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Extensive Care set to go live in June

THE Trust is set to launch its new Extensive Care service at the end of June.

Dr Andrew Weatherburn, who will be the Lead Consultant for the service, hosted a packed Grand Round this week to explain how Extensive Care will work and how it will aim to benefit the most vulnerable patients.

The Trust will be implementing two initial Extensive Care services as part of phase 1 of the programme that will be based at Lytham Primary Care Centre and at Moor Park Primary Care Centre and is working with local GP practices and community teams. Both services are due to start at the end of June 2015.

The service has initially been designed for patients who are over the age of 60 and have two or more of the following long-term conditions: coronary artery disease, atrial fibrillation, diabetes, congestive heart failure, COPD and dementia.

Dr Weatherburn said: "The service aims to work closely with patients with complex needs and long term conditions to assist them to improve their health and well-being, support them to manage their own conditions, provide effective



Extensive Care
your care, our priority

interventions when they are needed in order to better manage exacerbations of their conditions, and only admit patients to hospital when that level of specialist treatment is unavoidable.

"It focuses on caring for some of our highest need patients with a community-based doctor and an Extensive Care Service Team responsible for wrapping services around patients. The service will support the 3% of patients who are intensive users of the current health and social care system."



* If you, your department or team want to know more about the service, meet members of the team or have any further questions, then please contact the Extensive Care team through Jessica Pilling (Admin Coordinator) at: jessica.pilling@bfwhospitals.nhs.uk

* A BRIEFING sheet for staff about the service can be found [here](#). A video of the Grand Round presentation will be available from next week.

Kate Granger Awards now open

FOLLOWING the success of the inaugural Kate Granger Awards for Compassionate Care the awards, which celebrate people making a positive difference to patient care are back for a second year. There is one award for an individual working in the NHS or delivering NHS funded services while the second is for teams or organisations that are part of the NHS or that deliver NHS funded services. These services can be delivered in hospitals, or in a primary care, community or residential setting. For details go to: www.nhsemployers.org/~media/Employers/Documents/Kate%20Granger%20Awards%20factsheet.pdf. The closing date is May 29.



Still time to enter top NHS awards

STAFF are being encouraged to showcase their work by entering this year's top NHS awards. The HSJ Awards are now open for entries. There are 22 categories this year including: Clinical Leader of the Year, Enhancing Care by Sharing Data and Information, Improving Care with Technology, Managing Long Term Conditions, Patient Safety, Secondary Care Service Redesign, Acute Sector Innovation, Workforce Redevelopment. Deadline for entries is June 19, 2105. For full details go to: www.awards.hsj.co.uk



Nominate our Trust healthcare heroes

THE Gazette's Best of Health Awards are back and they are looking for the area's top healthcare professionals. With 11 categories the annual awards aim to recognise and celebrate excellence in health care, in the public, private and voluntary sectors. They want to hear about those who represent the very best in health and caring professions. They are looking for inspirational stories of those individuals who have made a real difference – whether they are a dedicated GP, a wonderful community nurse, a midwife who has helped a mum through a difficult time, or an unsung hero who goes out of their way to help others. This year's categories are: Doctor of the Year, Dentist of the Year, Midwife of the Year, Nurse of the Year, Therapist of the Year, Optician of the Year, Childcare Award, Unsung Hero Award, Carer of the Year, Elderly Welfare Award, Pharmacist of the Year.



* If you know a colleague who deserves an award, you can write to: Best of Health Awards, The Gazette, Avroe House, Avroe Crescent, Blackpool Business Park, Blackpool, FY4 2DP. Please include your own name and contact details, as well as the name, role/job title and contact details for the person you are nominating and an explanation, in no more than 250 words, of why they deserve an award. The closing date for entries is July 17, 2015. For more information about the awards, call (01253) 361709.

Conflict Resolution

A NUMBER of Conflict Resolution training sessions are now available. Frontline staff who have not completed the training before MUST attend the full course as soon as they can. All sessions run from 9am-1pm and take place in Rooms 3 and 4 in the Education Centre at BVH. The dates available are: May 14, May 20, May 28. Book your place through OLM on 01253 955392 or via olm@bfwhospitals.nhs.uk.

