

Our Year

Annual Report
Summary: 2016-17



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Welcome

The year 2016/17 has been another challenging but successful period for the Trust which has seen good progress in its aims to improve services.

We would like to thank all our dedicated staff and volunteers for their hard work and commitment during a very challenging year.

Over the past year we have launched our new 2020 Vision, a Five Year Strategy called 'Together We Can...'. We have been working closely with staff to embed the strategy into our every day practices so the key aims such as improving patient and staff experience and reducing mortality rates are at the forefront of everything we do.

The Trust, along with the wider NHS, is facing significant challenges in the years ahead – an ageing population, increasing numbers of people living with complex, long-term health and social care needs and rising expectations that a wider range of health services can provide an enhanced quality of life; all this against a background of increasing costs of providing care for our patients.

Nationally, NHS England has set out its expectations for the future through the publication of the Five Year Forward View. This describes a number of ambitions around changes to the way in which care is provided, all of which aim to reduce unnecessary admissions to hospital and improve the coordination of care for patients who have multiple, complex health and social care needs and we are delighted to see that our work with the Extensive Care Programme on the Fylde coast and the Better Care Together Partnership work in North Lancashire has seen some excellent results.

The Trust's aim is to embrace these challenges, seeing them as a real opportunity to reshape the way in which healthcare services are provided to our patients, with care and treatments that are better designed to meet the needs of individuals and their families.

Wendy Swift
CHIEF EXECUTIVE
(INTERIM)

Ian Johnson
CHAIRMAN



If you would like to see a copy of the Trust's full Annual Report and Accounts and Quality Accounts for 2016/17 please see the following:

- Our website at www.bfwh.nhs.uk
- Call us on 01253 956673

Keep updated on the Trust's latest news:

- Follow us on [Twitter @BlackpoolHosp](https://twitter.com/BlackpoolHosp)
- Like our page at www.facebook.com/BlackpoolHospitals
- Visit www.youtube.com/BFWHospitals

Annual Members' Meeting, Thursday, September 21, 6pm, Blackpool Sixth Form College.



Highlights of 2016/17

Expansion of Sexual Health Services

Following a successful tender, from April 1, 2016, the Sexual Health Service extended its services to include, Central, East and West Lancashire, in addition to Blackpool and North Lancashire. Genito-urinary Medicine (GUM) and contraceptive staff have joined together to become locality teams, with one team leader and one clinical nurse specialist in each area. Patients now have a single point of access phoneline to access the service and staff training across all areas will facilitate the provision of a 'one stop service' so that patients do not have to have multiple appointments to receive care. The service has seen an increase in HIV screening, a reduction of sexually transmitted infections, an increase in Long Acting Reversible Contraceptive (LARC) methods such as coils, implants and injections and an increase in dual trained practitioners.



service included support from Commissioners, GPs, Community Intravenous Service staff and Microbiology staff. This service review has seen a reduction in regular admissions to hospital for IV therapy and ensured patients are treated in their own homes.

Development of Nurse Led Intravenous (IV) Therapy Service

This year, based on staff and patient feedback, the Trust's Community IV Service has developed to a Nurse Led Service model. This benefits patients as the service can now accept direct referrals from GPs and community practitioners, therefore reducing the need for the patient to attend or be admitted to hospital. Both primary and secondary care staff can now refer to the service and this is supporting early discharge from hospital into the community and early indications are demonstrating an increase in referrals. The service has also expanded to include a midline insertion service for secondary care. The review of the

Combined Assessment and Treatment (CAT) Ambulatory Care Service

This new service supports the approach that urgent and emergency care patients in any setting should receive the earliest possible review by a senior decision maker. The service ensures that there is consideration of all potential acute admissions for ambulatory care unless their needs can only be met by an inpatient hospital stay. The Trust recognises that a significant proportion of adult patients

requiring emergency care can be managed safely and appropriately on the same day either without admission to a hospital bed, or through admission for only a few hours. The service has been developed with key stakeholders and provides an effective seven day service that is consistent, resilient and simple to understand for both patients to



use and staff to work in. The service is delivering a reduction in the number of emergency bed days used, a reduction in the number of patients admitted to hospital for more than one night, an improved patient flow, an improved ambulance turnaround, a reduction in readmissions and a reduction in incidents in emergency care.

