

your HEALTH



FOOD FOR THOUGHT! NUTRITION AND HYDRATION CAMPAIGN SUCCESS



Together we care

People
Centred

Excellence

Compassion

Positive

CHAIRMAN'S WELCOME

WELCOME to the latest edition of the Trust's new-look 'Your Health' magazine.

It has once again been a busy few months for the Trust with a number of our achievements and events being featured in this magazine and the news that our Chief Executive, Gary Doherty, has moved to a new job in Wales with Wendy Swift taking over as Chief Executive (Interim).



Wendy is a well known, experienced and highly respected leader in the local health economy and we all wish her well in the role.

This issue features a full report on two of our major events of the year; our Celebrating Success Awards & Celebration Ball and our Annual Members and Public Meeting & Staff Achievement Awards.

It also gives an update on some of our recent successes.

I am delighted to report that we were chosen as one of the top 120 places to work in the NHS nationally in a prestigious list announced by the Health Service Journal. This is testament to the hard work our staff put in on a day to day basis to provide a good working environment while focusing on providing the best care possible for our patients.

The Trust's End of Life Care Team picked up an award at the annual Patient Safety Awards for their tireless work over the last six years to completely transform End of Life Care for patients and their relatives locally.

The Trust also achieved full 'Baby Friendly Initiative' accreditation from Unicef for their efforts to promote public health and support young families in the local community.

When you look through the magazine you will see countless examples of how our staff are going the extra mile to make sure they provide the best care possible for their patients.

As we enter the new financial year we have a number of challenges ahead of us once again but I am sure that with the dedication of our staff and our Foundation Trust members we can face those challenges and continue to provide the best quality care.

In the next few weeks work will start on our new outpatients area which will be a huge boost for patients and their carers. The Trust has been able to earmark the funds for this because of the support of our Blue Skies Hospitals Charity who have once again continued their fantastic work to raise funds to help the Trust develop.

Don't forget that if you want to keep an eye on what is happening at the Trust you can now follow us on Twitter @BlackpoolHosp or on our Facebook page. You can also sign up to receive our new e-newsletter, Health Matters, which is published every two weeks, via the front page of our internet site.

I am very proud of the achievements of the Trust and I look forward to meeting many of you at our events over the coming months.

Thank you for your continued support.

Ian Johnson
Chairman

USEFUL CONTACTS:

Membership Office:

Tel: 01253 956673
members@bfbwh.nhs.uk

Governors:

Tel: 01253 956673
governors@bfbwh.nhs.uk

Trust website:

www.bfbwh.nhs.uk
members

WENDY TAKES OVER AS INTERIM CHIEF EXECUTIVE

BLACKPOOL Teaching Hospitals NHS Foundation Trust has announced that Wendy Swift will take over as Interim Chief Executive (Interim) after Gary Doherty left the organisation in February to take up a new role as Chief Executive at Betsi Cadwaladr University Health Board.

Wendy was the Trust's Deputy Chief Executive and has 19 years' experience at a senior level on the Fylde Coast, which has included the roles of Deputy Chief Executive of the former Blackpool Wyre & Fylde Community Trust and the Chief Executive of the former Blackpool Primary Care Trust.

She has worked in the NHS for more than 35 years in Lancashire.

Tim Bennett, Director of Finance & Performance, has been appointed as Deputy Chief Executive and will provide valuable support to Wendy and the Executive Team. Tim joined the Trust in November 2013 and was previously the Deputy Chief Executive at the University Hospitals of Morecambe Bay.

Trust Chairman, Ian Johnson, said: "We are delighted to be able to have someone with the experience and knowledge of the local health economy like Wendy to take over."

"Wendy is a highly respected person in the community and in the Trust and she will ensure there is continuity at a vital time for the organisation as it looks to launch its new strategic five-year plan later this year."

He added: "I would like to take this opportunity

to thank Gary for his contribution to the Trust during the last three years.

"We are fortunate to have an extremely experienced Board of Directors and managers and we will continue to provide the best possible care for our patients and maintain our commitment to our current plans.

"The Board believes that we have a high quality executive and senior management team which is focused on delivering the Trust's strategy and we will be fully supporting the interim leadership team during the forthcoming financial year."

Wendy said: "I feel very privileged to have been asked to lead the Trust.

"It is an extremely challenging time but also an exciting one as we look to work ever more closely with our staff, our partners and the public to provide the best care possible for patients."



Trust's freepost Address: FREEPOST: RRZB-RAAU-TGET
Blackpool Victoria Hospital,
Whinney Hey Road, Blackpool FY3 8NR



Members of the Trust's End of Life team with their award

END OF LIFE TEAM WINS NATIONAL PATIENT SAFETY AWARD

A COVETED national award for End of Life Care has been won by a team from the Trust.

The Trust's End of Life Team scooped the award at the annual Patient Safety Awards at the International Convention Centre (ICC) in Birmingham.

Team members have worked tirelessly over the last six years to completely transform End of Life Care for patients and their relatives.

Judges said they were "blown away" by the team's ground-breaking work and commitment to delivering excellence in End of Life Care with the panel adding that the Trust's entry provided evidence of a strong team culture and effective service development.

Andrea Whitfield, Clinical Lead for Palliative and End of Life Care for the Trust, said: "I'm thrilled and delighted for the team but also for the Trust and our colleagues who have done so much to ensure that we provide the best possible

care for patients and their families.

"It's really positive and a great accolade for everyone on the team in the hospital and in the community.

"We set up our project to transform End of Life Care in 2009. It was prompted by a patient's experience. A young man wanted to be cared for at home but at that time we had no safe way of facilitating it. Now we have an End of Life Project Team consisting of many people within the Trust who have a passion for End of Life care. We have developed this with a focus on training to give our colleagues the confidence and expertise to care for patients.

"Our patients can be assured they will get the best End of Life Care whether they die in hospital or out of hospital."

Over the last 18 months the team has been doing intensive ward-based 'Transform Training' with Trust staff. Transform Training enables all members of staff working for the Trust to give patients

consistently high levels of care.

With 17 categories, the awards cover every aspect of Patient Safety from Best New Product, Innovation or Service to Cancer Care.

Jenni Middleton, Editor of Nursing Times, said: "Our winners in The Patient Safety Awards aren't just doing their day jobs, they are doing something exceptional.

"They are going out of their way to put patients first so it has been a huge privilege to hand out our awards to these worthy set of finalists who have had the courage to challenge the status quo and innovate.

"The public and the media often don't appreciate how creative those working in health are but these projects prove how dynamic and proactive our healthcare organisations are when it comes to putting patients' needs and patient safety first.

"They should be congratulated for outstanding work for their pioneering patient safety projects."

TRUST IS NAMED AS ONE OF THE BEST HEALTHCARE ORGANISATIONS TO WORK FOR IN THE COUNTRY



THE Trust has been named as one of the top healthcare organisations in the country to work for according to the Health Service Journal and NHS Employers.

The Trust was named in the HSJ's Best Places to Work list, compiled in partnership with NHS Employers, which features the top 120 NHS workplaces across all acute, community, mental health and primary care sectors.

Gary Doherty, the then Trust Chief Executive, said: "We're delighted and proud to be named among the best places to work in the NHS in this top 120 list.

"It is the second year in succession that we have been included in the list and it is a fitting tribute to the work of our staff.

