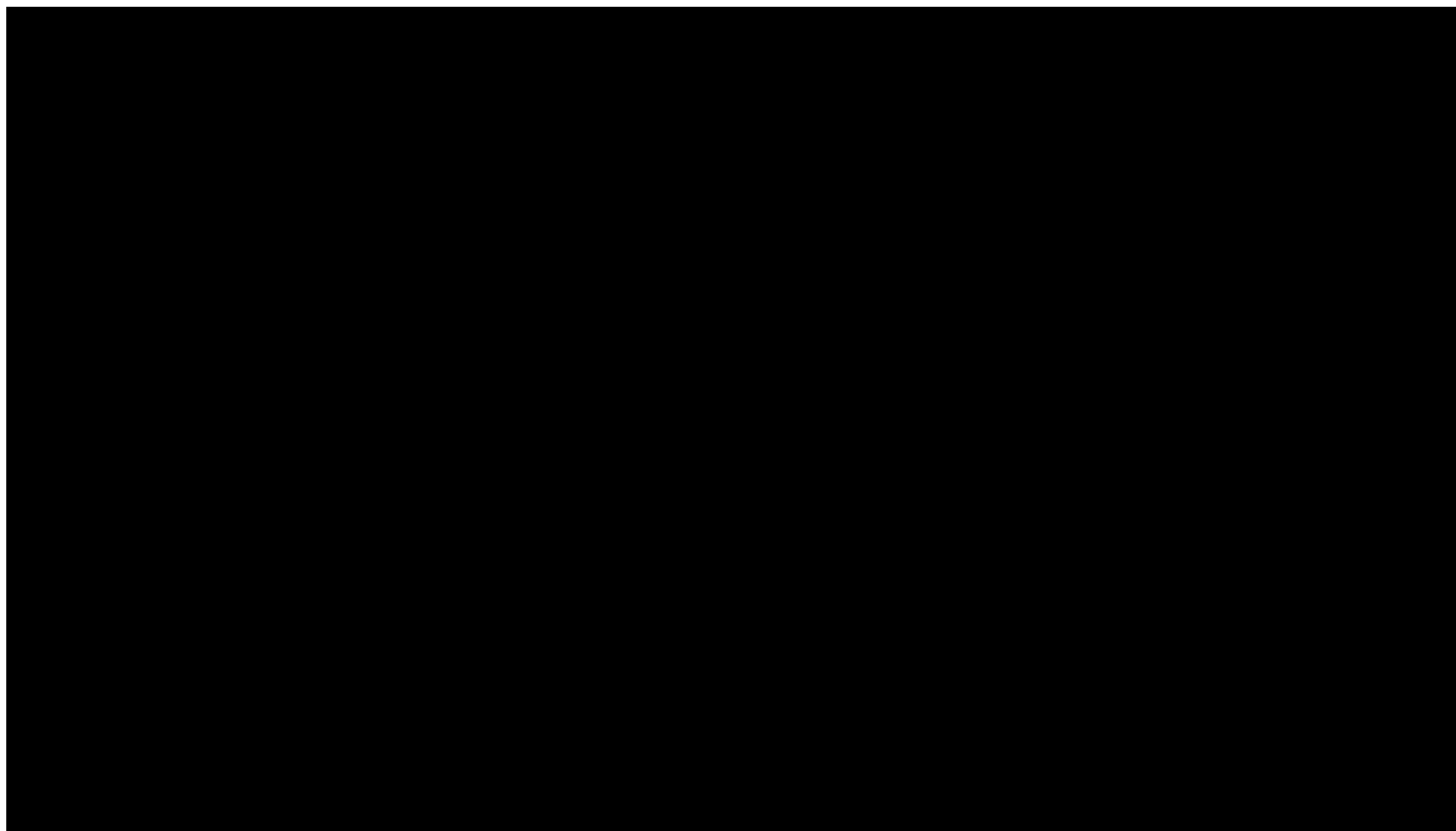
Epi wins Global Majority Leadership Award

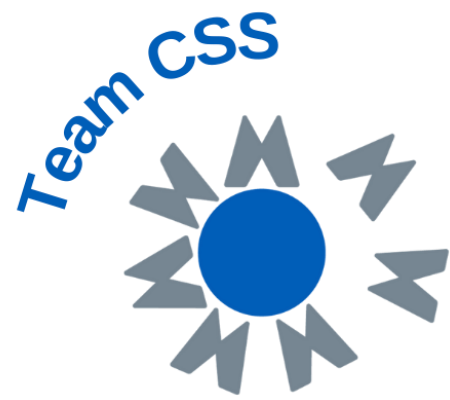




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Anu wins Global Majority Leadership Award





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Celebrations

- Civility month
- Manchester Pride

**Join Team MFT at
Manchester Pride 2026**





Switch from Dalteparin to Tinzaparin

(Low molecular weight Heparin switch)

Switch from Dalteparin to Tinzaparin: For adult patients across MFT sites

What is happening?

We will be switching to Tinzaparin for adult patients across MFT on the morning of **Tuesday 1st September 2026**

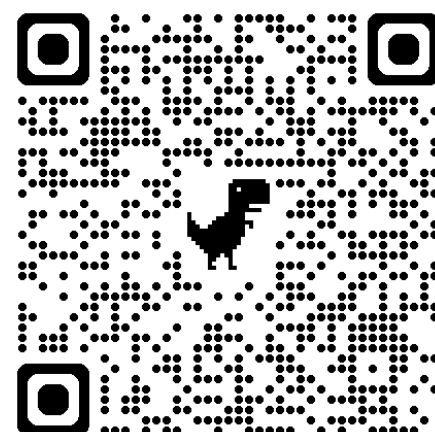
Training

An e-learning module is now available on the Learning Hub (Kallidus): [Learn | Safe Transition from Dalteparin to Tinzaparin: Adult Clinical Practice Essentials](#)

The module explains the rationale for the change, the dosing regimen and the process for preparation and administration of Tinzaparin injections.

All colleagues who will prescribe, administer and supply Tinzaparin should arrange to **complete the e-learning** module by **Monday 31st August**.

Additional training sessions have been delivered to F1 and F2 Doctors and pharmacy teams.





