

Health Matters

Keeping you informed about the news and views of Blackpool Teaching Hospitals

New car park up and running



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A welcome addition

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Issue 53 Friday January 10th 2014

Welcome from the Chief Executive

WELCOME to the first edition of our public newsletter, **Health Matters**, for 2014.



This edition highlights the major news that our new car park at Blackpool Victoria Hospital is open to patients and visitors and will make a huge difference to everyone around the site. Parking has always been a major issue for the Trust and we hope the new facility will greatly improve the situation.

Next week the Trust welcomes a team from the Care Quality Commission who will be reporting on the organisation as part of its national inspection programme. We welcome the visit and would like to remind members of the public about the listening event that is being held on Tuesday at Blackpool FC.

Don't forget you can sign up to receive our electronic bulletin directly to your inbox by completing a short form via the [following link](#) or you can access it from our website, Facebook page or through Twitter. We would also urge you to pass the newsletter on to your friends or colleagues so they too can keep up to date with what is going on. We would welcome your comments at communications@bfnh.nhs.uk

Gary Doherty
Chief Executive

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Diary Date

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Every month we hold members' seminars on a range of health topics. To book a place contact Jacinta Gaynor, membership officer, on 01253 306673.

Date & Time:	Venue:	Details:
January 28th 2014 10am - 11am	Education Centre Lecture Theatre	Chief Executive's Open Question Time

Health Matters is also available online at www.bfnh.nhs.uk

You can sign up to receive our fortnightly news bulletin directly to your inbox by clicking on the following link: www.bfnh.nhs.uk/healthmatters

Any comments ideas or suggestions? Please contact:

The Communications Department on 01253 306941 or communications@bfnh.nhs.uk



CQC is the independent regulator of all health and social care in England. We are given powers by the government to register, monitor and inspect all health and care services

Tell us about your care

The Care Quality Commission (CQC) will soon carry out an inspection at:

Blackpool Teaching Hospitals NHS Foundation Trust

Tell us what you think about care at the hospital at our **listening event**:

Tuesday 14 January: 6:30 - 8pm
Blackpool FC, Bloomfield Road, Seaside Way, Blackpool, FY1 6JJ

You can also tell us about your experience of care at any time - telephone: **03000 616161** online: **www.cqc.org.uk** email: **enquiries@cqc.org.uk**.

New multi-storey car park is now open

PATIENTS and visitors to Blackpool Victoria Hospital can now access the new multi-storey car park.

The majority of visitors to the hospital will now park in the new multi-storey car park which is situated on Whinney Heys Road and is clearly signposted as you proceed onto the hospital site.

The car park, which has 1,120 spaces (almost half of which are for patient/visitor use), is barrier controlled and on entry to the car park a token will be dispensed. Current parking charges will apply and pay machines are located in the foyer of the car park on the ground floor.

The second stage of the car park development is set to be opened some time in February. This includes a new main entrance to the hospital, which will feature a newsagents, coffee concession and pharmacy.

Trust Chairman, Ian Johnson, said: "The car park will be a major step forward in the provision of high quality patient care.

"It will provide better access to the hospital for our patients, visitors and staff, something that has been a priority for the Trust for some time.

"Staff had identified that adequate, safe and close parking was a high priority for them and this will also address those concerns.

"It will also make the hospital a better neighbour by stopping the practice of on-street parking which was very unpopular with local residents."

As an alternative to the new car park, it is



The new car park at Blackpool Victoria Hospital which is now in operation.

suggested that patients with impaired mobility use the Whinpark 2 pay and display car park on Whinpark Avenue, opposite the Outpatients Department, when attending the following outpatient clinics:

- Grey/Lilac
- Orange
- Pink
- Yellow

Limited parking will continue to be provided adjacent to Accident and Emergency and the Cardiac Unit. A large number of short stay, drop off and disabled parking spaces will also be located at all entrances of the hospital.

For further information regarding Travel/Car Parking Arrangements, please access the Travel section of the Trust's website on

<http://www.bfwh.nhs.uk/departments/travel/default.asp>

Dementia website launched

A WEBSITE to support dementia patients and the carers across the area has been launched.