New staff handbook

THE Trust's new Staff Handbook is now available. The handbook is available at: <http://blackpoolhr3.multi2.sitekit.net/Documents/Blackpool%20Teaching%20Hospitals%20NHS%20Foundation%20Trust%2020151%20v2.pdf>

Fire Lecture dates

A NUMBER of Fire Lectures have been organised over the coming months. To book onto one of the courses Email: Stephan.Haigh@bfwhospitals.nhs.uk or Telephone: 01253 956799.

Date	All Held in Education Centre	Time
1/4/2015	Room 1	11.00 – 12.00
8/4/2015	Room 1	11.00 – 12.00
17/4/2015	Lecture Theatre	10.00 – 11.00
20/4/2015	Room 1	14.00 – 15.00
29/4/2015	Room 1	12.00 – 13.00
5/5/2015	Lecture Theatre	11.00 – 12.00
15/5/2015	Room 1	10.00 – 11.00
20/5/2015	Room 1	13.00 - 14.00
26/5/2015	Room 1	13.00 - 14.00
2/6/2015	Room 1	10.00 – 11.00
9/6/2015	Room 1	14.00 – 15.00
15/6/2015	Room 1	14.30 – 15.30

E-learning support

ARE you using e-learning for Mandatory Training? Remember we have all the tutorials and user guides you need on our designated e-learning pages on oneHR, To access them please go to: <http://blackpoolhr3.multi2.sitekit.net/Mandatory%20Training/elearning.htm>.

* IF you are using e-learning to complete your mandatory training you need a username and password. Please use the flowchart below to acquire these: <http://blackpoolhr3.multi2.sitekit.net/Documents/Mandatory%20Training/Guides/e-Learning%20Username%20and%20Password.pdf>

New single phone prefix reminder

STAFF are being reminded about the need to ensure they publicise the Trust's new single telephone prefix as by the end of May all numbers will be 01253 95xxxx. Some services are already using this new prefix and do not need to make any changes. The current Blackpool Teaching Hospitals Switchboard number of 01253 300000 will not change. All staff should begin to use the new prefix straight away and calls will come through to exactly the same extension when dialling from outside. Existing prefixes will continue to operate until the **end of May 2015**, to allow for migration on to these new numbers. If you have any queries please contact the ICT Service Desk on 01253 951016 or via email at it.servicedesk@bfwh.nhs.uk

Celebrating Success Awards launch date

IT'S back and it's bigger and better than ever! After the success of last year's event, this year's Celebrating Success Awards ceremony will again take place at the Winter Gardens. The date to add to your diaries in Friday, November 6. This year sees a Vision and Values theme with two new categories – Together We Care Award and Golden Heart Award. Celebrating Success will open for nominations on Monday May 18 and all entries must be in by Friday, July 17.



Trust is taking part in Walk to Work Week

STAFF are invited to take part in Living Street' Walk to Work Week online walking challenge taking place between Monday, May 11, and Friday, May 15, 2015. The challenge is to see how much walking we can all achieve in a week and it is not limited to purely walking to work. All walking counts – whether it's in your lunch break, during meetings or walking your dog at home. For the competitive amongst us, the Walk to Work Week website provides a live leader board showing the total distances logged as a Trust. Please follow the link: <http://walktoworkweek.org.uk/your/workplace>, create an account and find the "Blackpool Teaching Hospitals NHS Trust" team (please note in some areas the internet explorer version may not allow you to choose your place of work. In this case please use a mobile device or home computer). You can create your account now and start logging your walks from Monday May 11, and compete with other organisations such as Blackpool Council. For more information please contact Hannah Corless on 01253 95 7638 or email Hannah.corless@bfwhospitals.nhs.uk.



To read the latest copy of the new staff magazine click [HERE](#)

Pre-retirement sessions

ARE you intending to retire within the next two years? If so then there is still time to book your place on our next specialist seminars. The next sessions are:

- BVH Education Centre, June 8, 2015, 9.30am–1pm
- BVH Education Centre, September 25, 2015, 9.30am–1pm
- Heysham PCC: October 12, 2015, 9.30am–1pm
- BVH Education Centre, December 1, 2015, 9.30am–1pm

Book your place through OLM on 01253 955392 or via olm@bfwhospitals.nhs.uk.