"Every day I see or hear of the amazing

work of our staff and I hear how proud they are to work in this organisation and to give of their best to our patients, their carers and families.

"It is great to see their work and pride recognised in such an influential list.

"We want to attract the most talented workforce, so we are committed to providing an environment that is welcoming and fosters innovation and creativity and this award is testament to that and is something that all staff should celebrate."

The results are based on national NHS staff survey responses, in which NHS staff rate their organisation as a place to work and their confidence in the care provided.

Most staff would recommend the Trust as a place to work or receive treatment,

with lower pressure felt by staff compared with similar trusts, according to the HSJ's top 120 list.

To get in the HSJ's Best Places to Work top 120 list, NHS staff survey results were analysed across seven key areas:

- Leadership and planning
- Corporate culture and communications
- Role satisfaction
- Work environment
- Relationship with supervisor
- Training and development
- Employee engagement and satisfaction.

The final list includes 40 acute trusts, 16 specialist trusts, 11 community trusts, 31 mental health trusts and 20 clinical commissioning groups.

INTERNATIONAL CHARITY RECOGNISES 'BABY FRIENDLY' SERVICE



Team members Sue Latham, Jo Pilbeam, Dawn Burrows, Shel Banks, Jo Hankinson and Liz Nunez with a display charting the progress of the Baby Friendly project.

THE world's leading children's charity has awarded its highest level of accreditation for the care of mums and babies to a hospital trust based in Blackpool.

Staff at the Trust are celebrating the fact that the organisation is one of the latest to have achieved full 'Baby Friendly Initiative' accreditation from Unicef.

Nicola Parry, Head of Midwifery, said: "This is a really proud moment for us.

"We have been on a journey to improve our facilities, education and breastfeeding rates at Blackpool Victoria Hospital and in the community.

"We have developed excellent partnership working with hospital staff, the local authority, peer supporters and the women themselves.

"We have reached the highest standards of education and facilities set by Unicef. Our main focus is breastfeeding but alongside that there is a huge public health message. We have been

promoting public health and supporting families in the community."

Shel Banks, Baby Friendly Initiative Co-ordinator for the Hospital Trust, said: "We have been working incredibly hard to achieve this award.

"In Blackpool we have quite low breastfeeding rates when compared to elsewhere in the country. However, our team both in the hospital and in the community have been working hard to turn that around.

"In some areas we have seen big increases in women starting breastfeeding - for example, in Fleetwood the breastfeeding rate has risen by about 300% in the seven years since we began the project."

Unicef assessors check this is working and also make sure that mums are being given the best possible information on breastfeeding. The hospital at Blackpool will have the full Baby Friendly Initiative Award for 12 months as it is annually re-assessed.

In addition to midwifery and neonatal staff in the hospital, the infant feeding team includes five 'Star Buddies' breastfeeding peer supporters in the hospital and eight 'Star Buddies' in the community right across the Fylde Coast as well as many more volunteers. All of them give valuable information and support to women about breastfeeding through face to face contact in the unit, support groups, online support, phone calls and sometimes home visits.

The next step for the hospital is to work towards separate Unicef accreditation for the Trust's Maternity and Neonatal departments, under the new Unicef Baby Friendly standards.

Nicola Parry added: "So many women have already benefited from the work we have done.

"We are putting back into the community and back into the women and making a better future for the babies who may be parents themselves one day."

NATIONAL FELLOWSHIP AWARDS

TWO Fylde Coast health visitors have become the most recent inductees to the Fellowship of the Institute of Health Visiting.

Deborah O'Dea and Julie Carter-Lindsay from the Trust have been recognised nationally for their dedication and pioneering work to support young children and families.

Both women have now joined a new country-wide group of expert and confident leaders who have made a real difference to the health outcomes of children and their families.

To become a Fellow, the pair went through a rigorous application process that included scrutiny of their clinical practice and three testimonials of their expertise and skill.

Among Deborah's most notable achievements was her ground-breaking work on the Hello Baby initiative which won her the Nursing Times Award two years ago.

She said: "This is a fantastic honour and



From left: Dame Sarah Cowley, Deborah O'Dea, Julie Carter-Lindsay and Dr Cheryll Adams – Director of the iHV, at the recent Fellowship event. Picture courtesy of Matthew Walker.

I'm really proud that the work I have done with others in the local area has been recognised."

Julie has been shortlisted for a Nursing Times Award on two occasions for her schemes called Beginning with Babies, a one to one antenatal intervention of home visits and Play Together, Learn Together, a project to promote early infant/child development through play and modelling parenting skills.

Talking about being named as a Fellow she said: "I feel honoured, privileged and overwhelmed, though at the same time humbled, as I know my achievements have only been possible with the support and encouragement of the health visiting team in Blackpool and senior managers.

"I know with this honour comes responsibility and my role as a Fellow of the iHV is now to ensure everyone within and external to the organisation is aware of the health visitor role and the huge benefits to the improved health outcomes for children, families and communities of the health visiting workforce."

Dr Cheryll Adams, Director of the Institute of Health Visiting, said: "Our Fellows are already really strengthening leadership in the health visiting profession and will now help develop the next generation of health visitors.

"They demonstrate the immense talent in the health visiting profession and will lead the way to ensure excellence in practice."



An artist's impression of the new outpatients development at Blackpool Victoria Hospital.

PATIENTS TO BENEFIT FROM NEW BLACKPOOL HOSPITAL DEVELOPMENT

PATIENTS at Blackpool Victoria Hospital are to benefit from a new £450,000 outpatients area.

The development, which is set to start in the next few months and last for approximately six weeks, was given the green light after £200,000 was donated to the scheme by the hospital charity Blue Skies Hospitals Fund.

The scheme will modernise the current outpatients area at the hospital with a new entrance and reception area that is far more inviting than at present. It will also help patients find their way around the hospital easier with one dedicated reception area which will be supported by the Trust's volunteers.

Doug Garrett, Chairman of Blue Skies' Charitable Funds Committee, said: "Blue Skies has been able to make this large contribution to the outpatients development thanks to an extremely generous legacy which has been left to the charity.

"This scheme just proves how important the charity is to the Trust's work, and how all donations from Blue Skies are

used purely to benefit patients and to make their visit to hospital as stress-free as possible.

"We are looking forward to seeing the results of this donation, and how it will benefit all patients coming to the outpatients department for years to come."

Wendy Swift, Chief Executive (Interim) at Blackpool Teaching Hospitals NHS Foundation Trust, said: "This is another exciting development for patients at Blackpool Victoria Hospital.

"The current outpatients area is in need of modernisation and we are confident that the new development will make it a far better place for our patients. Staff have been involved in the design process and everything has been done with the patient in mind as we aim to make it a far more pleasant experience."

She added: "The development could not have taken place without the fabulous support of our charity, Blue Skies Hospitals Fund, which has backed this scheme from the beginning."

REFURBISHED CLIFTON WARD IS A BIG BOOST FOR PATIENTS

PATIENTS at Clifton Hospital are benefiting from a refurbished ward that reopened recently.

Clifton Hospital in Lytham St Annes started its renovations towards the end of last year with Ward One being refurbished and a new gym being added to the hospital.

Ward Four has now been refurbished in the same style which is specially designed with the patients' needs at the centre of the design.