Frailty Unit

This new service has been developed to provide care at all stages of the patient journey from healthy, active ageing through to end-of-life care.

The approach is endorsed by NHS Improvement and the Acute Frailty Network

and has been developed with a number of key stakeholders including; Social Services, General Practitioners, Pharmacists and Commissioners. The service delivers a network based model to support the improvement of Acute Frailty Services spanning primary, community and acute sectors. The facilitation of front door frailty assessment provides admission to the Frailty Unit, bypassing the A&E Department and an early comprehensive geriatric assessment by a Doctor, Advanced Nurse Practitioner or Therapy Professional. This model is supporting a reduction in length of stay for this patient group, supporting the Trust's A&E four-hour performance indicator, reducing readmissions of patients, supporting referral to the Trust's Extensive Care Services and ensuring the patient's experience is one that is timely. It also ensures a return to their home in a safe manner where possible on the same day.

Enhanced Primary Care

Across the Fylde coast, the Trust has been supporting the development of Enhanced Primary Care. This model is based around neighbourhoods working collaboratively across organisations



with groups of GP practices and other key stakeholders such as social care, mental health as well as physical health services. The key design characteristics are a single point of access with shared ownership, co-ordination and triage through a central neighbourhood hub with a shared vision and goal for all patients. The

workforce is being developed to gain widespread generic skills and one of the core elements of neighbourhood working will focus on multi-disciplinary working. The long-term vision is that the neighbourhood team will hold responsibility for the patients wherever they are in the system, preventing admission

whenever possible and reaching into acute care to move the patient on at the earliest opportunity. The aim is to optimise self-care and encourage health and wellbeing whilst using technology more effectively to assess patients in their homes or clinics, to promote self-care and improve access to specialist support, if required.

Integrated Children's Community Service – Lancaster

This six month project formed part of Better Care Together to test a new way of working and ultimately reduce attendances and admissions to hospital and out of hours services. Children who had high attendances to A&E and hospital wards were supported by a team nurse who would visit the family at home and carry out a holistic needs assessment for that family. That would then be discussed at a Multi-disciplinary Team Meeting involving professionals from various organisations. As part of this process families receive support

to manage their child's condition and empower them to reduce future health issues. The implementation of the initial project received funding and has now been allocated Vanguard money to extend the provision of this service.





Our Services

As well as providing the full range of district hospital services and community health services, such as adult and children's services, health visiting, community nursing, sexual health services, family planning and palliative care, the Trust provides tertiary cardiac, haematology and adult cystic fibrosis services to a 1.5 million population catchment area covering Lancashire and South Cumbria.

The Trust provides a comprehensive range of acute hospital services to the population of the Fylde coast, as well as the millions of holidaymakers who visit each year. We employ 6,964 staff (headcount)



and had a turnover in excess of £410.7m in 2016/17. Between April 1, 2016 and March 31, 2017, we treated approximately 104,019 day cases and inpatients (elective and non-elective), 368,554 outpatients and had 86,709 A&E attendances.

How to access our services

If you need to access any of our services please consult your GP who will be able to direct you to the appropriate department. You can self-refer to some of our services. To find out more go to our website at www.bfwh.nhs.uk



Our Safety and Quality Priorities



The Trust is fully committed to patient safety and the delivery of high quality care and recognises the need for a robust governance framework to be in place to support staff to deliver safe and effective care. Clinical governance and patient safety is embedded within the Divisions of the Trust who have a nominated Senior Lead Nurse, supported by a Quality Manager, to oversee governance arrangements and report compliance on agreed standards, set both locally and externally by the CQC and NHSI at monthly Divisional Performance Boards with Executive Directors. To facilitate the development of safety and quality initiatives, we continue to review and monitor the implementation of NICE guidance standards and National Confidential Enquiry reports and participate in National Audits to ensure ongoing learning and development is implemented to promote safe care within best practice guidelines. This is monitored, through the Trust's monthly integrated reporting mechanism, by the Quality Committee with assurance provided through this Committee to the Board on compliance with national standards and guidance.