New and revised documents

NEW and Revised Procedural Documents which have been uploaded onto the Document Library in the last 60 days can now be accessed on the link below <http://fcsharepoint/trustdocuments/Documents/Forms/Uploaded%20in%20the%20last%2060%20days.aspx>

E-Rostering training

IF you are responsible for creating and/or managing rosters and would benefit from some training then there is help available. Members of the e-rostering team are providing drop-in support sessions on Wednesday May 20 between 1pm and 4pm in the Lifelong Learning Suite in the Education Centre at Blackpool Victoria Hospital.



Blackpool Teaching Hospitals NHS Foundation Trust

Focus Groups

Investors In People

Please join me, Alex Latham for a chat about our IIP plan and how we can retain our GOLD award.

I really want to know what you think and how we can continue to invest in each other.

Please ring Lauren Butterworth on ext 1185 to Book a place or email her on; Lauren.butterworth@bfwhospitals.nhs.uk

Available Sessions:

- 13th May - Room 3 HPEC (10am-11am)
- 19th June - Lytham PCC, Seminar Room (2pm-3pm)
- 6th July - Queen Victoria Centre (10.30am-11.30am)
- 14th July - Moor Park (10am-11am)
- 5th August - Wesham PCC (2pm-3pm)

We need you to be a Dementia Friend

A KIND word, a hand held, an understanding gesture – sometimes that's all a patient living with dementia needs to make their life a little easier. And now the Trust is asking all its staff to put that

understanding into action by signing up to become a Dementia Friend and **remembering the me in dementia**. The Trust wants to ensure patients and their carers are given the understanding and support they need by everyone they come into contact with, either in the hospital or in a community setting. The Trust will stage a series of dementia events starting on Monday, May 18, to encourage staff, patients and visitors to learn a little more about the condition and how they can get involved or get support. On May 18 an awareness event will be opened at Blackpool Victoria Hospital's Main Entrance at noon by football legend Jimmy Armfield with singer Anne Nolan entertaining the crowds with songs from the 1930s and 1940s. Clifton Hospital will also be hosting dementia awareness events during the week with a carers open day being held on Tuesday, May 19, from 10am to 4pm. The event, on Ward 1, will promote how to care for a loved one or patients who lives with dementia. The ward will also host a vintage tea party on Wednesday, May 20, from 10am to 4pm and there will be open visiting to celebrate dementia awareness. (See our poster on page 5).



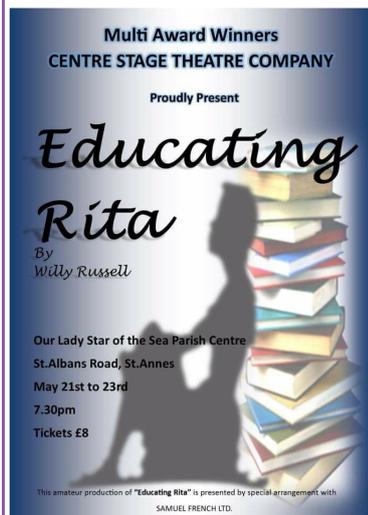
"It's very important that people with dementia are treated with respect and that we remember a person with dementia is a unique and valuable human being. Dementia affects people's thinking, reasoning, behaviour and memory, but the person's feelings remain intact. Being a Dementia Friend isn't about volunteering or fundraising, although people can do that through our Blue Skies Peace of Mind dementia appeal, it's about understanding, caring and noticing."

Gary Doherty, Chief Executive

Educating Rita

STAFF member Claire Gaskell is taking on the leading role in the Centre Stage Theatre Company's production of Educating Rita this month. This will be Claire's fourth production with the company and comes after her recent

award winning role as Curley's wife in "Of Mice and Men." She also played Annelle in "Steel Magnolias" and Val in "A Chorus Line" last September. She admits that taking on the part of Rita has been her most challenging role to date as there are only two characters in the entire play and the script is a mammoth piece to learn and remember. The play is taking place between May 21 and May 23 at Our Lady Star of the Sea Parish Centre. All support would be appreciated.