Matron at the hospital, Courtney Bickerdike, has been working closely with the Kings Fund Enhancing the Healing Environment Programme to transform the patients' experience through improvements to the physical environment.

She said: "Each bay in the ward has been painted and decorated differently so patients can find their way around easier. This will be accompanied later with bespoke matching storage spaces next to beds which will help patients identify their own beds and space.

"Floors have been altered to be non reflective as patients with dementia often confuse shiny floors with water and are afraid to walk in some areas. The same goes for grey or dark colours which we have been able to use to create mental barriers stopping patients from wondering in to restricted areas."

Research has repeatedly confirmed that a supportive and welcoming environment can have positive effects on both those who visit hospitals – whether as patients or visitors and those who work in them.

Ward Four is mostly used for rehabilitation and so has been kept as open as possible to encourage patients to walk around.

The day room has had walls removed so it is easier to access and more inviting to patients. There is a new reception desk for the ward as well as an improved central nursing station that overlooks all the bays within the ward.



Matron, Courtney Bickerdike and Sister, Viv Howell, on the newly refurbished ward at Clifton

FUNNY GIRLS PAIR ADD COLOUR TO SPECIAL NUTRITION AWARENESS WEEK

Hospital patients enjoyed cocktails served by waitresses from 'Funny Girls' nightclub in Blackpool as part of a special awareness week.

The glamorous waitresses, Joanna and Ella, poured healthy cocktails at a party for patients at Clifton Hospital as part of national Nutrition and Hydration Week.

Joanna, whose grandmother has dementia, said it was a pleasure to serve the patients.

She said: "My grandma has dementia so it's nice to be able to come in here and help people in a similar situation.

"It has been a nice experience. If you're in hospital it's good to see something different. It cheers you up a bit."

Linda Broadbent, manager of Ward 1 at Clifton Hospital, said: "Joanna and Ella have been great – everyone has been very excited.

"It's something colourful and different for the patients.

"We've been working on this for weeks. We thought we'd have a Caribbean theme.

"Patients with dementia see a lot of things in black and white so a big splash of vivid colour can liven things up.

"Patients have helped to paint the palm trees and staff have come in on their days off to help out.



Staff at Clifton Hospital join in the fun.

"To link in with Nutrition and Hydration Week we have used milk and fruit in the cocktails.

"We've had finger food for our patients with dementia because they enjoy that."

Many other events took place during National Nutrition and Hydration Week, which started on Monday, March 14 and ended on Friday, March 18.

Staff at Blackpool Teaching Hospitals NHS Foundation Trust organised the events for patients and employees.

Nigel Fort, Associate Director for Facilities for the Trust, volunteered to go in the 'stocks' in Blackpool Victoria Hospital's staff and visitors' restaurant on Tuesday, March 15. Staff raised money for the Trust's Blue Skies Hospitals Fund by paying to squirt Nigel with a water gun.

Speech and Language Therapy staff on the hospital's Stroke Unit made nutritious and tasty fruit cocktails for patients with swallowing difficulties on Tuesday, March 15. They did the same for patients at Clifton Hospital at a tea party on Wednesday, March 16.

Various information stands were set up on the mezzanine at Blackpool Victoria Hospital and raffle tickets were sold in aid of the Blue Skies Hospitals Fund. Prizes included vouchers for Nunzio's Italian restaurant, Rico's Italian restaurant, a Pleasure Beach family pass, gym passes, a prize from Merlin Entertainment, meat vouchers, afternoon tea and many more.

Throughout the week hospital executives and directors visited wards to serve lunches or be part of the worldwide event.

Nutrition and hydration awareness events were promoted the hospital's restaurant as well as staff and visitor quizzes.



Joanna and Ella from Funny Girls who helped staff and patients at Clifton Hospital as part of national Nutrition and Hydration Week.

Prizes were awarded to staff who won competitions including Most Innovative Idea to Support Patient Hydration, Best Nutrition and Hydration Ward Displays, Most Improved and Sustained Malnutrition Universal Screening Tool (Ward/Locality) and Cake Bake Competition – Cupcake; Large Cake; Tray Bake/Biscuits.

The Trust's Patient Experience volunteers visited wards to carry out a 'patient spot audit' on the subject of nutrition and hydration. This information will be sent to ward managers and matrons.

The Patient Experience Team was on the mezzanine at Blackpool Victoria Hospital on Tuesday and Thursday. They collected donations of tinned and dried food for food hampers. Blackpool Salvation Army made up the food hampers, each containing meals for three days. These were given to patients in need when they were being discharged from hospital.

Cakes were delivered to wards on Wednesday, March 16. The Trust's catering department supplied the cakes as part of a worldwide afternoon tea party event.

Organisers also devised a crossword and word search for patients to complete with visitors or staff.

HIGHEST RECRUITING RESEARCH SITE IN UK AWARD FOR TRUST

A HIGHLY sought after accolade in the world of research has been awarded to Blackpool Teaching Hospitals NHS Foundation Trust.

The research team from the Trust's Clinical Research Centre at Blackpool Teaching Hospitals has won the award for Highest Recruiting Site in the UK for a major on-going clinical trial.

Researchers on the trial are looking at the safety and effectiveness of a new antibiotic drug used to treat patients with Clostridium Difficile Associated Diarrhoea (CDAD).

Dr Achyut Guleri, Consultant Clinical Microbiologist and Principal Investigator for the study from the Trust, was surprised and delighted with the award.

He worked on the project with Consultant in Infectious Diseases, Dr Peter Flegg, Consultant Microbiologist; Dr Rashmi Sharma; Consultant Acute Medicine, Dr Venu Kollipara; Consultant



Left to right: Frank Hidalgo, Dr Peter Flegg, Dr Rashmi Sharma, Dr Venu Kollipara, Michelle Wyatt, Dr Achyut Guleri and Natalia Waddington.

Acute Medicine, Dr Mazhar Alam; Clinical Trials Pharmacist, Andrew Potter and Lead Research Nurse for Microbiology and Infectious Diseases Natalia Waddington.

The team will receive the award at a ceremony organised by the research organisation, Inc Research.

The award came as a complete surprise as Dr Guleri only found out that Blackpool Teaching Hospitals had won

when he received a letter from Inc Research along with the trophy.

Dr Guleri said, "We have an excellent multi-disciplinary teamwork between medical, pharmacy and nursing staff.

"Our Research and Development Department has been very supportive with infection-related trials in the Trust. Natalia Waddington, Research Nurse, deserves a very special mention for her commitment and perseverance in several research studies that we contribute towards.

Michelle Stephens, the Trust's Research and Development Manager, said: "As a research active Trust we endeavour to offer as many patients as possible the opportunity to join the clinical trials open here.

"It is rewarding to see our investigators, clinical and research teams receive international recognition for the work they do to bring new treatments to our patients and the NHS."

ANOTHER SUCCESSFUL EVENT GIVING SCHOOL PUPILS A 'SLICE OF HEALTHCARE'

MORE than 50 school pupils were given a hands-on look at careers in health care.

Pupils from a collection of schools around Blackpool were invited to a special event at the Trust's Simulation and Skills Centre.

All the young people have an interest in careers within the NHS and attended to learn more from experts within a wide range of professions throughout the Trust e.g. Pathology, Occupational Therapists, Physiotherapists, Speech and Language Therapists and Pharmacists. They were also given the opportunity to participate in a variety of activities which gave them a hands on perspective such as the midwives demonstrating a simulated birth.