Safe Transition from Dalteparin to Tinzaparin: Adult Clinical Practice Essentials

My bookings

You have 1 course booked

Booking

Civility - Bitesize

On this date

27 August

At this time

11am - 11.30am (BST)

At this location

 [Link to this online event](#) 

Improving
safety
across the
Trust



eLearning and Web link

Safe Transition from Dalteparin to Tinzaparin: Adult Clinical Practice Essentials

About 35 mins



Course Summary

This course is designed to empower nurses, midwives, pharmacists and doctors and

[Read more...](#)

+ [Add to playlist](#)

Lessons

Improving
safety
across the
Trust



Not
started

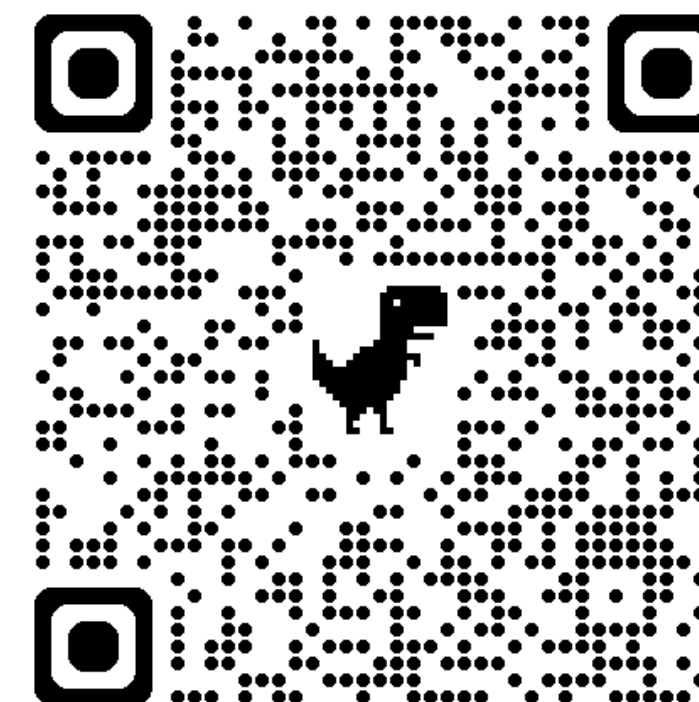
Safe Transition from Dalteparin to Tinzaparin: Adult Clinical Practice Essentials

About 30 mins



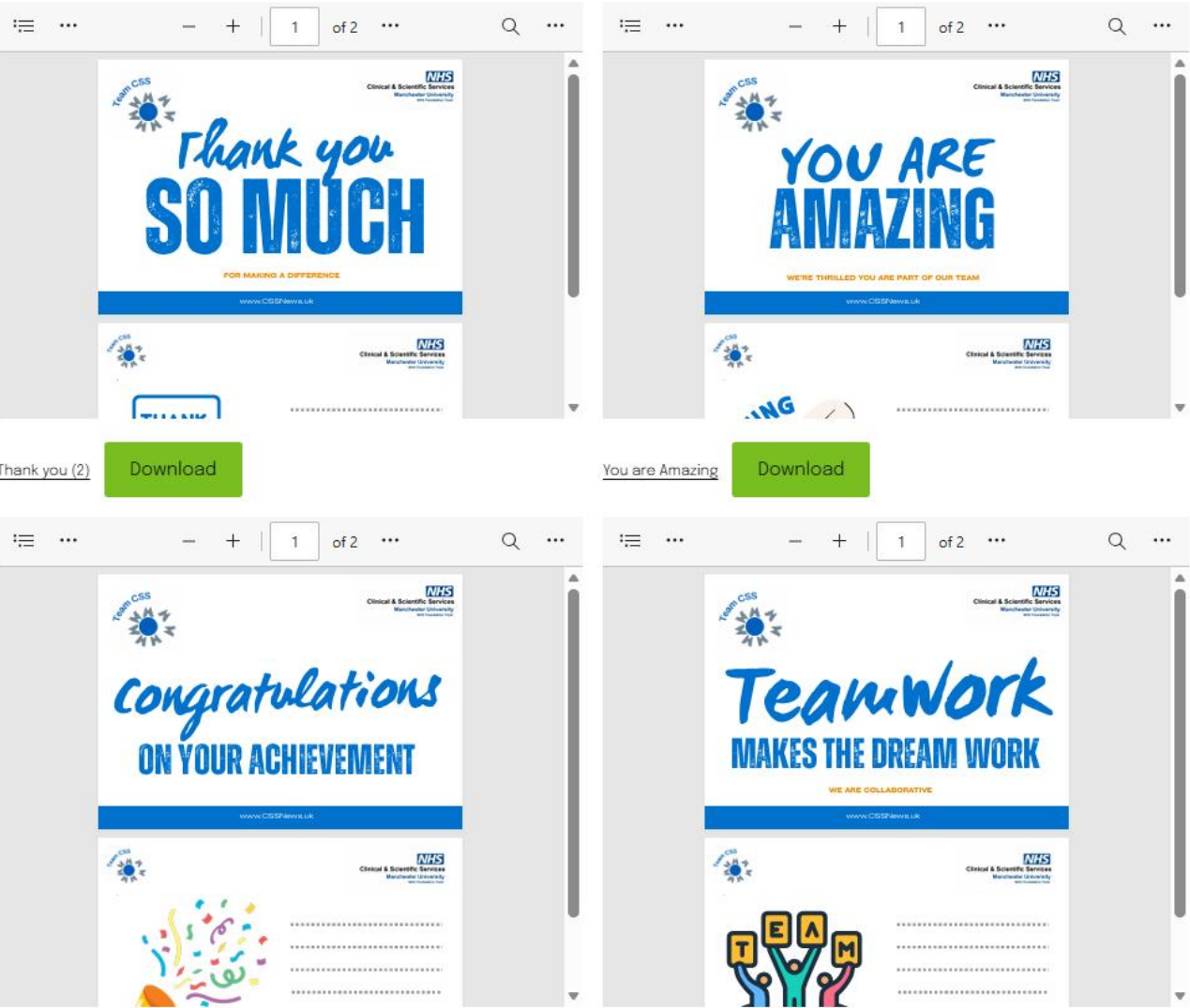
eLearning

To unlock 'Safe Transition from Dalteparin to Tinzaparin: Adult Clinical Practice Essentials Evaluation', please...