The Quality Committee has overseen the implementation of year one of the Trust's three year Quality Strategy, which was developed to set out our ambition to provide the best patient care that is informed, timely and safe. The three year strategy aims to support the implementation of effective interventions to ensure care is safe and that care provides as positive an experience for our patients as possible. The purpose of the strategy is to support the delivery of the organisation's vision, values, quality goals and strategic objectives. It closely supports the Trust's overall strategy by identifying and prioritising delivery of specified key improvements in three quality and safety domains 'informed', 'timely' and 'safe', each of which has two goals providing a clear view of our quality and safety priorities and measures have been set to monitor progress against each goal.

Quality Goals and Strategic Objectives

The Quality Strategy supports the Trust to provide compliance against the care standards set by the CQC. The Trust was last inspection rated by the CQC in April 2014, with a follow-up inspection to Maternity Services in September 2015, which resulted in a 'Good' rating. The CQC also reviewed our Accident and Emergency Services in September 2015, providing us with one regulated activity action and some other areas identified for the Trust to review. This resulted in a 'Requires Improvement' rating for this service. Action plans developed to address the regulated activity and the other areas identified for review have been monitored by the Quality Committee and at CQC quarterly engagement meetings. The regulated activity action is also monitored through the local commissioning-led Quality Review Board.

The Trust's overall rating of 'Requires Improvement' remains unchanged from the 2014 inspection and will remain so until a full inspection is facilitated by the CQC which is expected in 2017/18.

The Trust has an agreed quality contract with local commissioners with agreed key performance indicators that reflect national and local key health care targets, including agreed CQUIN requirements. Progress of performance against the indicators within the quality contract are monitored on a monthly basis with Commissioners at a formal Quality Review Board where key quality improvements are also tabled and priority areas for development agreed.

Key Quality Improvements and service developments also come from external reviews such as CQC inspections, agreed targets set with Commissioners, feedback from staff and patient surveys, information from concerns raised and requirements set from national guidance or directives.

Our Performance



We are working closely with our partners to change models of care on the Fylde coast. The pressures we have faced over the past 12 months will continue in 2017/18, which is why we need to continue and further intensify our focus on working towards our main aims of improving the patient and staff experience and reducing mortality rates, staff vacancies and length of stay (LoS).

Much of the focus this year has been on developing new models of care on the Fylde coast and in Morecambe Bay, particularly for those that support frail elderly patients with multiple, long term conditions.

We have received national recognition for this work being selected as Vanguard sites. This means that we have the responsibility of leading the way in the design and development of new services, providing feedback to the national team on the benefits to patients and associated improvements in clinical outcomes.

This work links in with the Trust's 'Together we Can...' Five Year Strategy that was launched last year after we worked in conjunction with partner organisations to undertake an in-depth strategic review across all aspects of our care provision, led by senior clinicians from across the organisation and wider Fylde Coast health and care economy. This resulted in the creation and launch of our Five Year Strategy and 2016/17 has been the first year of its implementation.

Our Finances

The Trust had planned to deliver a break even position as part of the Annual Planning process for 2016/17.

The table (right), compares performance against the 2016/17 plan.

Before the reporting of exceptional items the Trust reported a surplus

Comparison of the 2016/17 actual performance to the 2016/17 plan.

Table 1	Plan £'m	Actuals £'m	Variance £'m
Total Income	399.7	410.7	11.0
Expenses	(387.8)	(397.4)	(9.6)
EBITDA*	11.9	13.3	1.4
Depreciation	(7.4)	(6.0)	1.4
Dividend**	(3.4)	(2.8)	0.6
Loss on Revaluation	0.0	(8.0)	(8.0)
Interest income	0.0	0.0	0.0
Interest expense	(1.1)	(1.2)	(0.1)
Deficit	(0.0)	(4.7)	(4.7)

* Earnings before interest, tax, depreciation, impairment and loss on asset disposal and amortisation.