Martin Newton, Assistant Practitioner working in the Simulation and Skills Centre organised the event. He said: "We need to encourage young people to be the health professionals of the future. We hope to inspire them further by giving them a realistic and enjoyable experience to help them meet their potential.

"We can show them the many different roles that are available in each field from radiology to anaesthetics, nursing, midwifery and even surgery. Hopefully by doing this they can explore the many different options available to them giving them the opportunity to pursue the career that's right for them."

The young people were able to get hands on in the Simulation Suite and participate in helping

to intubate Sim Man and also had the opportunity to perform Cardiopulmonary Resuscitation (CPR). The pupils observed a patient's journey from their admission to A&E with suspected appendicitis through to the surgical procedure in theatre.



St George's School students try their hand at intubating a mannequin.

WOULD YOU LIKE TO BE A VOLUNTEER?

Can you help?

THE Voluntary Services Team at Blackpool Teaching Hospitals NHS Foundation Trust is in need of more Volunteers to join our existing team of over 400 Volunteers.

There are a variety of roles on offer in various locations across the Trust and new developments are moving forward.

If you could spare a few hours a week, min 3 hours per week including weekends.

If so, the Trust needs you!

Volunteering for the Trust is a fantastic opportunity to gain a

Healthy Futures certificate for 100 hours voluntary service.

Training for all roles is provided, and training courses are held periodically.

Voluntary Services Officer, Jane Icton said: "This is an exciting opportunity for anyone wishing to give a few hours a week helping Patients, Staff and their families. Our Volunteers are highly valued as they provide an excellent service which we wouldn't otherwise have."

"Coming into hospital can be a very daunting experience, which can be relieved by our Volunteer Navigators who help to remove the stress of finding your appointment whilst our Trolley



and Shop Volunteers offer a small treat to perk you up, whilst raising funds for Blue Skies Hospital Fund's charity. The money raised goes back into enhancing the patient experience."

If you would like more information on becoming a volunteer please call Voluntary Services on 01253 957994 or email: volunteers@bfwhospitals.nhs.uk

NEW VOLUNTEER CHARLIE IS A REAL TREAT FOR PATIENTS

MEET Charlie, the newest Volunteer recruit at Clifton Hospital boasting four legs and a tail which won't stop wagging.

Charlie and his owner Mags Hanning are Pets As Therapy (PAT) volunteers, and have been taken on by the Fundraising and Voluntary Services department at Blackpool Teaching Hospitals NHS Foundation Trust to entertain patients at Clifton Hospital.

They visit twice a week in the non-clinical areas of the hospital, and Charlie, three, receives a lot of fuss and treats from patients who have come to look forward to seeing him.

Mags, who lives in St Annes, said: "A neighbour of mine works at a school for children with learning difficulties, and they have a PAT Dog which visits and makes a huge difference. I thought it was something I could look into for Charlie."

"He is so gentle-natured and placid, which is what you need in a PAT dog."

PAT dogs need to pass a temperament

assessment before they are taken on as volunteers. They need to show they can be controlled while on a lead, won't jump up or bark, and won't scare at



Nadia Whiteside, of Blackpool, meets Charlie the PAT Dog at Clifton Hospital.

loud noises.

Mags said Charlie passed with flying colours.

She added: "The response we've had to Charlie at Clifton has been very positive. All the patients love him and even the staff look forward to him coming."

"Charlie knows where he's coming now, and looks forward to all the treats he gets while he is here. It's nice to speak to the patients and reminisce with them, and I really do feel like we are making a difference."

Linda Broadbent, manager of Ward One at Clifton Hospital, said: "The patients at Clifton look forward to Charlie's weekly visits which are particularly therapeutic for the patients with dementia."

"Petting an animal can provide a therapy we otherwise wouldn't have in the hospital, so we are all really pleased to welcome Charlie and Mags each week. All the patients and staff absolutely love Charlie and look forward to his visits."

FAST ACTING TEAM HELPS PATIENTS TO STAY IN THEIR OWN HOMES

HELPING patients to stay out of hospital and regain their independence are the main aims of a team based at the Royal Lancaster Infirmary.

Given the choice, most people say they would prefer to be cared for at home instead of in hospital. The Trust's Rapid Emergency Assessment and Coordination Team (REACT) makes this possible.

The REACT team was set up in 2011 to provide a single point of access for health and social care services. The team endeavours to prevent avoidable admissions, to give an urgent care response and to prevent the need for acute intervention.

Early supported discharge can be facilitated by the team, where appropriate, with a 48-hour window from admission to hospital.

The team also aims to reduce non-elective admission to hospital by supporting patients at home and signposting them to the appropriate alternative services.

Team members work in partnership with other providers to assist and provide rapid alternatives to having an extended stay in hospital as well as rapid discharge from hospital.

Linda Speak, Interim Team Leader for the Trust's REACT team, Rapid Response and IV Therapy, said: "REACT was set up as an integrated team between health and social care.

"We assess patients to see if they can stay in their own homes whilst being



Linda Speak (centre) with members of the REACT team at Lancaster Royal Infirmary.

supported by community health workers and social care services.

"We go out and proactively look for patients. We work closely with our secondary care colleagues so that patients can be referred directly to us instead of being admitted to hospital."

REACT Assessors can be nurses, occupational therapists, physiotherapists and social workers.

Linda, who has worked in nursing for the NHS in the Lancaster area since 1987, explained: "We work with the A&E and other departments to assess patients so they don't necessarily have to be admitted to hospital. The hospital's departments are all aware of what we do. We spend a lot of time promoting the service.

"Another part of our role is

supporting early discharge. We assess patients for early supported discharge within 48 hours. This can help to prevent an extended length of stay in hospital

"We have found that most patients like to be in their own homes. Our service gives them a choice of where they can receive their care.

"We work with patients who are 18 years and over. Most of our patients are elderly but some of patients have long-term conditions.

"The team helps the hospital to relieve bed pressures as we can prevent avoidable admissions and support early discharge.

"Ultimately, we enable people to regain their independence."

The REACT team includes John Howley, Darren Quayle; Occupational Therapists,

Emma Holborn, Verity Craig and Sorrel Talbot; Physiotherapists, Steve Wilden, Victoria Search, Maria Hayes and Sophie Younis and administrator Mary Parker. All of the team members are trained to be 'REACT Assessors'.

At the Royal Lancaster Infirmary, REACT referrals come from the Emergency Department, the Acute Medical Unit, ASU and wards. In the community, referrals come from GPs, social services and community healthcare practitioners.

The team refers people to many services including Rapid Response, IV therapy, COPD Homecare, Community Matrons, allied health services providers, short-term crisis care, including overnight care, District Nurses, equipment services, GP services, voluntary services such as Age UK, social services, palliative care and mental health services for older people.

The service covers GP referrals from North Lancashire CCG, residents in Lancaster, Morecambe, Heysham, Carnforth and Garstang, Lancashire Social Services. Social services refer on to Thornton office for Fylde and Wyre.

Linda added: "The REACT team is a fantastic team to work with. We get a lot of complimentary feedback from patients and their families.

"Every patient is different. I love the patient contact and I love caring for patients. It's very rewarding."



STAR STAFF HONOURSED AT CELEBRATING SUCCESS AWARDS

OUTSTANDING employees were honoured at the Trust's annual Celebrating Success Awards ceremony.