The Trust has launched the new website to give advice about dementia and also signpost individuals to local community initiatives and national information links.

There are 750,000 people living with dementia in the UK at a cost of approximately £20 billion per year. By 2025 it is estimated that there will be more than one million people with this condition.

Marie Thompson, Director of Nursing and Quality at the Trust, said: "Dementia care is top of the agenda at Blackpool Teaching Hospitals with many exciting care improvements being led by the Dementia Advisory Board and key members of the team.

"The website is one of those improvements. It has been designed by staff in association with patients and carers to give them the advice they say they would like to have.

"The website puts everything in one place, is easy to navigate and informs individuals of the work being taken forward across the Trust to support people living with Dementia."



The site includes examples of the initiatives being taken at the hospital such as the successful "Paint me a Picture" campaign which provides a tool for staff to get to know the individual behind dementia.

Patients complete a card explaining their likes and dislikes which assists staff in understanding the patient's normal routine and ensures their hospital experience is as comfortable as possible.

Links include how to access local carers groups and support organisations as well as patient information leaflets.

The new website can be found at www.bfwh.nhs.uk/departments/dementia.

Help is at hand to stop smoking

If you are thinking of your New year's resolution already the local stop smoking teams are there to help you.

Stop smoking services are available throughout Blackpool, Fylde and Wyre and since January 2013 2,733 people across the Fylde Coast have set a quit date and 1,332 people have stopped smoking at four weeks.

You are much more likely to quit with help and support from the stop smoking services and there are a range of different options to help you quit. To access your stop smoking service please call:

- Blackpool residents: Blackpool Stop Smoking Service, tel: 01253 651570.
- Fylde & Wyre residents: North Lancashire Stop Smoking Service, tel: 01524 845145.

Public are invited to Question Time forum

MEMBERS of the public are invited to attend an open question time forum with the Chief Executive and members of the Executive Team at the latest health seminar for members of Blackpool Teaching Hospitals NHS Foundation Trust.

Mr Gary Doherty, Chief Executive; Mrs Pat Oliver, Director of Operations; Mrs Wendy Swift, Director of Strategy/Deputy Chief Executive; Mrs Marie Thompson, Director of Nursing and Quality, will be taking any questions from Foundation Trust members and members of the public at a free seminar on **Tuesday, January 28th 2014, between 10 - 11am** in the Lecture Theatre, Education Centre at Blackpool Victoria Hospital.

It is your opportunity to come along and have your say and take the chance to discuss healthcare issues affecting the Fylde Coast. Have you got a question you would like to put to



Chief Executive: Gary Doherty.

our Executive Team? Or you could just simply come along and listen.

Mr Doherty said: "As a Trust we greatly value the voice of our membership and their views on healthcare across the region.

"This is just one of the many ways in which we can listen, and it would be great if you can find the time to come along."

To book a place on the seminar please contact Jacinta Gaynor, Membership and Governors Officer, on 01253 306673. You must be a member of the Trust to attend and membership can be arranged over the phone.

Membership doesn't cost anything, and there are numerous benefits for the Trust and the local community alike, which can be seen on the Trust's website: www.bfwh.nhs.uk. Your application can be received via the website, by post or by telephone.

Local blood donation sessions

NEARLY two million people give blood and yet it is still in constant demand.

That's because there are all sorts of reasons as to why people receive blood - the kind of issues that might touch all of our lives.

Whether it's to help support a patient through chemotherapy, to stem blood loss during pregnancy or to help someone injured in an accident there are so many reasons why we need people to regularly donate.

Here's where you can do so locally in the coming weeks:

January 13th: Lowther Pavilion, Lowther Terrace, Lytham, 1.45pm – 3.45pm & 5pm – 7.30pm.

January 20th: St Annes YMCA, St Albans Road, 1.45pm – 3.45pm & 5pm – 7.30pm.

January 24th: Community Centre, Bispham Road, Bispham, 1.45pm – 3.45pm & 5pm – 7.30pm.