** Public Dividend Capital

of £3.3m for the year. After taking into account an impairment of assets of £8.0m, the Trust reported a deficit of £4.7m for the year.

Full details of the Trust's financial performance are set out in the accounts for April 1, 2016 to March 31, 2017.



Feedback from our Patients, Carers and the Community

Listening to Service Users

In the last 12 months we have continued to engage with our patients and carers to ensure they receive a high standard of care and a personalised experience. The Patient Experience Department has fostered positive relations with statutory and non-statutory external organisations throughout the year to influence patient and carer partnerships and increase the volume of the individual feedback the Trust receives about its services.

There has been a significant increase in the patient feedback the Trust received in 2016/17. This has been through promotion of the ways people can contact us including the Tell Us Campaign, the NHS Friends and Family Test (FFT), the Listeners, the Bereavement Survey, Patient Opinion and the Trust's website and social media sites like Twitter and Facebook.

The relationship we have with external advocacy agencies (such as Healthwatch Blackpool and Healthwatch Lancashire) and internal agencies (such as the Patient Panel) has continued to flourish, contributing to a number of improvement projects and successes across the Trust.

The Listeners

The Patient Experience Department has a dedicated team of volunteers who conduct daily interviews with patients and carers, either at their hospital bedside or in a day clinic, about the quality of their care.

The Listeners spoke with 2,556 patients and carers during the course of 2016/17. This was performed using a question set similar to the national CQC surveys so the department could track and compare



both local and national survey data. The Listeners were also asked to perform a number of service specific interviews from clinical leads within the divisions to give areas a detailed analysis of their performance in the eyes of the patients and carers.

NHS Friends and Family Test (FFT)

The feedback from the NHS FFT enables areas to implement changes in real time, so care is enhanced immediately following their feedback. The Trust calculates and presents the FFT results as a percentage of respondents who are likely to recommend the service to their friends and family.

During April 2016 to March 2017, we have had responses from 48,003 patients, carers or family members. The vast majority (96.07%), of those responding indicated they would be either 'likely' or 'extremely likely' to recommend us and their additional comments have been overwhelmingly positive.

Over the last 12 months, we have added a number of additional surveys into our patient experience software and we continue to work with various departments in adding further surveys into the system so that each area has a more complete picture of the feedback received. We also continue to improve how we use the free text comments to ensure that each area is using and learning from the comments our patients make.

The Patient Stories Programme

The Patient Stories Programme continues to be an effective tool in bringing human experiences to life and making them accessible to not only staff but members of the public too.

Through digital media, and the use of video, audio, or still images, patients and their relatives can talk you through what happened to them and the powerful impact of particular care 'touchpoints' they've encountered on their journeys. Over the last year, the Patient Experience Department has concentrated on capturing more stories from our community health teams and particularly sensitive care experiences, such as end-of-life care, where it may not always be appropriate to shadow patients or speak to their families at distressing times.

These stories are shared regularly in the Trust's Board of Directors and Committee meetings, Team Brief and with the services mentioned to share best practice and to remind staff of their core purpose, focusing on the patient as a whole person rather than just a clinical condition or as an outcome.

Compliments

Compliments help us to improve staff morale which ultimately leads to a better patient experience, as it allows us to develop good practice and improve the quality of care. During 2016/17, we obtained positive feedback regularly via written and verbal thank you messages and tokens of appreciation from patients and their families.

	2014/15	2015/16	2016/17
Total number of compliments	4,666	4,295	4,024

Patient Relations Contacts, Concerns and the Complaint Process

Our Patient Relations Team received 4,166 contacts from members of the public over the last 12 months, an increase of five cases compared to the number they received last year.