Patients, carers, members of the public and NHS workers nominated staff who had gone above and beyond the call of duty to care for patients and their families.

The glittering awards ceremony was held in the Empress Ballroom at the Winter Gardens.

Nearly 350 nominations were made for teams and individuals working in North Lancashire and South Cumbria – a record year for the Trust.

The entire event was funded thanks to the generosity of sponsors and supporters.

- The highly coveted Gazette's Patients' Award was won by staff on Ward 15B at Blackpool Victoria Hospital.

They were nominated more than 20 times by grateful patients who described them as kind, caring, professional, polite, helpful, friendly, compassionate, lovely and fantastic.

The runners-up in this category were the Ophthalmic Surgical Department at Blackpool Victoria Hospital and Ward Sisters, Vanessa Wilcock and Michelle Knighton, from Blackpool Victoria Hospital.

- A new award for 2015 was the Golden Heart Award, sponsored by Weightmans Solicitors, for staff whose actions changed or saved a life and who went above and beyond their role, acting with kindness and compassion.

The winner in this category was Andrea Lewis, a Sister in the Emergency Department (A&E), who was nominated by a woman whose husband had a cardiac arrest at a car boot sale eight years ago. Andrea gave him life-saving first aid and several years later, when the woman's husband sadly died of another cardiac arrest, Andrea was there to comfort her once again.

The runners-up were District Nurse Sister,



Colleen Clegg and Jenny Clarke are presented with their Radio Wave Unsung Hero Awards by John Barnett

Emma Wood and Clinical Audit and Effectiveness Officer, Kerrie Newsham.

- The title of Clinical Team of the Year, sponsored by Medstom, was won by Clifton Ward 1. This ward for the rehabilitation of elderly patients was nominated for providing excellent services and clinical care. It is also a specialised ward for patients with dementia and members of staff go out of their way to improve care.

Runners-up in this category were the Stroke Unit at Blackpool Victoria Hospital and the Care Home Support Team North based in Lancaster.

- Radio Wave's Unsung Hero Award, sponsored by Hempsons, went to Staff Nurse Francesca Hall who, in her own time, develops new ways of promoting knowledge and understanding of dementia and Alzheimer's Disease through the 'Butterfly Scheme'. Fran encourages staff to become Dementia Friends and gets everyone involved in fundraising activities.

Gastroenterology Service Manager, Colleen Clegg, was a runner-up for her people-centred approach to developing

gastroenterology services and ensuring the best outcomes for patients.

Midwife, Jenny Clarke was shortlisted for her work in promoting 'skin to skin' contact between mothers and babies and for supporting and inspiring women across the world through her Twitter profile.

- Employee of the Year, sponsored by Allcool, was won by Julie Dalton, an Autism Specialist Practitioner. Julie is unique in her role within the Trust as she is able to assess, diagnose, treat, support and initiate care pathways for this highly complex client group, their carers and families. She has close links with other organisations and provides a robust service for people with autism.

Consultant Gastroenterologist, Dr Mark Hendrickse and Senior Orthoptist, Conrad Beacham were runners-up in this category.

- Another new award category for 2015 was the Together We Care Award, sponsored by G2 Speech, which reflects the Trust's values of compassion, excellence, taking a positive approach and being people centred.

Staff celebrate with their awards.



The winner in this category was the Pharmacy Team based at Blackpool Victoria Hospital.

This team follows the Trust's Vision and Values on a daily basis. It makes a difference by working together to care for colleagues, patients and customers and strives for excellence at all times.

The runners-up were Housekeeper, Marj Gilmour from the Children's Ward and Community Children's Nurses, Alison Matthews and Lynne Read based in Lancaster.

- The Non-Clinical Team of the Year Award, sponsored by J E Harrison, went to the Trust's Medical Records team based at Blackpool Victoria Hospital.

This team scooped the award for always striving to put the patient first and for constantly working to and meeting the ever changing demands of the department. Clinicians rely on the service as do patients from across the

Fylde coast and the rest of the UK.

Runners-up were the Blue Skies Trolley Volunteers and the Community Domestic Team.

- The Innovation and Service Improvement Award, sponsored by ISS Facility Services went to Alice Vince from the Children's Therapy Team North.

Alice won the award for introducing and implementing various new assessment approaches within the therapy team. This is making a difference to children in terms of how they set their own treatment goals and improves function, physical conditions, confidence, self-esteem and social skills.

The runners-up were the Informatics and Acute Medical Unit (AMU) Informatics and Patient Tracker Team and the Hospital Occupational Therapy Service.

- The Chairman's Award, sponsored by Emis Health, went to the Care Home

Support Team North. This team, which was also a runner-up in the Clinical Team of the Year, won the award for making a huge difference to patient care in a short space of time and for being highly dedicated to their work.

Gary Doherty, the then Chief Executive, said on the evening: "This is my third Celebrating Success experience and each year I have been overwhelmed by the quality and quantity of applications received.

"It is humbling to read reports of the care and expertise our staff give to the patients both in the acute hospital and in the community. I have seen so much great work and talent across the Trust.

"It is important that we commend all staff for their hard work and excellent care and recognise those who really stand out to our patients. This year we saw record entries which goes to show how much our staff are appreciated both by their colleagues and by our patients."



MEMBERSHIP SEMINARS

THERE have been two membership seminars since our last issue.

On Monday, August 3rd 2015, Mr Gary Doherty, the then Chief Executive hosted a well attended 'Chief Executive's Question Time'.

On Tuesday, February 9th 2016, Mr Vikas Malik and Mr Alan Kenyon hosted a

very informative seminar on 'Tinnitus – What it is and what can be done for it?'

The presentation given during the above seminars can be viewed on the website at www.bfwh.nhs.uk/members/events.asp

Thank you to all our members who make the time to attend.



Mr Vikas Malik who hosted a very informative seminar on 'Tinnitus – What it is and what can be done for it?' in February.

Seminar Dates for 2016

HERE are some important dates for your diary for this year and you will need to contact the Membership Office on 01253 956673 to book your place:-

Date & Time:	Venue:	Details:
*Friday, May 13th 2016 (TBC) Time:- (TBC)	Blackpool Sixth Form College (TBC)	Younger People Mental Health Team. Seminar on "Stress and how it affects Younger People."
Thursday, 2nd June 2016 10.30 – 11.30am	Cardiac Lecture Theatre, Cardiac Education Centre, BVH	Mrs Helen Veevers, Rheumatology Practitioner. Seminar on 'Osteoporosis'.
Tuesday, 6th September 2016 10.30 – 11.30am	Cardiac Lecture Theatre, Cardiac Education Centre, BVH	Ms Lee Alexander, Specialist Nurse – Organ Donation. Seminar on "National Transplant Week."
Wednesday, 12th October 2016 10.30 – 11.30am	Lecture Theatre, Education Centre, BVH	Breast Care Nurses Team. Seminar on "Breast Cancer Awareness Month".

*This seminar will be for college students only.

Elections 2016 – Update your contact information

IN August 2016 the Trust will be holding Governor Elections for both Staff Governors and Public Governors.

In order to ensure that we have your most up to date contact details and to ensure you are able to vote in the above elections we ask that all staff members and public members update their contact details.

