

Health Matters

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



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Welcome from the Chief Executive

HELLO and welcome to September's first edition of Health Matters.



I'm delighted to see that members of one of our Patients' Panels have been making their views known and are helping others by doing so. The Trust's Inflammatory Bowel Disease Patients' Panel has been coming up with some great ideas to help staff and patients.

Likewise, our Friends and Family Test will give us feedback about what patients want.

As ever, we are on the look-out for volunteers to join the Trust. There are many ways in which people can contribute and we're always grateful for the support.

I'm also happy to see that a former patient has organised a Fun Day to raise money for the Trust's Blue Skies Hospitals Fund. This support is invaluable.

And finally, our NHS Choir is up and running again and is looking for new members. They'd especially like to have more male voices in the choir so hopefully some of you will be inspired to join. Music has great healing powers so why not give it a go!

Gary Doherty
Chief Executive

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

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

Any comments ideas or suggestions? Please contact:

The Communications Department on 01253 956 875 or communications@bfwh.nhs.uk

Panel helps people with bowel disease

PATIENTS with Inflammatory Bowel Disease have been getting together to help improve gastroenterology services.

The Inflammatory Bowel Disease Patients' (IBD) Panel at Blackpool Teaching Hospitals NHS Foundation Trust meets regularly to discuss ways of making life better for patients and staff.

At the last meeting of the IBD Patients' Panel members explored ways of saving money and letting patients know about the latest advice and treatments for inflammatory bowel disease.

Louise Parkinson, Clinical Nurse Specialist for inflammatory bowel disease at the Trust, said: "We have the Patients' Panel to hear what patients want and to look at how they want services to be provided.

"This service is my baby and I care very much about all of the people who use our services, and am very passionate about nursing."

Aileen Johnson from Cleveleys, one of the IBD Patients' Panel members, said: "I have suffered from ulcerative colitis for 22 years now. I'm delighted because I'm in remission at the moment. I have been really ill at times. It's not just your bowels, you lose weight and your bones ache. I thought I was dying at one point.

"I didn't know what to do. I ended up in hospital and eventually went on a treatment called Infliximab. I'm off that now and am feeling well.

"I may be well for the rest of my life, but it's an unpredictable condition. Everyone is an individual. It can be a very isolating illness. I have felt desperate, but coming here and seeing Louise has made me feel safe and secure."

Anne Storrie from Cleveleys, another Patients'



Aileen Johnson from Cleveleys, Ann Whittham from Carlton, Anne Storrie from Cleveleys and Richard Brumfield from Blackpool at an IBD Patients' Panel meeting

Panel member, said: "I'm on the panel because I wanted to do something good for everyone else. We like to give Louise support as well. It has been good talking to other people and hearing about their experiences. I have also been able to pass on some advice.

"I am well now as I had a bowel resection operation. Part of my small bowel was affected. The doctors said I must have had the condition for years. Medication helped but the condition kept coming back. Having the operation was the best thing I ever did. The staff at Blackpool were brilliant."

At the meeting the panel also discussed self-management treatment plans and looked at new ways of getting information out to patients such as Facebook and forums on websites. The Trust is currently working on a new and improved website for the Gastroenterology Department.

If you would like to join the panel or to find out more about IBD contact Louise Parkinson on 01253 955652, or ring switchboard on 01253 300000.

Popular Matron moves on to pastures new

A COMMUNITY matron who recently retired from the Trust has thanked her colleagues for their support over the years.

Jane Cairns, who retired from her post at Lytham Primary Care Centre on August 29, says she has had many happy years working in the NHS.

Colleagues described Jane as “fabulous” and said she was “irreplaceable”.

Jane said: “The people I have worked with are lovely. They’re incredibly supportive and we have worked well as a team. I will miss them.”

Jane was recently shortlisted for an ‘Employee of the Year’ award in Blackpool Teaching Hospitals NHS Foundation Trust’s annual Celebrating Success Awards. The award winners will be announced at a ceremony at the Winter Gardens in Blackpool on November 14.