The number of formal complaints received by the Trust in 2016/17 was 534. This includes 426 written complaints and 108 verbal complaints. The overall

number of formal complaints shows a decrease of three for the Trust's figures.

Whilst reduction of complaints is not necessarily an indicator of success, severity of complaints received has lessened in the last 12 months.

The Patient Experience Department has worked with divisions to improve response times to complaints, which has been demonstrated in an 82% to 96.5% response time in the last 12 months.

Complaints and concerns are reported as a regular agenda item to the Board of Directors and are also discussed at the Divisional Clinical Quality and Risk meetings, the Learning from Incidents and Risks Committee (LIRC) and the Trust's monthly Complaints Review Panel. Closer working with the divisional teams has seen a reduction in the time spent on gathering information and an increase in the time spent on the implementation of recommendations.

More recently the Patient Relations Team has been actively engaged in staff training days to provide advice to teams to promote, support and assist.

Parliamentary and Health Service Ombudsman (PHSO)

During 2016/17, 10 formal complaints were investigated by the Parliamentary and Health Service Ombudsman (PHSO). Of these, the Ombudsman decided one case was not upheld, one upheld, one partially upheld and one case no further investigation to take place. Six cases are still under consideration and classed as being 'referred to the second stage'.

In other instances (cases resolved during 2016/17 but referred to the Ombudsman prior to this financial year), the Ombudsman reviewed and made decisions on 12 cases. Of these cases, one was deemed not to need further investigation, six were not upheld, four partially upheld and one upheld. Investigations have been completed during this financial year resulting in seven actions reflecting lessons learnt. These will be monitored by our Board of Directors until completion. Four of the cases resulted in financial payments of £2,100 in total.

Our People

The Trust's mission is 'Together We Care', which encompasses the strategic vision for 2020 of operating as a high performing organisation within an integrated care system, which provides quality, safe and effective care. This will be achieved in a financially sustainable way, through our values-driven, skilled and motivated workforce.

The Trust's values are:

- **People-centred** – serving people is the focus of everything we do;
- **Excellence** – continually striving to provide the best care possible;
- **Compassion** – always demonstrating we care;
- **Positive** – having a 'can do' response whatever the situation.

Our values are drivers for the behaviours that all of our staff strive to demonstrate. The values and behaviours have been, and continue to be, embedded and communicated across the organisation via a number of initiatives including our recruitment processes, corporate induction, team briefings and meetings, appraisals and our annual awards ceremony.

Our Board of Directors

The Board of Directors comprises eight Non-Executive Directors (NEDs) (including the Chairman) and six Executive Directors (EDs) (including the Chief Executive (Interim)). As a self-governing Foundation Trust, the Board of Directors has ultimate responsibility for the management of the Trust but is accountable for its stewardship to the Trust's Council of Governors and Foundation Trust Members. In addition, the Trust's performance is scrutinised by NHS Improvement and the CQC.

Our Governors

In October 2016, following formal approval by the Council of Governors in March 2016, the North of England Constituency was removed from the Trust Constitution and the Lancashire & South Cumbria Constituency was renamed the Lancashire & Cumbria Constituency.



Until October 2016, the Council of Governors comprised a total of 34 Governors, however, due to the above mentioned changes it now comprises 33 Governors, including 17 Public Governors (elected from the constituencies of Blackpool, Fylde, Wyre and Lancashire & Cumbria), six Staff Governors (elected from the staff groups of Medical & Dental, Nursing & Midwifery, Clinical Support, Non-Clinical Support and Community Health Services (North Lancashire) and 10 Appointed Governors (from a range of key stakeholder organisations).

Our Members

The number of public members has decreased over the last 12 months. The Trust's public membership currently stands at 5,276 as of March 31, 2017. All members of the public who are aged 12 or over and who live within the boundaries of Blackpool, Fylde and Wyre Borough Councils, or the wider catchment area of Lancashire and South Cumbria* for which we provide tertiary Cardiac and Haematology Services, or the North of England** are eligible to become members. Other members of the public who do not fall into these categories, either due to age or place of residence, are eligible to become affiliate members of the Trust.

