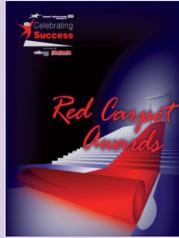


Inside:

NOMINATE YOUR STAR COLLEAGUES
- Page 2



EXCITING NEW ROLE FOR DEE
- Page 3



HOW APPS CAN MAKE A DIFFERENCE
- Page 4



Friends and family test for staff launched

STAFF are being invited to take part in a new Staff Friends and Family Test (FFT) style questionnaire.

The Staff FFT has been launched this week in an effort to replicate the success of the patient friends and family test which has seen more than 1.5 million people have their say across England, providing local hospitals with vital feedback in helping to shape and improve the services they provide.

Nicky Ingham, Director of Workforce and OD, said: "Our vision for the Staff FFT is that all staff should have the opportunity to feedback their views on the organisation at least four times per year.

"We want to make use of the results to encourage improvements in service delivery and the feedback received via the questionnaire – both the scores and the free-text comments – will be used to set priorities for service improvement and to create a more responsive, patient-centred service.

"We will be publishing the results during July and

your feedback will be used to focus service improvements for the benefits of patients and staff."

The Staff FFT is confidential and staff are urged to leave genuine feedback and ideas for service improvement.

You will receive an email from Picker Surveys (pickersurveys@pickereurope.ac.uk) asking for your view on working at the Trust. The survey will be conducted on a quarterly basis and takes just two minutes with the chance to provide comments.

Nicky added: "Feedback is important to us so please take part in the survey when asked as this is a real chance for you to help us make a difference."

The questionnaire will close on Friday June 27th.



Top 40 hospitals award for Trust

THE Trust has been named as one of the CHKS 40 Top Hospitals for 2014.

The award is presented to the 40 top-performing CHKS client trusts and the rankings are based on 22 key measures of quality; including clinical effectiveness; patient experience and quality of care.

Trust Chief Executive, Gary Doherty, said: "This award is all about our staff and I hope all of the 6,500 people who work for the

Trust feel justifiably proud about their contribution towards making this Trust one of the best there is.

"Being named among the CHKS 40 Top Hospitals 2014 is a real recognition of the excellence of the work that our staff deliver every day; and they reflect how we are doing in the areas which matter most to patients – infection control; safety; clinical quality.

"It's great to see some national recognition for our teams.

We were judged on our performance in a wide range of areas, so thank you and well done to all our staff for the consistent hard work you have put in over the year."



Gary Doherty receives the CHKS award from Jeanette Sephton.

Quality

Safety

People

Delivery

Environment

Cost

Celebrating Success Awards call

THE Celebrating Success Awards 2014 are now open for entries and we are urging as many staff members as possible to apply. This year we are introducing a new award to recognise Innovation and Service Improvement. This award is for an individual or team that has demonstrated exceptional innovation in their work or used creative thinking to develop or improve services. The award will recognise excellence in changing the way work is delivered or introducing more effective systems to make a difference to patients or the service provided by the Trust, either directly or behind the scenes. The awards which are open to applications from staff this year are:



- Clinical Team of the Year Award
- Non-clinical Team of the Year Award
- Radio Wave's Unsung Hero Award
- Innovation and Service Improvement Award
- Employee of the Year Award

All categories will carry a £500 reward, except the Chairman's Award which has a prize fund of £1,000. All prize money is to be reinvested in the Trust. The deadline for applications is Friday July 11th, 2014. This is your chance to receive recognition for the excellent work you and your colleagues do. Full details of all of the award categories, including the criteria and how to apply are detailed on the Celebrating Success [intranet site](#). The winners will be announced at the Celebration Ball on Friday November 14th in the Winter Gardens Empress Ballroom. Tickets for the event will go on sale in August.

"Clean" post saves cash



STAFF are urged to use typed names and addresses on envelopes when using the postal system rather than hand written post. This is because terms of the contract between the Blackpool Victoria Hospital site and the Royal Mail, mean the Trust can make savings on the cost of postage based on the quality of the letter. This falls into two main categories:

Clean post: The name and address has been typed on the envelope, or is displayed through a window in the envelope with the name and address typed on the letter inside.