Jane has worked at Fernbank, Holland House and Anstell surgeries for the past ten years and before that she held various nursing posts across the country.

Originally from Hertfordshire, Jane started her general nursing training in 1976 at the Royal Free Hospital in Hemel Hempstead.

Jane has also worked as a midwife for the Royal London Hospital, St Paul’s Hospital in Hemel Hempstead and at Eastbourne Hospital.

Jane said it was “incredibly special” to be involved in midwifery: “In a way I see more of the end of life now in my work at Lytham. We see lots of funny things and lots of sad things.

“It’s a great area to work in. It’s interesting to



Community Matron Jane Cairns who has retired from the Trust

look at the differences in patients’ needs in a small geographical area.”

Jane left nursing in 1985 and had three daughters.

Her husband Duncan, a pharmacist, had a chemist shop in Kirkham which still bears the family name. Duncan now works as a locum pharmacist.

Jane returned to nursing in 1996 and did a Community Specialist Practitioner degree at St Martin’s College (now the University of Cumbria) in Lancaster.

Jane paid tribute to three of her former colleagues who left the Trust earlier in 2014. She said Sue Killeen, Maureen Walker and Marjorie Birchall had been a joy to work with.

She added: “My plan now is to spend more time with my family. Two of my daughters are getting married in the next six months so I’ll be very busy!”

Test is set to provide valuable feedback

MORE patients are due to get a chance to tell hospital chiefs what they think of the service they receive as a popular test looks set to expand.

The Friends and Family Test (FFT) was launched in April 2013 in Accident and Emergency and inpatient services across the country and later extended to include maternity services.

The Trust welcomed the test as a way to gather more feedback from patients and positively took action to increase the amount of people responding to the very simple question of “How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

The results for the Trust have been increasingly good with more and more people responding to the question and the feedback improving month by month. Out of the record 40.7 per cent of Inpatients, who responded to the survey in June, 91 per cent said they would be ‘extremely likely’ or ‘likely’ to recommend our services.

Paul Jebb, Assistant Director of Nursing, has responsibility for patient experience at the Trust.

He said: “We work hard at the Trust to ensure as many people as want to, take part in the survey. We have volunteers who speak to patients daily and help increase our response rates. It’s important for us as it acts as a catalyst for us to ask ourselves as a Trust what we can do to improve the patient experience.”

Nationwide, the FFT has already gathered more responses than any other feedback exercise ever undertaken. Now, following a review which showed what a success it has been, NHS



Paul Jebb, Assistant Director of Nursing

England intends to roll out the test to cover more services and make it even easier to understand.

The roll out of the FFT will mean every patient will have the opportunity to provide feedback on the services they have received, enabling the public to make better informed choices about the services they use.

Paul says this is a great step forward for the Friends and Family test: “We have received the guidance on extending the test and will now be putting those steps in to motion,” he added.

The FFT data is published monthly on the NHS Choices website, NHS England’s statistics page and on the Trust web site. If you have stayed in the hospital as a patient and want to take part in the Friends and Family survey then go to the Trust web site in the patient and visitors section under Patient Experience. <http://www.bfwh.nhs.uk/visiting/patexp/patfeedback/family.asp>

Role of volunteers is increasingly important

MEMBERS of the public were invited to attend a free presentation on volunteering in hospitals.

The event was the latest health seminar for members of Blackpool Teaching Hospitals NHS Foundation Trust.

Jane Icton, Voluntary Services Manager, along with members of the Volunteering Team, hosted the seminar entitled 'The Increasing Role of a Volunteer' on August 29 at the Lecture Theatre in the Education Centre at Blackpool Victoria Hospital.

Volunteers have been an integral part of the Trust for more than 40 years. They have committed their time and effort to help and support patients, visitors and staff in many ways.

Currently around 400 volunteers are actively involved in and around the Trust's hospital sites and each one makes a difference to the lives of all who visit our hospitals, in their own unique way.