Beginners running club invite

a better tomorrow

for BTH staff

STAFF in North Lancashire areas are being invited to attend a beginners running club at Salt Ayre Sports Centre organised by Lancaster City Council. The club is for all those who are new to running, are training for a 5k or are nervous about joining a club. This beginners club is a fantastic way to improve fitness, achieve personal goals and meet new people. The sessions take place every Monday and Wednesday between 6.30pm-7.30pm and cost only £2 for non-members (free for members of Salt Ayre Sports Centre). Please follow the link below to access a poster which you can display in your workplace. http://bfwnet/misc_notices/2015/Running%20poster%20-%20Lancaster%20council%20beginners%20club.pdf. For more information contact Greg Sykes from Lancaster City Council on: 07791971134 or Hannah.corless@bfwhospitals.nhs.uk

Sage & Thyme course

THE next available Sage & Thyme Workshop takes place on Wednesday, May 27, between 1.30pm and 4.30pm. Book your place through OLM on 01253 955392 or via email at: olm@bfwhospitals.nhs.uk.

Technology scheme open

let'sconnect
for your benefit

Blackpool Teaching Hospitals NHS Foundation Trust



Home Technology Benefit 2015



NEW scheme – NEW packages to choose from
Tax-efficient salary sacrifice computing for you

The Trust's Home Technology Salary Sacrifice scheme is now open. Staff can order from a range of tablets, PCs, TVs and accessories with tax efficient payments arranged through their salary. See the brochure by clicking on the link below or visit the Let's Connect website (link on One HR) to find more information and place an order. http://bfwnet/misc_notices/2015/Blackpool%20Teaching%20Hospitals%20LC2015%20HT%20Brochure%20270415.pdf. Don't miss out, order by May 31.

Our patients need **you**...

...to remember the **me** in **dementia**

Find out how you can be involved by joining our dementia event on **Monday, May 18** from 12 noon on the Mezzanine Floor, Main Entrance, Blackpool Victoria Hospital



It's the small things that make a big difference - sign up to become a dementia friend today



Blackpool Teaching Hospitals 
NHS Foundation Trust



BEAVERBROOKS **BLACKPOOL 10k FUN RUN 2015**
in partnership with 



Fylde Coast Birth Centre

at Blackpool Victoria Hospital

OPEN DAY



Tea and cakes



Tombola & Raffle

EVERYONE WELCOME
Saturday 9th May 2015

10am - 3pm

Raising money for 



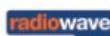
Sunday 10th May, 11am
Enter online NOW at www.blackpoolfunrun.co.uk



Support Trinity Hospice in our special 30th anniversary year!

With official chip timing technology

For more information please call 01253 359362
Be part of Blackpool's biggest fun run for all abilities



Workplace Coaching

The Trust offers an in-house Coaching service which is open to all.... Whether you are a new employee adjusting to the organisation or an experienced employee who wants to become more effective in the workplace, a coach may be able to help you reach your goal.

Just as a sports coach motivates athletes to perform better on the field, a workplace coach works one-on-one with you to help identify old behaviours that aren't effective and push you to improve your job performance and working relationships.



Essentially, coaching is about one person helping another to excel by working through problems that present a barrier to personal success.

It is an equal partnership, where the person being coached sets the agenda, and the coach helps them find the best way to reach their goals.

Coaching is not about giving advice or telling someone what to do. A good coach will present more questions than answers and will challenge you to consider new perspectives and different approaches to dealing with problems at work. They are there to help *you* find your own path to success.

Typical reasons for requesting a coach (non-exhaustive).....

- You would like to be more assertive/ confident to deal with certain work colleagues/ situations
- You have just been promoted and need support adjusting to your new role
- You feel overwhelmed/ stressed with work
- You would like to have a better relationship with a colleague/ your manager
- You have lost your 'spark'/ motivation
- You would like to manage your emotions/ reactions more effectively
- You want a better work/ life balance
- You want to re-evaluate your management style

Next steps.....

If you feel this maybe something of interest and would like further information please contact the OD Team on ext 5405 for an informal discussion.

Alternatively you can access the application form via oneHR / OD page clicking on 'Access a Coach'. We will then contact you to discuss our coach matching process - all our 'In House Coaches' are certified, experienced and follow a strict ethical code that ensures all conversations are confidential.

LEARNING & DEVELOPMENT

MAY 2015 - DROP-IN DAY

Dear All

Just a reminder that the Learning & Development team are hosting their next monthly 'Drop-In Day' on:-

Monday 11th May 2015 @ the Simulation Skills Centre, BVH
9.00am – 5.00pm

If you are not sure where you are with your Mandatory Training, you are non-compliant or approaching non-compliance in some or all subjects, please come along. We can check your compliance and advise you with the next steps.