☀️ Download a Digital Thank you card – email, or print, to brighten someone's day ☀️



new page!

CSS Team Brief

Where



Excellence

Meets

Compassion



EPRR Focus and Update

Amy Devine – Deputy Director of Performance and Operations

Stephen Maxwell – EPRR Manager

What does EPRR do at MFT

Incident Response



Incident
Management



Specific
Response Plans



Training



Exercising

Organisational Resilience



Risk
Management



Business Continuity

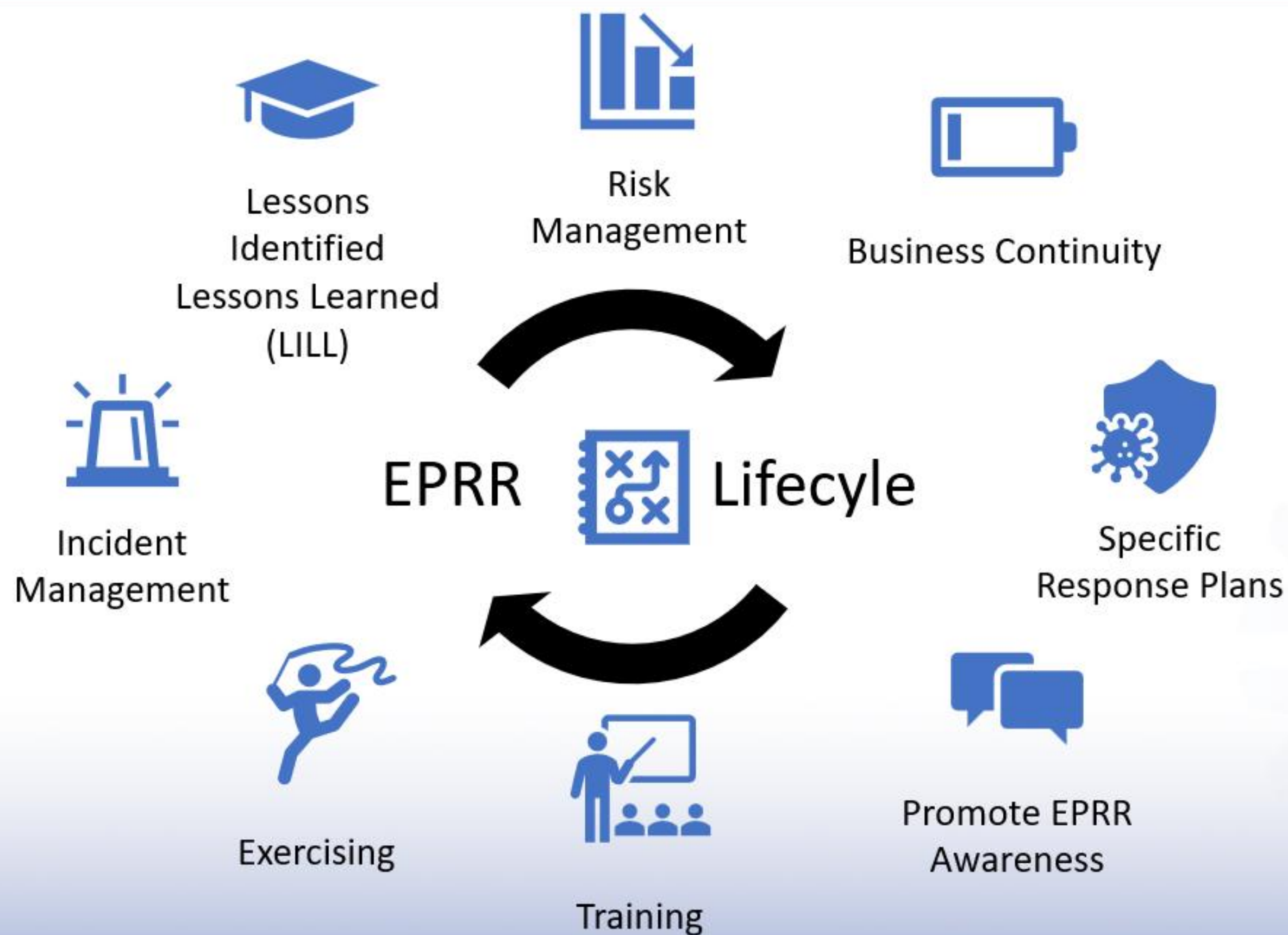


Lessons
Identified
Lessons Learned
(LILL)



Promote EPRR
Awareness

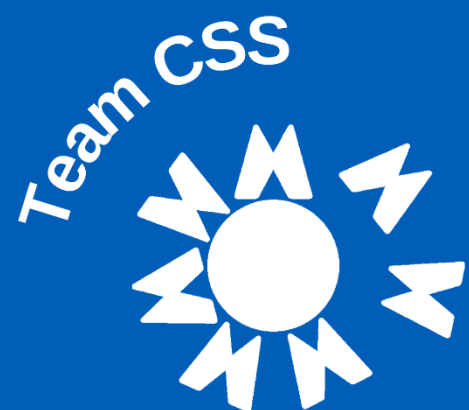
EPRR Lifecycle



EPRR in CSS

- Key updates for CSS EPRR
- Learning from recent events
- What do we need colleagues to do?





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Spotlight

Faiza Chaudhri

**Cancer Screening Improvement Lead
(Breast)**

Manchester Breast Screening Programme
Nightingale Centre

Cancer Screening Improvement Lead

- Improving access.
Reducing inequalities.
Saving lives.





What is Equity?

- Equality: Everyone gets the same.

Equity: Everyone gets what they need to achieve the same outcome.

Fair isn't always equal.

Why Does Equity Matter?

- • Breast screening saves lives—but only if people can access it.
- Barriers: Learning disabilities, Deaf community, language, culture, disability, transport, anxiety.





What Does a Cancer Screening Improvement Lead Do?

We listen.

We learn.

We work together.

We co produce and co-deliver with the
women we are engaging with.