This can be done in the following ways:-

FOR STAFF MEMBERS

You can update your contact details on the ESR system by logging onto ESR Self Service via the One HR at:-

http://blackpoolhr3.multi2.sitekit.net/esr-self-service_3.htm

FOR PUBLIC MEMBERS

If you have changed your address or contact numbers

then please fill out the form below and return it to the Membership Office, Corporate Assurance, 1st floor offices, Blackpool Teaching Hospitals NHS FT, Whinney Heys Road, Blackpool FY3 8NR or alternatively, you can email the Membership & Governors Officer at:- jacinta.gaynor@bfwhospitals.nhs.uk

Name:

Old address:

New address:.....

Email address:

Telephone/ mobile number:

BOWLS CONTEST RAISES £1,500 FOR BREAST CARE UNIT

WORDS were not enough for Jackie Pickering to convey just how grateful she was to the Breast Care Unit at Blackpool Victoria Hospital, so instead she has presented nearly £1,500 in thanks for the care she received there.

Jackie, 67, was diagnosed with breast cancer three years ago through a routine mammogram and underwent a lumpectomy procedure followed by radiotherapy treatment.

The following year, a mammogram on her other breast confirmed a different, more aggressive cancer.

Jackie, of Knott End, took the decision to have a double mastectomy, and went through courses of chemotherapy and more radiotherapy. She completed her treatment 12 months ago and has been given the all clear.

"I feel great," she said.

"The care I received in Blackpool was fantastic, and once I was better I decided the best way to say thank you was to help raise money for the Breast Care Unit.

"I am a big Crown Green bowler, so I put on a bowling competition with stalls at Knott End Working Men's Club in August, and after that I held a coffee morning for my friends and neighbours."

The two events raised a total of £1,493 which has been presented to the organisation Hint of Pink, which donates its money to Blue Skies Hospitals Fund – the charity behind Blackpool Teaching Hospitals NHS Foundation



Trust – to enhance care for breast care patients.

Jackie said: "It's a fabulous amount, and I am so thrilled to have been able to raise so much. I heard about the charity while I was a patient on the unit, and I'm so pleased that this money will be used to help other patients like me.

"My husband David helped with organising the events, and I can't believe how generous people can be."

Hint of Pink's Ruth Boardman and Rena Shanahan, who themselves have previously been patients on the unit, said: "This is a fantastic amount of money, and we are so grateful to Jackie and David, and to everyone who support them with these events.

"This money will be used to help ordinary people like Jackie in and around Blackpool."



Jackie Pickering, front, is thanked by Ruth Boardman and Rena Shanahan from Hint of Pink.



CLASSICAL MUSIC CONCERT PLAYS TO TUNE OF £2,000

A CAPTIVATED audience was treated to a few of its favourite things during a night of classical music held at the Lowther Pavilion in aid of Blue Skies Hospitals Fund.

From the Sound of Music and Phantom of the Opera to Beethoven and Bach, the concert by Fylde Sinfonia had guests singing along and enjoying themselves in the name of charity.

As well as supporting the charity for Blackpool Teaching Hospitals NHS Foundation Trust, the evening was held to remember Fylde Sinfonia's former conductor John Simpson, who led the orchestra for nearly 30 years. John passed away in 2009 after suffering with dementia.

The event, which was held on Sunday 20th March, raised more than £2,000 for Blue Skies' Peace of Mind dementia appeal, which aims to help enhance the care patients with dementia receive at Blackpool Teaching Hospitals NHS Foundation Trust.

In particular, money from the appeal will be spent on enhancing the garden at Clifton Hospital to make it a safe and interactive space for patients who have dementia.

The musical extravaganza had something for all classical music tastes, interspersed with humour from guest singers Ann Cookson and Peter Baldwin from Classic Sound, and compere Doug Garrett who is the Chairman of Blue Skies' Charitable Funds Committee.

Guests of honour included the Mayor and Mayoress of Fylde, Cllr Peter Hardy and his wife Sheila, and Fylde MP Mark Menzies.

Mr Menzies said: "I was delighted to be able to attend the Fylde Sinfonia in aid of the Peace of Mind dementia appeal.

"Living just a stone's throw away from Clifton Hospital, I know how much local people cherish having that facility on their doorstep and I am looking forward to visiting in the coming weeks.

"Dementia is a key priority for me in Fylde, where we have an older population. Work to support those battling this terrible disease is something I believe in deeply and I was so pleased to be asked along to the Sinfonia to help raise funds and awareness."

The evening was led by Fylde Sinfonia conductor Peter Buckley, who said: "We are thrilled to have been able to put on a concert for such a worthwhile cause. This was our way of paying tribute to John and raising vital funds to help others suffering with this condition."

The Peace of Mind appeal is now over two thirds of the way to its £30,000 target.

Head of Fundraising, Caroline Scholz, said: "The evening was excellent and certainly provided an all-inclusive night of musical entertainment for many tastes. The feedback we've had both on the night and since has been really positive, with people asking when the next concert will be.

"We are extremely grateful for the time and effort that Peter and his orchestra, and Classic Sound, have put in to rehearsing for and performing at this event. Many hundreds of hours have clearly gone into perfecting what seemed like an effortless performance – a true sign of great skill!"

ARE WE KEEPING OUR PROMISE?

BACK in 2013 Victoria's voice and Gary Doherty, the Trust's then Chief Executive launched the charter of promises for children and young people at an event celebrating Takeover Day.

The Children's Charter of Promises states 12 aspects of good care that children and young people can expect when coming to our hospital services. Being endorsed by the Chief Executive at the time means that yes, all of the younger patients should expect to spot some of the small aspects of care that add up to a great experience in a hospital.

Now the Trust is looking for feedback from young patients and their carers about the charter.

Fiona Jones, the Trust's former Patient Experience Officer, "We are coming up to two years since this launched and our third Takeover Day took place in November so this is a great opportunity for everyone to have a think about whether they feel we have achieved these or not.

"Children and young people visit all areas of the hospital, not just the children's ward, with specialities and clinics in outpatients, visiting relatives in wards across the hospital and heading to theatre for operations, even to coming to the hospital with their brothers, sisters and parents.

"These are all times when we can make sure children understand that hospital is a positive place."

The Charter of Promises states:

- We will feed you interesting and healthy food
- We are here to help you; our staff will be friendly and helpful whether it's day or night

We will pay attention to you and your pain

We will give you activities and games to keep you occupied when you're in hospital

We know that it's important for you to spend time with family and friends

We will make our leaflets and posters easy to read and understand

We will reassure you and make sure you know what is happening and why

We will make sure that you know what you can and can't do while in hospital

We will give you plenty of opportunities to tell us how we have done and involve you and your opinions when we need to make change.

We want children and young people to be involved in and to help make decisions about their care

We will talk to you in a way that you understand

We will try our best to be on time to see you; if we are running late we will let you know

Do you think we do this? If you'd like to let Victoria's Voice know or ask for help



YOUNG HOSPITAL TEACH DOCTORS

TRAINEE Doctors have been given a lesson they will hopefully never forget thanks to a group of young people.

The first year students going through their workplace training with Blackpool Teaching Hospitals NHS Foundation Trust are now required to take the lesson given by the Trust's own young people's patient group, Victoria's Voice.

The lesson is simply about how to treat young people in their care and what children at the hospital expect when being cared for.