Would you like to become a member?

To join us today or for more information, please contact Jacinta Gaynor, Membership and Governors Officer, on 01253 956673, email members@bfwhospitals.nhs.uk

**The Lancashire and South Cumbria constituency was changed to the Lancashire and Cumbria constituency as from September 2016.*

***The North of England constituency was disbanded as from September 2016.*

Our Strategy for 2020

Our Five Year Strategic Plan

Blackpool Teaching Hospitals NHS Foundation Trust, along with the wider NHS, is facing significant challenges in the years ahead - an ageing population, increasing numbers of people living with complex, long-term health and social care needs, rising expectations about quality of life and the range of services that are provided and increasing costs of providing care for our patients. Nationally, NHS England has set out its expectations for the future of the NHS through the publication of the Five Year Forward View. This describes a number of ambitions around changes to the way in which care is provided, all of which aim to reduce unnecessary admissions to hospital and improve the co-ordination of care for patients who have multiple, complex health and social care needs.

The Trust's aim is to embrace these challenges, seeing them as a real opportunity to reshape the way in which healthcare services are provided to our patients, with care and treatments that are better designed to meet the needs of individuals and their families.

We have already begun to change some models of care on the Fylde coast, particularly those that are centred around frail elderly patients with multiple long term conditions. Similarly, as a provider of community services to the population of Lancashire North CCG, we have worked with colleagues in the Morecambe Bay area to develop a plan to reshape various aspects of our service provision. We have received national recognition for this work in both geographic footprints, being selected as Vanguard sites. This means that we have the responsibility of leading the way in the design and development of new services, providing feedback to the national team on the benefits to patients and associated improvements in clinical outcomes.

During 2015/16, the Trust worked with partner organisations to undertake an in-depth strategic review across all aspects of its care provision, led by senior clinicians from across the organisation and wider Fylde Coast health and care economy. This

resulted in the creation and launch of our Five Year Strategy and 2016/17 has been the first year of its implementation.

Our Five Year Strategy is focused around the delivery of six strategic ambitions:



These will be achieved through our strategic work programmes:

-  **Efficiency**
Reducing length of stay to deliver high quality care affordably
-  **Quality**
Consistency in care provision to deliver high quality care to all patients
-  **Value**
Getting most value from all of our resources
-  **Appropriate**
Transforming non-elective points of entry into the healthcare system
-  **Partnerships**
Working as part of the local health economy to develop new, integrated models of care
-  **Collaboration**
Working as part of a Lancashire-wide redesign team to develop new models of care
-  **Enabling**
Putting in place enablers such as improved use of information technology, making good use of our estate and enhancing our communications



Each of these work programmes has a lead Executive Director, Non-Executive Director, Divisional Director (a senior consultant) and a Clinical Lead. This team is focused on ensuring that the delivery of the various schemes is contributing to the overall achievement of our strategic ambitions. During 2016/17, we have made good progress against these ambitions and our programmes of work will continue into 2017/18.

Fylde Coast Local Delivery Plan

The Trust is a key partner in the development and implementation of the Fylde Coast Local Delivery Plan (LDP). This is a reflection of the national direction of travel outlined in the Five Year Forward View, as well as our own acknowledgement that we will only be successful in delivering a number of our planned improvements to health and care services if we work in partnership across Commissioners and providers of health and care. The Fylde Coast Vanguard received £4.3m of national Vanguard funding for the year to pursue our priorities of introducing new care models. This funding helped us to move faster and at a greater scale than we otherwise would have been able to. Some of these new care models have been underway for some time and are receiving national recognition, such as the development of our Extensive Care Service which is designed to better support patients living with two or more long-term conditions and/or other complex needs in their own homes or in a community-based setting rather than through frequent admissions to the acute hospital.