Dirty post: A hand written name and address on the envelope.

For every 'clean' letter sent from the Blackpool Victoria Hospital Post Room, the Trust receives a rebate of 11p. Typed mail is also quicker to be sorted and delivered so staff are asked to please make every effort to type the address onto the envelope or use an envelope with a window which displays the typed address on the letter inside.

Staff Governors wanted

THE Trust is looking for three members of staff to stand for election as governors. Elections will be held in July 2014 and the vacancies are as follows: Nursing & Midwifery, Medical & Dental and Non Clinical Support. The role of Trust governors is to represent their respective constituencies and provide advice and support. Trust governors also influence the organisation's decision-making in terms of how it develops services. If you would like to stand for election, please complete the nomination form which is currently available from the Returning Officer, Electoral Reform Services Limited, The Election Centre, 33 Clarendon Road, London, N8 0NW, telephone 020 8365 8909. Further details are available on the Trust's website: www.bfwh.nhs.uk. For further information about please call Jacinta Gaynor, Membership and Governors Officer, on 01253 956673.

Bribery survey link

JOHN Marsden, the Trust's Local Counter Fraud Specialist, has created a short online survey on the subject of "Fraud, Bribery and Corruption", which I fully support and would urge you to complete via the link below.

The Bribery Act 2010 came into Law in July of 2011 and this year's staff survey is designed to measure the level of knowledge that staff have in regard to matters such as fraud, bribery, corruption, gifts and hospitalities and Trust policies. Access the survey below: https://www.surveymonkey.com/s/BTH_2014_Bribery_and_Corruption_Survey

E-Rostering drop-in sessions

THE E-Rostering team is holding a number of drop-in advice sessions over the coming months to help those who create and/or manage rosters. The sessions are on: June 17th 1.30-4pm; June 24th 9.30am-1pm; July 9th 9.30am-1pm and August 20th 9.30am-1pm. The sessions are in the Lifelong Learning Suite at BVH.

New role for Dee

THE Trust has appointed its first Vulnerable Adults Nurse. Nurse Practitioner Dee Inott has recently started the new role that aims to identify people at risk of abuse, violence or mental health problems and ensure effective patient referrals to get them the treatment or counselling they need. Dee will work in all areas and divisions across Blackpool Victoria Hospital.



Dee Inott.

“My role is safeguarding adults. My remit is going to be looking at the toxic trio – domestic abuse and violence, substance misuse and mental health problems. I will be looking at the whole family issue and advising and supporting staff to ensure the patient is referred for the right support. My experience will help tremendously with this new role which I think is vital for patients, staff and the Trust as a whole. It will allow us to put support in place for patients and their families. I will also be giving training around safeguarding adults at the mandatory training days to increase awareness for staff and make them aware of the support available to them.”

Dee Inott, Vulnerable Adults Nurse

Carers passport launched

A NEW Hospital Passport to help carers has been launched in the Trust. In April 2011 Lancashire Link, now Healthwatch Lancashire, undertook a consultation looking at experiences of being discharged from hospital. This study produced a number of recommendations which resulted in the Lancashire Carers Forum piloting a hospital passport in the Trust, working with NHS Trust and Voluntary Sector Carers Services including:

- When preparing or revising information, involve patients and carers in the development process and check that the information is effective.
 - Ensure local practices reflect guidelines and that carers are included and involved early enough in the process to facilitate a sound discharge.
 - Avoid making assumptions about carer's roles and responsibilities. Involve them, listen to their concerns and recognise them as partners in care.
- Staff need to be aware of the carer's role and the level of support they routinely provide to the patient.