Fiona Jones, the former Patient Experience Officer at the Trust who facilitated the Victoria's Voice group, said: "Members of the group have experienced first-hand what it's like to be in hospital and they wanted to pass that experience on to the doctors in the hope of improving care.

"The young people have been involved in many of the processes around the hospital from influencing big decisions about care to having a say in the recruitment of doctors and nurses. They also wanted to be part of the training of doctors so they can make sure the doctor is aware of their needs throughout their whole career.

"They were very keen to emphasise that young people want to be responsible for their own treatment and that children become adults. It's therefore very important that doctors remember that young people, even toddlers, understand when something is wrong and will benefit from being part of conversations about their health."

in making sure these things happen, you can contact team on 01253 956652 or via Facebook on www.facebook.com/vicsvoicepage or Twitter @Voice_victoria Fiona Jones, patient experience officer 01253 956652 // 07770701288 // fiona.jones@bfwhospitals.nhs.uk

Victoria's Voice Summer highlights

- Victoria's Voice was included in a book of case studies called 'Taking on the Challenge' about young people's participation. It talks about all of the work the group get up to and is a resource that will hopefully help other hospitals do the same. You can download it for free at www.myapt.org.uk/ebook
- NHS England invited Victoria's Voice to speak in a workshop at the NHS Innovation Expo to spread the word about how important it is to involve children and young people in health care.
- Two young people helped Children's Ward Manager, Isabel Spencer to choose a new Health Care Assistant.
- Many members of Victoria's Voice have now gone on to university. We'll miss them a lot and hope you join us in saying thank you and good luck to Sophie and Emma!



TAL PATIENTS ORS A LESSON

Sophie England, 18, is one of the members of Victoria's Voice.

She said: "We understand that for doctors it can sometimes be scary dealing with young people as they don't always know how to speak to us or when to speak to our parents. We want them to go in to their profession fully trained and ready to provide the best quality of care possible."

The doctors were shown examples of poor quality care where the young person was not involved in consultations at all and those where their wishes on how to be treated were not taken into consideration.

They were all also given a copy of the Charter of Promises adopted by the Trust after it was created by the Victoria's Voice group. It is a series of promises that all staff are asked to work towards when dealing with young people and includes talking to them in a way that they can understand and taking time to explain their conditions to them at length.

The first year students were also asked to make a pledge about how they will deal with young people.

One doctor wrote a pledge saying: "I promise to remember to talk directly to young people and involve them in decisions about their care."

Sophie added: "If the doctors remember this pledge when they go in to their career then we will have made a real difference to the way young people are cared for 20 or 30 years down the line. That's why we do this!"

NEW WEBSITE FOR CHILDREN COMING TO HOSPITAL

A NEW website has been launched specifically to help young people when coming in to hospital.

The site, created by the Trust with help from young patients who have spent time in hospital, is now live.

It is full of information presented in a way that will engage with young people and aims to put their minds at rest before coming for treatment.

Each children's health service with the Trust, as well as the children's day case surgery, clinic and wards have easy to read profiles with contact information, pictures, a video and information about how to get help from them.

The site was created with the help of the hospital's Victoria's Voice young patients' advice group, and other local children, and is filled with informative videos such as what happens during a ride in an ambulance, what all the different departments in the hospital are, who they are likely to meet and what is going to happen.

There are leaflets and other information about different conditions all laid out in a way that young people will be able to understand.

Fiona Jones, Patient Experience Officer for child health at the Trust said: "Coming in to hospital or meeting a new team can often be a bit scary, being

able to find out more and see pictures and videos of where you are coming and who you might meet will hopefully make it less daunting and help you feel safe and happy.

"We have had help from local schools such as Highfurlong School and lots of children and young people have also told us what information should go on and how it should look.

"We hope it helps children, young people and parents access information about their health and welcome any feedback about the site."

The site is live and can be found at www.bfwh.nhs.uk/childrens/



MEET YOUR GOVERNOR

Sheila Jefferson

What area do you cover?

Fylde.

When did you become a Governor?

This is only my second year as a Governor. I did a year to cover for someone who left with a year to run and this is the first year of my three year term after being elected formally.

What made you become a Governor?

I have worked in the NHS locally and wanted to give something back. I started working 30 years ago in Family Planning which is now Sexual Health. I started as a clerk with one clinic for three and a half hours once a week and that built up progressively over the years. About 15 years after starting I got the job of co-ordinating and managing all the clinics between Lytham and Fleetwood.

I am steeped in Family Planning and was grateful to former Chairman Beverly Lester for the support she gave me and was saddened to hear of her death recently.

What do you enjoy about the role?

Being a Governor for me means I get the chance to make a difference and I

get the chance to tell other people all the positives about the hospital.

One of the things I enjoy most is going to the different venues such as GP surgeries and health centres and meeting people, trying to encourage them to be members of the Trust.

We do tell people it is THEIR hospital and their local health services. At some stage along the way we will all need the hospital and I think it is important that we all find out what is going on there. If they become a member it gives them a valuable insight into what is going on and charity work etc.

As a Governor we go to patient experience meetings and we sit with heads of departments and hear what is going on. We go on service visits which I really enjoy to see what is good and what could be improved and report back on that.

What skills do you bring to the role?

One of the main skills I hope I bring is an understanding of how the systems work within the NHS thanks to the knowledge I have gained from my time with the Family Planning Services.

I have seen a lot of changes including



Sheila Jefferson

the integration of community and hospital services in recent years. It used to be a bit of a "them and us" attitude and people did work differently. But I have seen the efforts made to bring things under one banner and there is no doubt that we are beginning to see the benefits of that.

It's a big package now which it wasn't before and it has been a challenge but I think I have been able to play my part in helping people understand the processes and the challenges.

BOARD MEETINGS IN PUBLIC

AS part of the Trust's commitment to openness and accountability, Board meetings are held in public on a regular basis.

Please note below the forthcoming dates for 2016:-

- Wednesday 25th May 2016
- Wednesday 27th July 2016

The agenda for each meeting, which will include details of the venue, will be posted on the Trust's website

[http:// www.bfwh.nhs.uk/about/meetings_public.asp](http://www.bfwh.nhs.uk/about/meetings_public.asp) at least three days in advance of the meeting date.

Staff, patients, the media and the public are encouraged to observe these meetings which provide an opportunity to learn about the work of the Board.

Members of the public also have the opportunity to ask questions in relation to the agenda or reports and these should be submitted in writing to the

Chairman at least 24 hours in advance of the meeting date.

Write to Judith Oates, Foundation Trust Secretary, Trust Headquarters, Blackpool Teaching Hospitals NHS Foundation Trust, Whinney Heys Road, Blackpool, FY3 8NR.

For further information about Board meetings, please contact Judith Oates on 01253 956856 or judith.oates@bfwhospitals.nhs.uk.

STAFF HONoured AT TRUST'S ANNUAL MEETING

MEMBERS of the public, staff and members got to hear about the work of the Trust, its achievements and its challenges over the previous financial year during the annual meeting.

The Chairman, Ian Johnson, started the evening with a speech.

He said: "Ensuring our patients receive a positive experience of care is a high priority for the Trust and we are pleased that patients have highlighted to us that we have made improvements in areas such as privacy and dignity, cleanliness, waiting times and communication between staff and patients.

"Once again we received national recognition for our work to improve patient safety and quality.