Though:

Community Engagement

Primary Care

Data & Intelligence

Service Improvement

Turning Barriers into Solutions

- Barrier → Solution
- Deaf → BSL videos, QR codes
- Learning disabilities → Easy Read & adjustments
- Faith communities → Co-produced resources
- Language → Translations

If you're deaf like me, ask for a BSL Interpreter. You have the right, I did.

Breast Screening saved my life.
Samantha Smith

Scan for BSL

Manchester Breast Screening
0161 291 4444
www.breast-screening.uhsm.nhs.uk

NHS Manchester University NHS Foundation Trust

breast screening

	We will send an "Easy Read" invitation for your breast screening appointment. We also have a library of links for further information
	We will send you a reasonable adjustment plan for you or your carer to complete.
	We can show you round before your appointment to help you understand what will happen.
	We have links with the community Nurses who can offer additional support
	You can bring a carer or friend with you. We can book two appointments together if your friend or relative is due for breast screening too.
	All of our staff are women.
	We will book a longer appointment for you and will ensure that the appointment time is convenient for you. This is so that the Radiographer can explain what is going to happen.
	We can change the lighting or you can play your favourite music to help you feel OK.

TRANSGENDER BREAST SCREENING
NHS breast screening information for trans and non-binary people (England)

The NHS Breast Screening Programme routinely invites eligible people for screening every 3 years between the ages of 50 and 71. Your invitation is based on the gender recorded with your GP. You can update this at any time.

TRANS WOMEN AND NON-BINARY PEOPLE ASSIGNED MALE AT BIRTH		TRANS MEN AND NON-BINARY PEOPLE ASSIGNED FEMALE AT BIRTH	
REGISTERED WITH A GP AS FEMALE	REGISTERED WITH A GP AS MALE	REGISTERED WITH A GP AS FEMALE	REGISTERED WITH A GP AS MALE
- You will usually be automatically invited for NHS breast screening between ages 50-71. - Invitations are normally sent every 3 years.	- You will not automatically receive screening invitations. - Speak to your GP about referral for mammography if appropriate.	- You will usually continue to receive automatic invitations for breast screening between ages 50-71. - Screening may still be important if breast tissue remains following top surgery or chest reduction surgery.	- You may not automatically receive invitations for breast screening. - If you still have breast tissue, speak to your GP about arranging screening.

IMPORTANT INFORMATION ABOUT TOP SURGERY
If you have had chest reconstruction or top surgery, you may still have some breast tissue remaining. This means there may still be a risk of breast cancer. As everyone's situation is different, please speak to your GP for advice based on your individual circumstances. It is important to remain breast aware, report any new lumps or changes, discuss concerns with your GP.

MAKING SCREENING MORE INCLUSIVE
Breast screening services aim to provide respectful, inclusive and diagnostic care for everyone. You can ask for an appointment at the beginning or end of a clinic. You can ask to attend a static screening site instead of a mobile unit. You can ask for private changing facilities. You can ask staff to use your correct name and pronouns.

If you wear a binder, you will need to remove it for the mammogram. Private changing areas are available.

BREAST AWARENESS MATTERS
Regardless of gender identity or screening eligibility, it is important to know what is normal for your body.

Contact your GP if you notice:
a new lump, skin changes, nipple discharge, swelling, persistent pain or unusual changes.

FURTHER INFORMATION
NHS information for trans and non-binary people: www.nhs.uk
NHS Breast Screening: www.breast-screening.nhs.uk
Scan the QR code to visit the Breast Screening website.

Giving you more support at your appointment?
BREAST SCREENING

Come with your carer	Meet the team	Look around the clinic
Learn about the Breast X-ray Machine	Ask questions	Tell us what you need
Bring your own headphones	Do you have a hospital passport?	Bring it with you

We can screen you at this appointment or another.

The choice is yours

بریسٹ اسکریننگ آپ کی زندگی بچا سکتی ہے
NHS Manchester University

آپ کی اپائنٹمنٹ آپ کو کسی سکون دے سکتی ہے۔ اپائنٹمنٹ میں ہر مرحلہ پر موجود شرکت کریں۔ آپ اپائنٹمنٹ میں کو نظر گزار کریں۔

