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PRESS RELEASE

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust staff star in business improvement studies

HOSPITAL staff who implemented projects to streamline services and improve patient care in Blackpool have received NVQ certificates.

The staff from Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust, collected their NVQ Level 2 certificates in LEAN Business Improvement Techniques after completing the course which focuses on delivering higher quality outcomes and value for patients.

By adopting LEAN thinking in Healthcare, processes are streamlined and waste eliminated to improve the service provided and deliver financial efficiencies.

Examples of current projects undergoing the LEAN process include reducing waiting times in clinics, improving the transportation of samples and producing more efficient secretarial practices.

The programme is delivered by Preston College.

Chief executive of the Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust, Mr Julian Hartley, praised those receiving the certificates saying: "The Trust has worked closely with staff to firmly embed the LEAN principles into our day to day thinking.

"I am proud of the way staff have taken up the challenge and worked on processes that will make the organisation run more effectively while at the same time leading to a valuable educational qualification. The beauty of the LEAN qualification is that it encourages staff to constantly look at areas and make improvements and not just stop when their course finishes."

Willie Mills, principal and chief executive of Preston College said: "It is a privilege to work with a Trust who realise that their staff are their most valuable resource and are empowered to spot areas of work that can be improved.

“They are the people on the ground who know best and they are allowed to go ahead with schemes that will make a real difference to the day to day work of the organisation.”

One of the successful students, medical secretary Phyllis Malone, said: “The NVQ has given staff the drive and power to look at what we are doing more closely and put new, improved, processes into practice which will help us sustain the gains.”



Photo: Staff from Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust receive their NVQ Level 2 certificates in Business Improvement Techniques from the Trust’s chief executive, Julian Hartley, and the principal of Preston College, Willie Mills.

For further information about this Press Release, please call Derek Quinn, Communications Manager, on 01253 306941 or email derek.quinn@bfwh.nhs.uk

Notes to Editors:

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust became a Foundation on December 1st 2007 and wishes to strengthen its links with the community it serves through the Foundation Trust Membership scheme for members of the public. For more information, or to apply, please telephone the Membership Officer on 01253 306875 or visit the Membership Section on the Trust’s website: www.bfwh.nhs.uk