"The Trust was named as one of the CHKS 40 Top Hospitals. The award is presented to the 40 top-performing CHKS client Trusts and the rankings are based on 22 key measures of quality, including clinical effectiveness, patient experience and quality of care."

The evening ended with a special ceremony to mark achievements of around 200 staff throughout the Trust.

The ceremony recognised 128 staff members who had served 20 years in



Roberto Geronimo is named Cardiac Nurse of the Year pictured with Ian Johnson, Trust Chairman, Gary Doherty, former Chief Executive, Ramesh Gandhi and his wife May Gandhi.

the NHS as well as more than 60 staff who have achieved new qualifications throughout the year.

Three other awards were celebrated during the event for staff who were nominated as going above and beyond their role.

The Cardiac Nurse of the Year Award was this year awarded to a much loved Advanced Practitioner, Roberto Geronimo who works in the Coronary Care Unit. Runner-up was Community Matron, Sara Trow.

A memorial award for the late Dottie Hall saw the audience erupt into applause as the winner was announced.

Dottie worked at the Trust for 39 years as a Ward Clerk and was well known around

Blackpool Victoria Hospital to patients and staff alike for her unwavering enthusiasm and commitment to her job, often going above and beyond the requirement of her role to help anybody that came into contact with her.

Beverley Whittaker, Medical Secretary, was this year's winner. Runners-up were Consultant, Mr Alex Blackmore and Health Care Assistant, Shirley Brown.

A final award was also given as a new addition to this year's ceremony.

Wendy Canning from the Trust's Clinical Improvement Team won the award which is tied in to the Trust's new campaign to encourage staff to look out for each other and try to spot signs of problems that may be affecting their colleagues.

It was awarded by the mother and father of the late Jane Clough who was an A&E Nurse who suffered from domestic violence which ultimately led to her untimely death.

Wendy provided much needed support for her colleague, sensitively looking after her best interests when she was diagnosed with a terminal illness. The runners-up were Joanne Warburton, Lisa Halliwell and Mark Wrigley.



Wendy Canning with her trophy with Gary Doherty and Penny and John Clough.



Gary Doherty joins Gary and Michelle Hall to present Beverley Whittaker (left) with the Dottie Hall Memorial Award.

Quality Care Homes in Your Area



Specialist care from a dedicated team of experts



Fleetwood Hall Residential & Dementia Care Home

Chatsworth Avenue,
Fleetwood FY7 8RW
Telephone: **01253 777 065**



Longridge Hall and Lodge Residential & Dementia Care Homes

4 Barnacre Road, Longridge,
Preston PR3 2PD
Telephone: **01772 786 106**



Penwortham Grange and Lodge Residential & Dementia Care Homes

Martinfield Road, Penwortham,
Preston PR1 9HL
Telephone: **01772 748 576**



We look
forward to
welcoming you
to our homes!

For more information call

01423 859 859

or visit www.orchardcarehomes.com

In partnership with

**ACTION ON
HEARING
LOSS**



STRAFFORD - QUALITY BUILT IN

Strafford Fabrications specialising nationwide in the manufacture and installation of high quality staircases and handrail systems for domestic and commercial projects.

We are able to offer a bespoke design and manufacturing service or supply products to reflect your own ideas whilst complying with current building regulations.

Our traditional or modern staircases can incorporate a wide variety of materials including satin and mirror polished stainless steel, brass and aluminium. Also glass and a wide

range of hardwoods are used to compliment our metalwork. We can also offer a powder coating service with a full range of colours.

Our experienced fitters complete installations quickly and considerably with minimum disruption to your property and ensure your complete satisfaction.

We welcome enquiries from members of the public as well as architects and developers and will be pleased to advise on any queries you may have.

Unit 3 Strafford Industrial Park, Gilroyd Lane, Dodworth, Barnsley S75 3EJ
Tel/Fax **01226 296767** Wayne **07766 943937** Brian **07818 258601**
E-mail: info@straffordfabrications.co.uk

www.straffordfabrications.co.uk



Blackpool Teaching Hospitals NHS Foundation Trust has not vetted the advertisers in this publication and accepts no liability for work done or goods supplied by any advertiser. Nor does Blackpool Teaching Hospitals NHS Foundation Trust endorse any of the products or services.

Every possible care has been taken to ensure that the information given in this publication is accurate. Whilst the publisher would be grateful to learn of any errors, it cannot accept any liability over and above the cost of the advertisement for loss there by caused.

Octagon Design & Marketing Ltd has not vetted the advertisers in this publication and accepts no liability for work done or goods supplied by any advertiser. Nor does Octagon Design & Marketing Ltd endorse any of the products or services.

No reproduction by any method whatsoever of any part of this publication is permitted without prior written consent of the copyright owners.

Octagon Design & Marketing Ltd. ©2015.

Hawks Nest Cottage, Great North Road, Bawtry, Doncaster, DN10 6AB Tel: 01302 714528



JOIN TODAY AND SAY YES TO SAVINGS!

As an employee of the NHS you qualify for Costco Membership*

Costco is a membership warehouse club that sells a wide selection of top quality brand name merchandise at low warehouse prices.

Individual Membership*

To join Costco and start saving please provide your employee ID card or current pay slip to prove your employment, PLUS a current utility bill (electricity, gas, telephone, water) or a bank statement addressed to your home. The annual membership fee for Standard Individual Membership is £25 (plus VAT).

SIGN UP FOR MEMBERSHIP WITH THIS ADVERT AND RECEIVE A FREE GIFT!

COSTCO HAYDOCK ONLY. VALID UNTIL 31/12/15.

For further information, please
call the Membership team at
Costco Haydock.
Call 01942 868 604.

**SEASONAL
GIFTS NOW IN!**

*Membership Criteria applies. Accepted methods of payment cash, debit card, cheque or American Express. Membership must be obtained before purchases can be made.





Sell easy, buy easy, rest easy

Move with just a 5% deposit or part exchange your current home in 7 days*

• Thornton Fields

Fleetwood Road North/Bourne Way,
Thornton-Cleveleys FY5 4LF

0844 875 1332

• The Pastures

Fleetwood Road, Wesham PR4 3BY

0844 875 1326



HELP TO BUY
Move with just a 5% deposit*

OR

7 DAY

Full valuation part exchange

Current releases: 4 bedroom detached homes from £213,000 to £334,995 or just £170,400 to £267,996 with Help to Buy^



follow us online rowland.co.uk


Rowland

*Subject to terms and conditions, please ask the Sales Executive for full details. ^80% Help to Buy prices shown. Calls costs 7p per minute plus your phone company's access charge.

Discounts available for GP's - save up to £7,000 on a Story Home*

Award winning Story Homes is offering a brand new incentive to NHS staff in the Fylde area and further afield. This beautiful development has a lot to offer.

Our stylish selection of high quality, high specification homes at Brookwood Park, near Kirkham, create the perfect base to enjoy the local area. For further details visit www.storyhomes.co.uk or contact Zandra on 07841 918103



Many
'extras'
included as
standard

Prices from only
£212,950*

*The offer allows NHS staff to buy a sought after Story Home and receive a £1,000 discount for every £50,000 they spend. The discount calculated above is based on a Mayfair house type (£389,950) at Brookwood Park, Kirkham. Price correct at September 2015. Offer ends on 31 March 2016. Please note that some terms and conditions may apply.