اپنی اپائنٹمنٹ کو تبدیل کرنے یا دوبارہ ہوائے گی۔ آپ اپنی QR کوڈ کو اسکین کریں۔

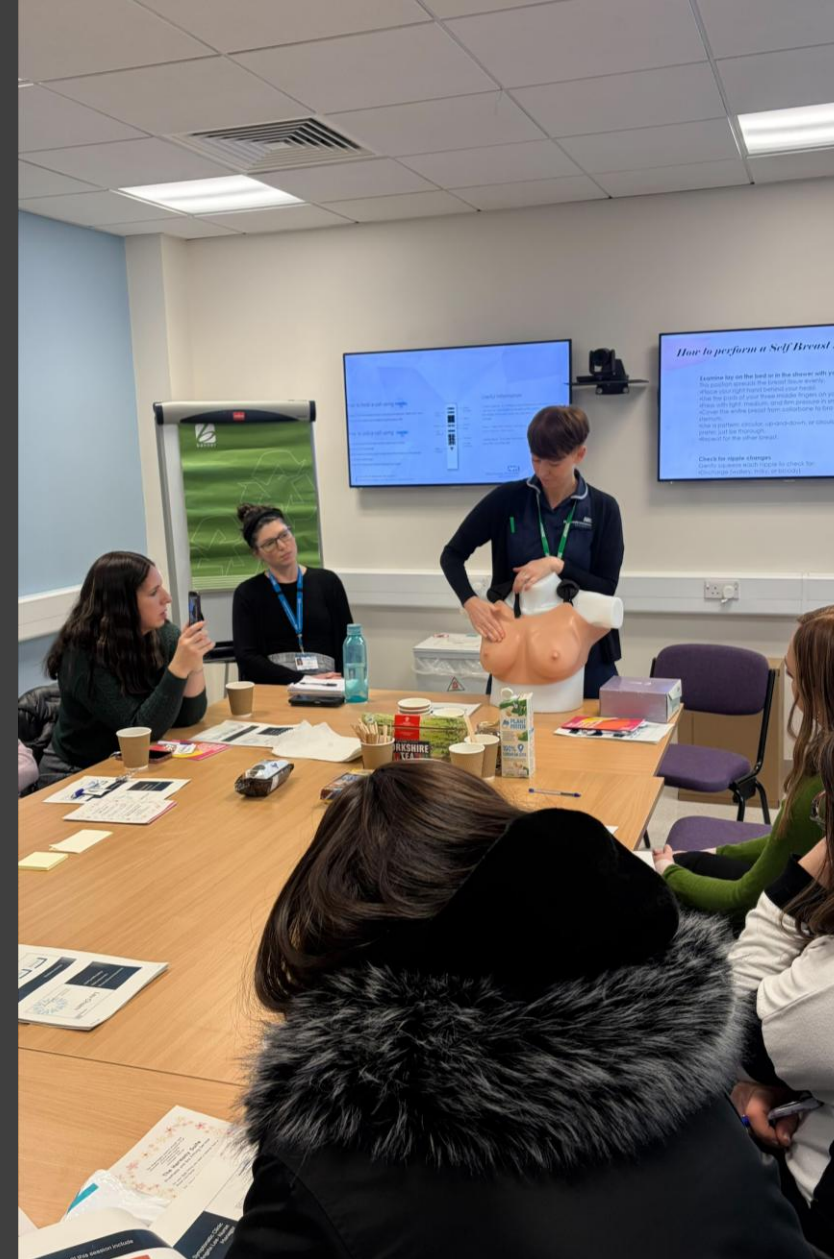
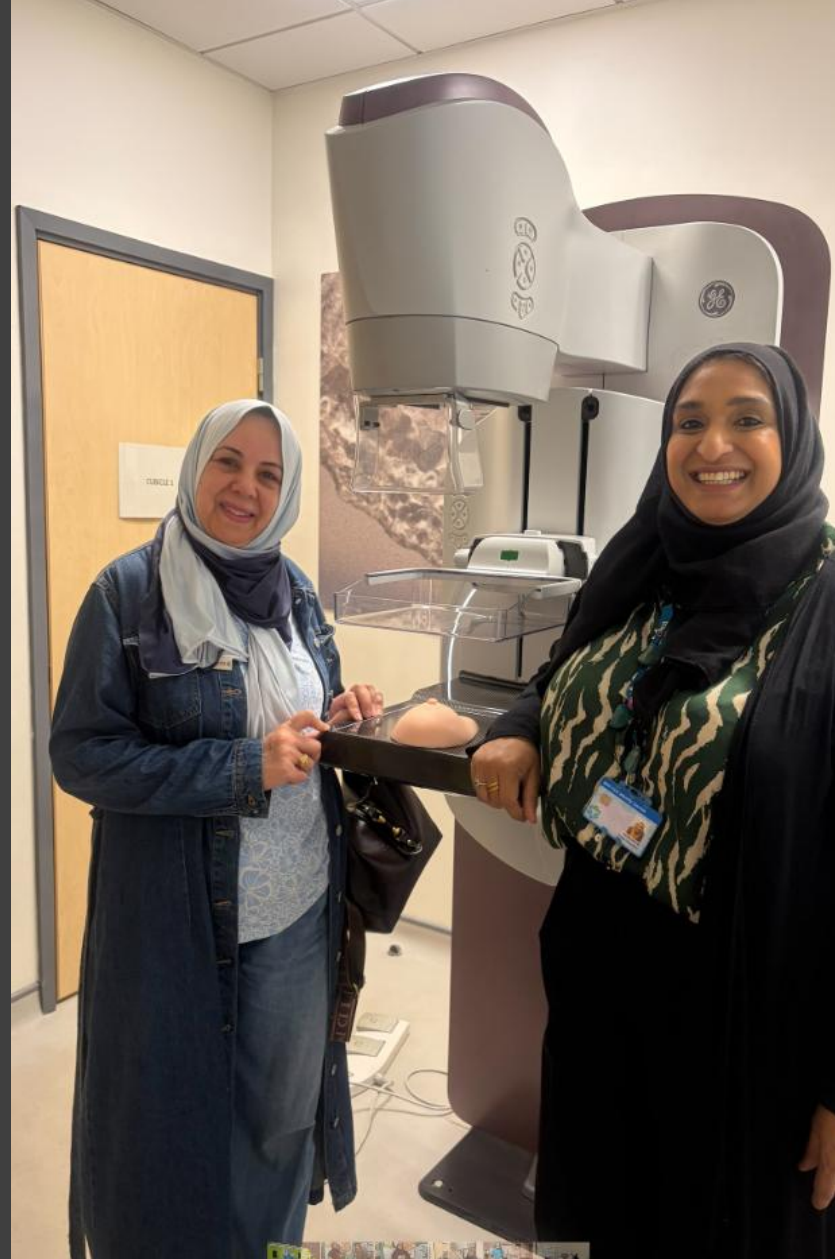
پھر اپنی QR کوڈ سب سے رابطہ کریں۔ [breast-screening.uhsm.nhs.uk](https://www.breast-screening.uhsm.nhs.uk)
0161 291 4444

乳房篩查可以拯救你的生命。
NHS Manchester University

你電話預約可以令你更加安心。收到邀請之後，請按時出席預約。唔好忽視你電話邀請。

今日就重新預約或者更改預約的時間。扫描二维码，或者上 [breast-screening.uhsm.nhs.uk](https://www.breast-screening.uhsm.nhs.uk) 网上预约乳房检查。0161 291 4444

乳房篩查可以挽救您的生命。
NHS Manchester University



Manchester Deaf Centre
 Following on from the successful Manchester Deaf Centre Answer Cancer Project, MDC staff Christine and Laurie organised a return visit from F...
[facebook.com](https://www.facebook.com)