The aim of the Passport is to give Carers the opportunity to inform staff of their caring role, the support they are able to provide to the patient while in hospital and identify what support the Carer will be able to offer to the cared for person after discharge. The passport also enables a Carer to document any additional/complex/communication needs if they themselves cannot communicate with staff. Carers and cared for can complete their own Hospital Passport or support can be provided by n-compass Carers Point Health Workers. For more information contact Karen or Alison on 01253 362140. You can access the passport here:

[http://bfwnet/misc_notices/2014/Hospital%20Passport%](http://bfwnet/misc_notices/2014/Hospital%20Passport%20)



Talksafe training

THE Trust is holding a number of Talksafe training sessions over the next few months with all staff members invited to attend. The dates are:

- June 13th and 20th
- July 1st, 8th, 22nd
- September 5th, 12th and 19th
- October 9th, 16th, 30th
- November 3rd, 10th, 24th
- December 1st, 8th, 22nd

They are all half day sessions from 9am – 1:30pm and held in the Simulation & Skills Centre. To book a place email

Julie.rushworth@bfwhospitals.nhs.uk.

Appeal for bleeps

THE Trust has made an appeal for anyone who has any bleeps not being used to return them. A number of requests for new bleeps have been made but in order to avoid unnecessary new orders people are asked to return them to Laura Peel, Telecoms Supervisor, based in the Switchboard office at Blackpool Victoria Hospital.

Learning Disabilities training

THE next available Learning Disabilities training session is:

- July 17th: 1 – 4pm, HPEC 1
- Please book a place through the OLM management system.

Charity single

A FORMER Trust Governor has launched a charity single to promote the '6Cs' of quality healthcare – care, compassion, competence, communication, courage and commitment – and to help staff remember them. Samuel McPhail, was a governor of in 2013. The Care Makers Song is being released on Itunes and promoted through social media (Twitter: @nhsemployers, @CareMakersUK; Facebook: CareMakersUK). All proceeds go to his chosen Yorkshire Cancer Care charity. You can listen at <https://soundcloud.com/nhsemployers/care-maker-song-the-6-cs> and buy it on itunes.

Gazette awards are open to all

WHILE entering our Celebration Success Awards why not also consider the Blackpool Gazette's Best of Health awards 2014. The awards recognise and celebrate excellence in health care, in the public, private and voluntary sectors. The award categories are as follows:

- Doctor of the year
- Dentist of the year
- Midwife of the year
- Nurse of the year
- Physical therapist of the year
- Optician of the year
- Childcare award
- Unsung hero
- Carer of the year
- Elderly welfare award



Anyone can nominate, including friends, colleagues, employers, patients, carers, patient's relatives. If you know someone who deserves an award for always providing the Best of Health, you can write to: Best of Health Awards, The Gazette, Avroe House, Avroe Crescent, Blackpool Business Park, Blackpool, FY4 2DP, or email competitions@blackpoolgazette.co.uk. 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.

New app for pathways



An innovative new mobile app has been developed to help hospital staff give patients the best possible care. The smartphone app instantly provides clinicians with access to best practice guidelines at patients' bedsides. Over the last 10 months the Trust has successfully implemented a range of 'clinical pathways' in its Better Care Now programme. They give staff access to the latest and best evidence on how patients should be treated during their time in hospital. Initially the pathways were only available on paper and on the Trust's intranet site, but now clinicians have instant access to invaluable clinical information. Clinical pathways for conditions such as pneumonia, sepsis, stroke, cardiac chest pain, acute kidney injury and chronic obstructive pulmonary disease (COPD) have been made part of standard practice in the hospital as part of the Better Care Now project. This project has resulted in an improvement in the quality of care provided to patients and a reduction in mortality. The mobile app has been jointly created by the Better Care Now Pathway Project Team and Web Services. All future pathways will be made available in this format when launched over the coming months. You can access the pathways by scanning the QR Barcode. Simply download, from a smart phone or tablet, a QR scanner app that will read and decode data from a QR code.



BRIGHT IDEAS

Visions and values events

THE Trust is set to launch its new vision, values and strategic objectives at a number of stakeholder events across the Trust in June and July. These events have been specifically designed to bring together staff from all levels and all areas of the Trust to engage in two way dialogue with staff, ensuring we listen and involve you in decisions and the direction of the Trust.