Practical Training is also available on the day, please see below:-

Moving & Handling Update

There will be four sessions (each 1hour 15mins) during the day:-

9.00am

10.30am,

1.00pm,

2.30pm

No requirement to book – but please turn up at least **5 minutes** before the start of the session.

Basic Life Support Update Training

There will be a trainer available from **9.00am -4.00pm**

There is **no requirement to book**, please drop in between the above times.

There may be a short wait. (Each session is 20-30minutes)

Workbooks

You can collect workbooks from us and we can also sign them off for you once completed. We do have a quiet room available for anyone who would like to come along and complete the workbook



Health & Wellbeing Open Day

Monday 11th May, 12pm - 7pm
Salt Ayre Sports Centre

Free health quiz

Information stands

Free exercise classes

FREE Exercise Class Timetable

12.45pm Gentle Circuits

1pm Yoga
1pm Spinning

2pm Aqua Fit
2pm Body Pump

3pm Body Fit
3pm Gentle Circuits
3pm Chair Based Exercises

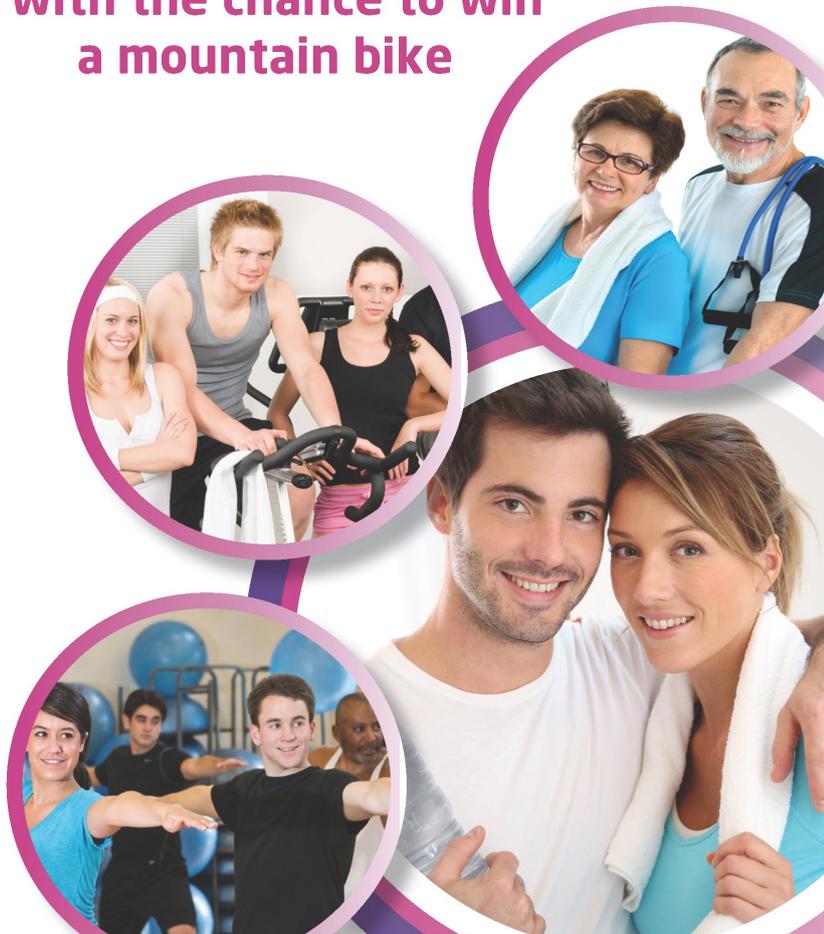
5.30pm Zumba
5.30pm Kettle Bells

6.30pm Running Club
6.30pm Zumba
6.30pm Aqua Fit
6.30pm Aerobics

**FREE access to the gym
and public swimming
sessions***

**Available between 12pm - 7pm only*

**FREE prize draw entry,
with the chance to win
a mountain bike**



No need to book, just turn up! Call 01524 847 540 for more information

LIVING STREETS

PUTTING PEOPLE FIRST

Blackpool Teaching Hospitals **NHS**
NHS Foundation Trust

May 2015



LIVING STREETS
PUTTING PEOPLE FIRST

National Walking Month

Discover where walking can take you

Walking for just half an hour each day can transform your fitness levels, reduce stress, and vastly improve your concentration levels for the day ahead.