My Role in Action

- Community engagement
- GP education
- Mobile unit
- Partnership meetings

The Impact

- Better Access
- Better Experience
- Better Outcomes

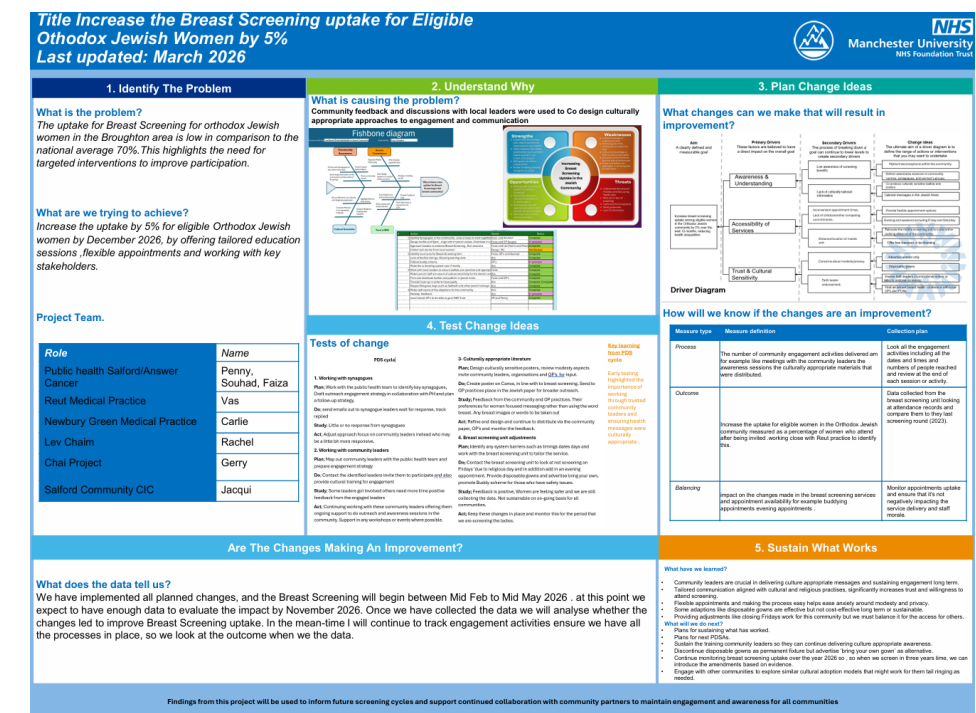
Examples:

- LD pathway
- Deaf pathway
- Othordox Jewish women engagement
- GP engagement
- Increased uptake

Equitable access to primary care services illustrated by approaches to enhance Breast Screening participation in Ordsall



Dr Suzannah Carrier
Fairer Health for All Fellow
and GP at Ordsall Health Surgery



Reducing Health Inequalities in Breast Cancer Screening for Women with Learning Disabilities

Background

- Women with learning disabilities experience significant health inequalities and lower breast screening attendance compared to the wider population.
- National data shows women with learning disabilities are less likely to attend screening and more likely to experience delayed cancer diagnosis and poorer outcomes.

National Health Inequalities

- Life expectancy is up to 25 years shorter for women with learning disabilities.
- 43% of deaths are considered avoidable.
- Breast screening uptake is 52.1% vs 65% in the general population.
- People with learning disabilities were 6x more likely to die during COVID-19.

Project Aim

To improve access, attendance, patient experience, and equitable breast screening pathways for women with learning disabilities through personalised reasonable adjustments and partnership working.

Barriers Identified

- Anxiety and fear of appointments
- Lack of accessible information
- Communication difficulties
- Sensory sensitivities
- Limited flexibility in appointments
- Lack of understanding of screening

Service Improvements

- Easy read information
- Flexible 'open-hour' appointments
- Familiarisation visits
- Appointment timings
- Longer appointment slots
- Learning Disability teams and Carer involvement
- Streamlined Disability pathway implementation
- Training Breast Screening staff

Collaborative

- Local Learning Disability team
- GP practices
- Community organisations
- Carers and family members
- Answer Cancer initiatives
- Breast Screening administration teams

KEY OUTCOMES AND IMPACT

Data: 2022-2025 Quarter 4

- 49% → 75% Attendance Improvement
- 26 → 5 DNA Reduction
- Improved Patient Experience
- Increased Use of Reasonable Adjustments

Key Learning

Small reasonable adjustments can significantly improve patient confidence, reduce anxiety, and improve attendance. Partnership working and personalised care pathways are essential to reducing health inequalities.

Future Development

- Expand Learning Disability pathways across services
- Improve data sharing systems
- Continue staff training
- Standardise approaches across Greater Manchester

Key points

01

Co-production is
essential – work
with communities
, not for them

02

Small changes –
big impact

03

Build trust and
visibility through
consistent
engagement

04

Lived experience



Clinical & Scientific Services
Manchester University
NHS Foundation Trust

CIVILITY AWARENESS MONTH AUGUST 2026



CSS CULTURE STRATEGY



Psychological safety
& speaking up
(everyone can raise
concerns and ideas
without fear).



Civility & respectful
behaviours (reducing
incivility, bullying and
harassment through
prevention and fast
response).



Compassionate,
inclusive leadership
(leaders at every level
set the tone, remove
barriers, and act on
what they hear).



Just and learning
culture (fair
accountability,
learning after harm,
and restoration of
trust and
relationships).



Team excellence
(high-functioning
multidisciplinary
teams with clear
goals, reflection, and
improvement habits).





CSS STAFF SURVEY RESULTS 2025

2021  **2025**

Understanding & kindness

+2.43%

Recognising that staff civility underpins psychological safety, teamwork, and ultimately patient safety.

Team CSS launched the Civility Campaign, a people-led initiative to build a culture of respect, kindness, and compassion across all teams.

Receiving deserved respect

+4.27%

Polite & respectful colleagues

+3.59%

“We knew we could do better for our people.”





CSS CIVILITY - JOURNEY SO FAR

- CSS Civility launched in 2020
- CSS Civility toolkits created and published on Civility Saves Lives Website
- Over 3000 people trained across CSS
- 22 Civility Charters created
- Critical Care – 18 Civility Champions trained
- AHPs – 41 Civility Champions trained
- Imaging – 2 Civility Champions trained so far and counting!

**THANK
YOU!**



CSS CIVILITY MONTH 2026

Week 1: Civility Starts With Me

Objective - Reinforce individual responsibility for creating positive workplace cultures.