Team is 'proud' to be of service

THE Alcohol Liaison Team at Blackpool Victoria Hospital is celebrating the one year anniversary of its 'Pride in Practice' gold award.

The national award recognises healthcare services which deliver outstanding support and access to the lesbian, gay, bisexual and transgender community.

Awarded by the Lesbian & Gay Foundation, the award celebrates the on-going work the service delivers to the LGBT community to promote safer use of alcohol and access to services.

Simon Cook, Alcohol Liaison Nurse and author of a report into Promoting Safer Alcohol Use to the Lesbian Gay Bisexual and Transgender Community in Blackpool, said: "We were so proud to have achieved the gold Pride in Practice award last year. It's so important that our services engage with all communities wherever possible and to achieve recognition for the work we are doing is just fantastic."

Blackpool has one of the highest number of months of life lost due to alcohol in the whole of England and it also has one of the largest LGBT communities in the UK.

Blackpool Council (2012) estimated 10% of the population identify as LGBT equating to approximately 14,250 people across all age ranges and genders making this one of the largest LGBT communities in the UK.

Research by charity Stonewall suggests that the LGBT community may be drinking at higher levels than their heterosexual peers and are less likely to engage with health services to address these problems.

Simon said: "Traditionally the LGBT community



Simon Cook with the Pride in Practice Gold certificate.

are less likely to engage with health services through a fear of discrimination and alienation. This is why it is vital that all healthcare services are approachable and accessible to make them feel safe and secure and encourage them to engage with looking after their own health.

"Bars and clubs are traditionally seen as places where the LGBT community can socialise in safety; there are few places other than these that offer such protection. Peer pressure and advertising are big factors in the normalising of drinking within the LGBT community."

The Team has put in place a number of processes to ensure the service is as accessible and engaging as possible, these include:

- Dedicated LGBT page on the bfwh.co.uk site
- Staff are trained to be aware of gender neutral terms and use them when assessing patients, equality and diversity training has enhanced staff understanding of the importance avoiding gender specific questions in regards to patient relationships.
- Explanation of confidentiality policy to patients
- Specialist Equality and Diversity training for staff

Xmas event raises £2,500

MORE than £2,500 has been raised to benefit bereavement care at Blackpool Teaching Hospitals, thanks to an annual appeal.

The Tree of Lights Appeal is run every year to give people the chance to remember loved ones at Christmas and to raise money to help bereavement care.

This year's event raised £2,570 which includes money from staff members donating to the Appeal to send their Christmas Wishes to colleagues. The Appeal is organised by Trust charity Blue Skies Hospitals Fund and the Chaplaincy Team, and includes an annual remembrance event.

Head of Fundraising, Kathy Ancell, said: "We are delighted that so much has been raised to benefit bereavement care at the Trust. Each year the money is used to help people who find themselves in extremely difficult circumstances and this year the money will do just that. We'd like to say a massive thank you to everyone who has donated as part of the Appeal."

Chaplaincy Team Leader, Rev Graeme Harrison said: "At Christmas it can be hard for people who have lost loved ones, whether they are



L-R: Chaplaincy Team Leader Rev Graeme Harrison, Fundraising Officer Nicci Hayes, Head of Fundraising Kathy Ancell, Rev Fr John Moriarty and Rev Clive Lord.

recently bereaved or it happened some time ago in the past. We put on the Tree of Lights event and appeal in a positive way to help people with their bereavement.

"The money will be used to purchase Comfort Care Packs for people whose relatives are critically ill in hospital. The packs contain items such as snacks, drinks and toiletries and we hope they will be a welcome comfort to people."

To make a donation to the Appeal please send a cheque made payable to 'Blue Skies Hospitals Fund' to: Tree of Lights Appeal, Fundraising Office, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool, FY3 8NR. If you would like to make a secure donation online, please visit www.justgiving.com/Tree-of-Lights2013.



How you can get all the latest news and views from the Trust

The Trust's official Facebook page can be found at:
www.facebook.com/BlackpoolHospitals

The Trust can also be found on Twitter
[@BlackpoolHosp](https://twitter.com/BlackpoolHosp)