Did you know...

A walk around the perimeter of our hospital site is approximately:

Steps: 1,900
Time: 20-25 minutes
Distance: 1.3km
Intensity: Low- moderate

On Wednesday 13th May 2015 all staff are encouraged to join this walk starting at Outpatients (Whinney Heys Road) entrance at 12:30pm.

Come rain or shine..... See you there.

For more information please contact Hannah Corless on 01253 95 7638 or email:
Hannah.corless@bfwhospitals.nhs.uk

a **better** tomorrow

for **BTH** staff

MOVING & HANDLING

Theory and Practical Objects and People

UPDATE SESSIONS

Wednesday 15 th April 2015	11.00	-	12.00
Thursday 14 th May 2015	14.00	-	15.00
Monday 8 th June 2015	11.00	-	12.00
Tuesday 7 th July 2015	14.00	-	15.00
Wednesday 23 rd September 2015	11.00	-	12.00
Thursday 15 th October 2015	14.00	-	15.00
Tuesday 17 th November 2015	11.00	-	12.00
Friday 18 th December 2015	14.00	-	15.00

Training room 2, Trust Offices, Wesham

UPDATE SESSIONS

Wednesday 15 th April 2015	14.00	-	15.00
Thursday 14 th May 2015	11.00	-	12.00
Monday 8 th June 2015	14.00	-	15.00
Tuesday 7 th July 2015	11.00	-	12.00

Clinical Skills Lab, Moor Lane Mills, Lancaster

UPDATE/FULL SESSIONS

Wednesday 8 th April 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Thursday 7 th May 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Tuesday 9 th June 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Wednesday 15 th July 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Tuesday 1 st September 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Monday 12 th October 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Wednesday 11 th November 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.
Friday 4 th December 2015	10.00 — 12.00, 13.00 — 15.00, 15.00 — 17.00.

Room 4, Simulation & Skills Centre, BTH

TOPICS COVERED

Legislation, Responsibilities, The Spine, Policies and Procedures, Principles, Risk factors, Equipment, Storage, Waste Disposal and Work Station Ergonomics

To book a place please email OLM@bfwh.nhs.uk

This is part of your mandatory training!!! Are you compliant?



Community Medicines Management Training



Medicines management training is mandatory within the Trust for all community staff that administer or prescribe medicines.

You are required to attend training with the Medicines Management Specialist Nurse every three years.

Sessions are being held at community sites, places are limited .

To book a place please email OLM@bfwhospitals.nhs.uk or
phone the booking lines 01253 955392 or 953175

Thursday 7th May 2015 at 1.30 pm

Training Room, South Primary Care Centre

Thursday 14th May 2015 at 1.30pm

Meeting Room S26, Moor Park Health and Leisure Centre

Thursday 21 May 2015 at 9.30am

Large Meeting Room, Slyne Road, Lancaster

Thursday 28 May 2015 at 9.30 am

Meeting Room 1, Whitegate Health Centre

Thursday 4 June 2015 at 9.30am

Seminar Room, Lytham Primary Care Centre

Thursday 11th June 2015 at 9.30 am

Training Room, South Primary Care Centre

Thursday 18 June 2015 at 1.30pm

Large Meeting Room, Slyne Road, Lancaster

Transforming End of Life Care Study Days - 2015



Morning: 9.30am - 12.30pm End of Life Care Workshop

By the end of this session you will:

- Be able to identify the national 5 key enablers
- Describe what a plan of care for the dying person includes
- Understand the importance of advanced care planning
- Know how to apply the AMBER Care Bundle to improve patient care on your ward
- Demonstrate how the above can be put into practice

Afternoon: 1.30pm - 4.30pm Sage & Thyme

This foundation level communication course is designed to:

- Help recognise psychological distress
- Communicate honestly and compassionately

This course is available to all staff, whatever your role is in the Trust.