Over the past few years, the role of the volunteer at the Trust has grown and become



more varied, with increasing numbers of departments requesting the aid of a volunteer.

Specialist groups of volunteers have been set up, such as, 'Star Buddies', who are a group of volunteers who offer breast feeding support to mums in the Trust's Maternity Unit and Health Mentors, a team of volunteers who give patients, visitors and staff valuable health tips to help lead a healthier lifestyle.

Jane Icton, Voluntary Services Manager, said: "Our newest group of volunteers is the Navigators, who are the first point of contact for patients and visitors entering the hospital.

"They are easily recognisable in their orange shirts and greet people at key entrances to the hospital to assist in making visits trouble-free.

"Our volunteers are a valued part of the Trust, which highly regards the impact of the work that the volunteers provide to enhance the quality of patient care."

To find out more about volunteering at the Trust contact Jane Icton on 01253 957 994.

Fun Day will help to raise charity funds

A WOMAN from Blackpool is organising a Fun Day to help raise money for the Blue Skies Hospitals Fund run by the Trust.

Nikki Hitchon from Blackpool wants all funds raised to be used by Blue Skies to help cancer patients as she has known people affected by the disease.

The 'Beat Cancer' event will have activities for the whole family at Stanley Park Cricket Club on Sunday, September 14, from noon to 4pm.

Nikki, who has received treatment from the Trust in the past, said: "It's going to be a great event. I've got something for all ages and interests.



Nikki Hitchon

"We'll have food stalls, games, ice cream, face painting, dancers, singers, music, tombola, more than 20 sales stalls, information stalls, a bouncy castle and a mini zoo.

"We've also got some amazing raffle prizes. I wanted to give something back and help people with cancer."

The Fun Day is free for everyone to attend and there is a Facebook page at 'Beat Cancer Family Fun Awareness Day'. For further details of the event contact Nikki Hitchon at the Facebook page above.

All are invited to Trust Annual Members and Public Meeting

FYLDE Coast residents can hear about the latest developments in local health care at Blackpool Teaching Hospitals NHS Foundation Trust's Annual Members' and Public Meeting.

The event will take place on Monday, September 22, from 5.30pm at Blackpool Sixth Form College. All members of the public and NHS staff are welcome to attend.

Trust Chief Executive, Gary Doherty and Chairman, Ian Johnson, will report on the Trust's successes over the past 12 months and there will be presentations from medical staff.

The presentations will highlight a scheme looking at a new model for comprehensive care in the community and the Trust's Families Division will talk about increased partnership working across the district and how this is helping provide more opportunities for improved care.

The Annual Members' and Public Meeting will be followed by a Staff Achievements Ceremony which recognises the commitment of Trust employees by passing out certificates to those who have given over 20 years of service, or have completed training courses over the past year.

The ceremony will also honour members of staff through the Cardiac Nurse of the Year and the Dottie Hall Memorial Award.

Choir sings for health and happiness

THE Trust's Choir is up and running once again and is getting ready for a busy season of events.

Members of the choir joined forces for a special concert in the new entrance hall at Blackpool Victoria Hospital recently and raised more than £70 for the Trust charity Blue Skies Hospitals Fund.

The choir is now looking for more members and all staff and volunteers are welcome.

They meet at Blackpool Victoria Hospital in the Cardiac Centre Lecture Theatre on Tuesdays or at Moor Lane Mills, Lancaster, on Wednesday



Members of the NHS Choir singing in the Main Reception of Blackpool Hospital

evenings. The full choir meets on alternate weeks in Garstang on a Tuesday or Wednesday evening.

Di Healey, who helps run the choir, said: "We would love to hear from new people who would like to join us.

"You don't need to have any experience or need to read music. We would particularly like to hear from any male singers."

If you would like to know more please contact Di on 07970 798650 or healeyfamily@ntlworld.com



How you can get all

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)