Activities

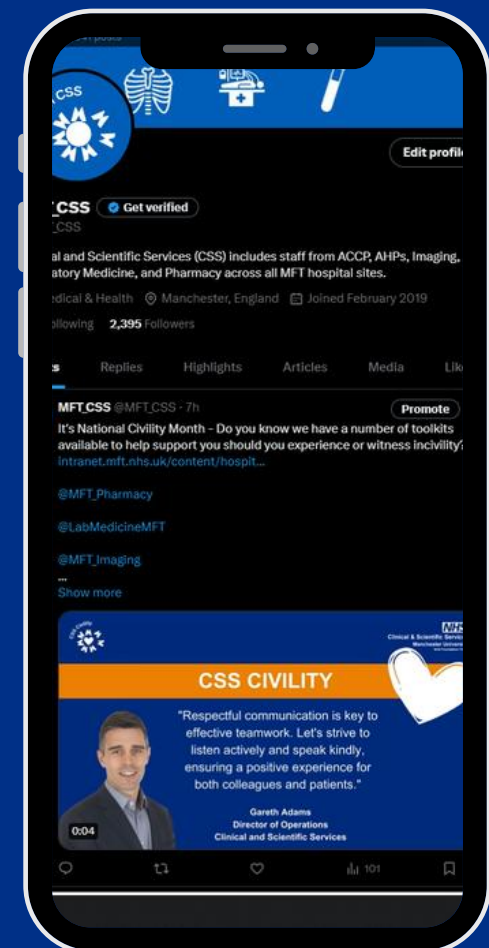
- Civility Pledge campaign– linking in with local areas
- Visible Leadership sponsorship and active engagement.
- Encourage local team discussions on "What does civility look like here?"
- Staff stories highlighting acts of kindness and professionalism (taken from Star awards nominations).

Week 2: The Power of the Bystander

Objective - Increase confidence to intervene safely when witnessing inappropriate behaviour.

Activities

- Active bystander development sessions
- Team discussions.
- Bystander awareness communications.
- Leader-led conversations.





CSS CIVILITY MONTH 2026

Week 3: Civility Under Pressure

Objective - Support staff to maintain respectful interactions during challenging periods.

Activities

- Reflection exercises.
- Practical communication tools.
- Restorative conversation guidance.
- Civility and wellbeing messages.

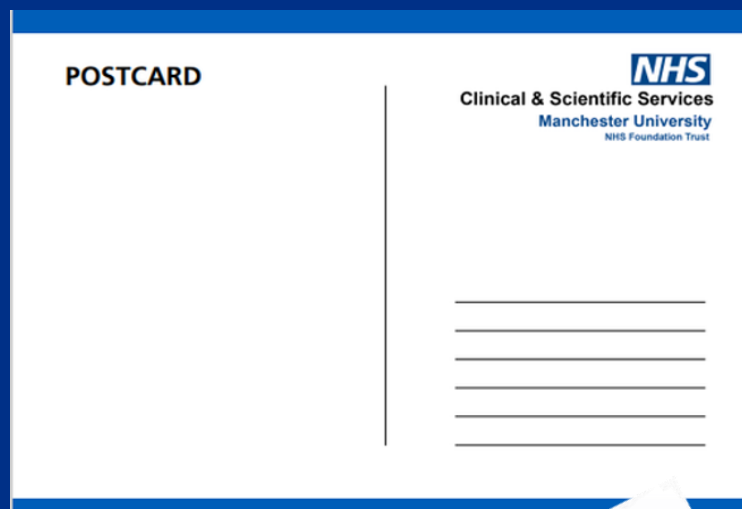
Week 4: Making It Stick

Objective - Create sustainable behavioural commitments beyond August.

Activities

- Team commitments- refresh the civility charter template and guidance to make sure it's easy for people to use.
- Add in the moment pledges to Civility Bitesize sessions.
- Civility Champions spotlight.
- Campaign evaluation and learning.
- Share pledges across CSS News

CSS CIVILITY RESOURCES



CSS CIVILITY TOOLKIT



LEARNING

- [Civility Saves Lives Masterclass](#) - [2 hour](#) recording
- [MFT Civility](#) - 2 hours classroom
- [Kindness into Action](#) - 2 hours 20 minutes - 5 online modules
- Mersey Care supports a range of training in restorative just and learning culture. You can sample short, free courses online which can each be completed in 20-30 minutes.

[Module one](#)

[Module two](#)

[Module three](#)

[Module Four](#)

[Book via the Learning Hub - Click here](#)



THE NORTH-WEST CIVILITY & RESPECT VIDEO LEARNING RESOURCES

A series of seven video learning scenarios:

1. Ripples - learning for those behaving inappropriately
2. The First Listener - learning for the first listener
3. Witness - learning for those witnessing incivility
4. Don't take it personally - learning for those experiencing incivility
5. Mirrors - learning for line managers
6. Try Harder - learning focussed on students / trainees
7. Crossing The Line - learning focussed on sexual safety



[Access here](#)



BITESIZE VIRTUAL SESSIONS

CSS ACTIVE BYSTANDER

Purpose:

Active Bystander Training teaches people how to step in, speak up, or support others when they witness behaviour that could harm someone or undermine a positive workplace culture.

Key Dates:

Wednesday 23rd September 10:00 - 13:15

CSS Boardroom, CSS HQ Cobbett House North ORC

Wednesday 21st October 10:00 - 13:15

CSS Boardroom, CSS HQ Cobbett House North ORC

Friday 6th November 10.45 – 2.00

Seminar Room 1 NMGH

Friday 27th November 10:00 - 13:15

CSS Boardroom, CSS HQ Cobbett House North ORC

Wednesday 9th December

Boardroom 1 Trafford

Friday 13th January 10.45 – 2.00

Seminar Room 7 ERC Whythenshawe

Topics Covered:

- What it means to be an active bystander
- Why we don't always act
- Ways to intervene
- Tools and resources to help you