Dates & Venue

Wednesday 27th May

Wednesday 24th June

Wednesday 16th September

All in rooms 3 & 4, Education Centre at Blackpool Victoria Hospital

To register on either or both of the sessions please email OLM at: OLM@bfwhospitals.nhs.uk

Please specify which session you wish to attend in your email.

Certificates will be provided to delegates who complete each session.

NHS Employee Online Discount Code **LLPNHS5731**

Use the exclusive online discount code **LPNHS5731** this month to get a further 10% off many web prices at LloydsPharmacy.com

Save*
10%

Enjoy

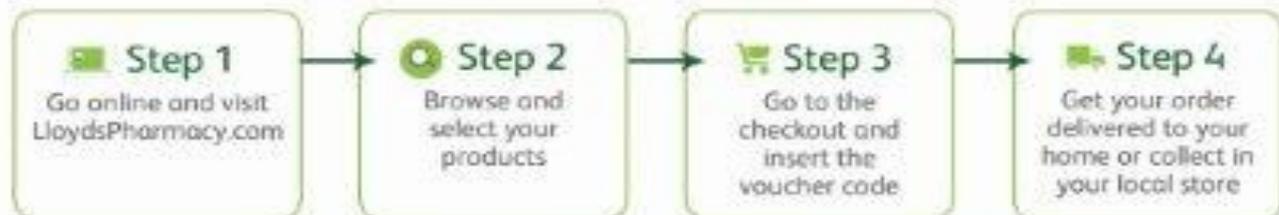
The LloydsPharmacy Online Team

Stock up on your Summer essentials

Shop online for all the latest offers!



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Why not have your next order delivered to your local pharmacy and give us your feedback on the experience.

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Order by 2pm Monday to Thursday to collect your order the next day



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48 Hours

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*Terms and Conditions: • The NHS Employee discount is not available on the following products: Infant formula milk, nappies, training pants, Bio-Oil, all and prescriptions (NHS and Private) plus any product which we deem inappropriate for the NHS Employee Discount. • Valid 01.05.15- 31-05-15. • Voucher code to be added at checkout • The NHS Employee discount is not available on the "Deal of the Week" or the "Deal of the Month" • Only valid at www.lloydspharmacy.com

Leadership at the Point of Care

'An Innovative three day programme for all front line staff

Leadership at the Point of Care is designed for front line staff in the NHS who have regular contact with patients their carers or families. This programme follows and discusses the themes of being a leader in any role with particular emphasis on 'Continuous Improvement' for our patients.

The programme will help you to:

Communicate better with people in your team
Manage conflict
Be assertive
Feel good about your work

Motivate yourself and others
Plan and make real changes where you work
Work more effectively

The programme is run over 1 full day and 2 half days with the 3rd day 4-6 weeks after days 1 and 2.

Day 1	10th June	Lytham Primary Care Centre	9.30am—4.30pm
Day 2	11th June	Lytham Primary Care Centre	9.30am—1.30pm
Day 3	16th July	Lytham Primary Care Centre	9.30am—1.30pm
Day 1	11th August	Room 6 HPEC, BTH	9.30am—4.30pm
Day 2	12th August	Room 4 HPEC, BTH	9.30am—1.30pm
Day 3	23rd September	Old Trust HQ Board Room, BTH	9.30am—1.30pm
Day 1	27th October	Room 1 HPEC, BTH	9.30am—4.30pm
Day 2	28th October	Room 1 HPEC, BTH	9.30am—1.30pm
Day 3	9th December	Old Trust HQ Board Room, BTH	9.30am—1.30pm

To book a place please contact OLM; olm@bfwhospitals.nhs.uk

People Centred

Positive

Compassion

Excellence

Courageous Conversations

Is there a difficult issue you need to approach with another member of staff?
Are you a manager needing to discuss something sensitive with a team member?
Is there a performance issue with a member of staff that you need to tackle?

Need some advice?

29th April—2pm—4pm—Queen Victoria Centre

11th May—2.30pm—4.30pm—Room 1 HPEC

26th May—9.30am—11.30am—Room 6, Simulation and Skills

8th June—10am—12pm—St Annes PCC

14th July—09.30am—11.30am—Moor Park, S65

27th July—10am—12pm—Carnforth Clinic, Health Promotion Room

To book a place please email OLM;
olm@bfwhospitals.nhs.uk

People Centred

Positive

Compassion

Excellence