We are participating in three national initiatives: the Vanguard Programme which is focused on being at the forefront of implementing various aspects contained within the Five Year Forward View; the Test Bed Programme, which is focused on the use of technology to support patients in managing their conditions in their own homes; and the Healthy New Town Programme, which is focused on the design and establishment of new living environments that support improved health and wellbeing.

These, and several other local workstreams, have allowed us to commence delivery against our key Fylde Coast priorities:

- Effective management of the long term conditions agenda, from prevention through to improved personalised outcomes for complex patients with multiple health and social care needs;
- Improving clinical outcomes;
- Improving access to services – right care, right place, right time – across the full range of healthcare system entry points;
- Improving the patient experience of care.

Bay Health and Care

The Trust is one of the Bay Health and Care Partners – who are delivering the Better Care Together (BCT) Strategy across Morecambe Bay.

In the past 12 months, progress has been made with:

- Developing our plans for a system-wide health and care service;
- Improvements in people's care that crosses traditional boundaries by improving integrated care;
- The creation of local partnerships to ensure that people have a greater say over their health.

The Bay Health and Care Vanguard received £4.73m of Vanguard funding for the year to pursue the priorities of introducing new care models which has supported teams to move faster and at a greater scale.

Communications, Fundraising and Voluntary Services

The Communications Team continues to champion the good work that goes on throughout the Trust by securing positive coverage within a wide spectrum of media and through its own publications – News Round, Health Matters, Your Health and The Pulse.



Fundraising

Blue Skies Hospitals Fund is the Trust's charity and is supported by Trust staff and members of the public who help its work either by making a financial donation, raising awareness, planning fundraising activities or providing gifts in kind.

This support helps our charity to enhance care for patients and families.



The Charity for Blackpool Teaching Hospitals
Registered Charity Number 1051570

Voluntary Services

The Voluntary Services Team also works to enhance patient care throughout the organisation. It coordinates more than 400 volunteers who come into the Trust and donate their time to assist patients and visitors. Our volunteers help to ease the pressure on staff and we are extremely grateful for their support.



Tell us what you think

We would be grateful if you would take the time to provide us with feedback on our services.

Please complete this form, tick all the relevant boxes, detach, fold in half and return to:

Freeepost RRZB-RRAU-TGET, Communications Team, Home 15, Whinney Heys Road,
Blackpool Victoria Hospital, Blackpool, Lancashire FY3 8NR.

Have you used our services in the past year?

☐

Yes

☐

No

What has been your experience of using our services?

☐

Excellent

☐

good

☐

fair

☐

poor

☐

very poor

Do you think our quality priorities focus on the right issues?

☐

Yes, definitely

☐

Yes, for the most part

☐

No, there are some things missing

☐

No, they are not right at all

Have you any comments about how we can improve our services?

Your contact details (optional)

Name:

Address:

Postcode:

Telephone:

Mobile:

Email:

Would you like a response to your comments?

☐

Yes

☐

No

Would you like to become a member of Blackpool Teaching Hospitals
NHS Foundation Trust and keep up to date with all the latest news?

☐

Yes

☐

No

Would you be interested in standing for election as a Governor?

☐

Yes

☐

No

Blackpool Teaching Hospitals NHS Foundation Trust in Numbers

3

HOSPITAL
SITES

33

GOVERNORS

4,024

NUMBER OF
COMPLIMENTS

96.07%

OF PATIENTS SURVEYED
in FFT would recommend the
Trust to family and friends

In Excess

£410.7m

TURNOVER

5,276

PUBLIC
MEMBERS

(Head Count)

6,964

STAFF
EMPLOYED

86,709

A&E
ATTENDANCES

104,019

DAY CASES &
INPATIENT SPELLS

368,554

OUTPATIENT
ATTENDANCES

Approx.

330,000

POPULATION
of Fylde Coast

Approx.

440,000

POPULATION
of Blackpool, Fylde, Wyre and
North Lancashire

96.5%

COMPLAINT
RESPONSE TIME

Approx.

11m

VISITORS
to Blackpool

6,500

TWITTER
FOLLOWERS