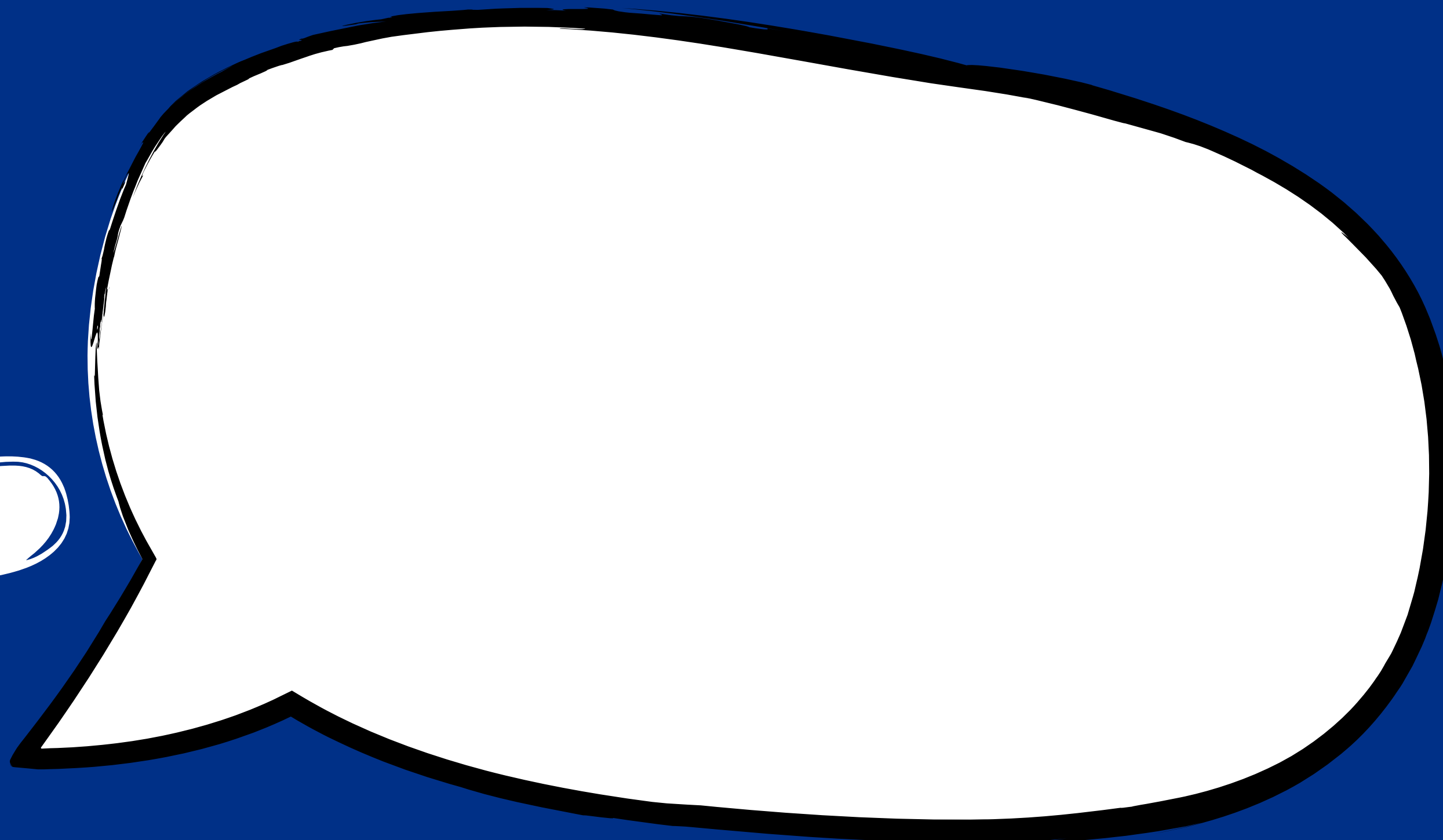
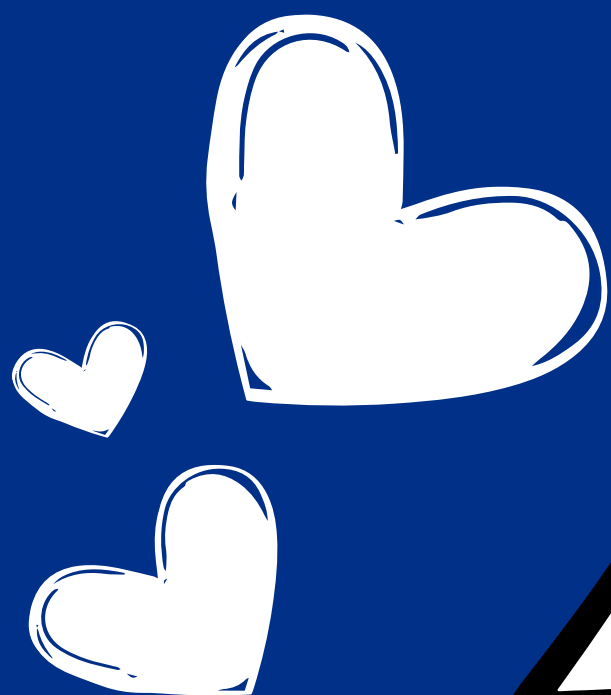
How to Book:

Email HR.CSS@mft.nhs.uk

**NEW
course**



MY CIVILITY PLEDGE!





0:56 / 3:32



CSS Star Awards 2026

CSS News

[Home](#) [Leadership](#) [CSS Team Brief](#) [Share to Save](#) [Civility](#) [Freedom to Speak Up](#) [Flexible Working](#) [Who's who?](#) [Recognition at CSS](#)



August is Civility Month

August 3, 2026



CSS Star Awards 2026 – short film

July 31, 2026



1,000-mile
cycle from
Land's End to
John O'Groats

"All the Haematology staff were incredible. Their compassion and professionalism made an unbearable situation bearable"

July 31, 2026



CSS leadership development courses

July 31, 2026

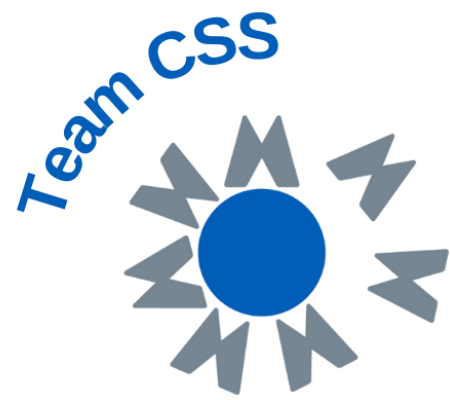


Listening to colleagues and investing in leadership across CSS



Colour, Culture and Community: Wythenshawe Celebrates

July 31, 2026



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Manchester University
NHS Foundation Trust

thank
you

And don't forget to look after each other