The events are informal and will give you the opportunity to meet ourselves and other senior managers to hear about future plans and more importantly how you can help to shape the plans into real deliverables. At the events we shall also be launching the new Trust values and asking you what the values mean to you. We want to build our reputation for being a great place for patients and service users to be cared for and a great place for staff to work. About 600 randomly selected members of staff will shortly be receiving invites to events being held across the Trust locality and we urge those people to attend to share their experiences of providing care and working in their services. The events will be informal; enabling staff to engage in conversation with members of the board, discuss key questions, record their views and identify top priorities for action. Each event will last for about three hours with refreshments provided.

Appraisal window now open

STAFF are reminded that the appraisal window is now open until July 31st 2014. Staff should make every effort to book their appraisals as soon as possible as there will be no extensions this year.

If you have a good idea please let us know at
<http://fcsharepoint/divisions/global/staffsuggestions/Pages/default.aspx>



The 5th Annual
Jane Clough
MEMORIAL
GOLF TOURNAMENT

Will be played on

FRIDAY 25th July 2014

at

Stanley Park Golf Club

Entry fee

£25

1st TEE @10am

(Entry fee to be paid in full by Monday, 14th July 2014
this includes course fee and donation)

BOOK EARLY TO AVOID DISAPPOINTMENT



For further information and registration contact:-

Dave Walker bleep 077
(10pm - 6am) inc weekends
or
Mary Bird on
07909 528 074 or bleep 818

"Be part of a memorable day"

Family Fun Day

(To raise money for Blackpool Critical Care Unit)

@ Blackpool Cricket Club Sunday 8th June 11am to 5pm

ALL WELCOME

Raffle – Top Prize of a Kindle Fire courtesy of

www.staffbenefits.co.uk

+ Many More Fantastic Prizes

Tombola – Lots of Great Prizes

Bottle Tombola

Bouncy Castle & Slide

Cake & Sweet Stalls

Name The 'Build-a-Bear'

Hands On Animals

Fairground Rides



Balloon Modelling

Ice Cream Van

Burger Van

Twinkle Pamper Parties

Tumble Tots

Badge Making

Candy Floss

Football Shoot Out

Face Painting

Glitter Tattoos



Entertainment

Swing Singer - Phillip Swing

Blackpool Victoria's Got Talent Winners Singers

Charlotte Watson, Nicola Berrigan & Lucy McCormack

Tribute Act *Robbie Williams* and A Live Band '*The People*'

DJ All day

Minion



**blue
skies**
hospitals fund
The Charity for Blackpool Teaching Hospitals
Registered Charity Number 1051570

For more information contact Lianne.Harrison@bfwhospitals.nhs.uk

Tel: 01253 303440 Intensive Care Unit Blackpool Victoria Hospital



SPIRITUAL CARE TRAINING

*Raising awareness
and understanding
around Spiritual Care*



9:30 - 3:30

FRIDAY 20th JUNE 2014 – Full
THURSDAY 9TH OCTOBER 2014

Venue: Trinity Hospice Learning & Research Centre

PLEASE BOOK VIA EMAIL: joanne.nicholls@trinityhospice.co.uk

*(Lunch and refreshments are provided by the Hospice,
please consider a donation on the day towards these costs)*

**This course is facilitated by the Chaplaincy Department
For any more information call: 01253 (30)6299**

FRIDAY 20TH AND SATURDAY 21ST JUNE 2014



**£3 ADMISSION
EACH NIGHT**



IN AID OF THE SPECIAL CARE BABY UNIT BLACKPOOL VICTORIA HOSPITAL UNCLE TOMS CABIN



Blackpool Teaching Hospitals **NHS**
NHS Foundation Trust

Liverpool Care Pathway Dying to know what happens NEXT?

A three hour workshop for all hospital staff
Wednesday 18th June 2014, 9.00-13.30, Lecture Theatre, Cardiac Centre

Objectives

- To understand what an individualised care plan for the dying person is
- To follow patients' experience using interactive scenarios
- To discuss what this means in practice



Topics

- Introduction to End of Life Care and the Transform project
- AMBER Care Bundle
- Do not attempt cardio pulmonary resuscitation (DNACPR)
- Advanced care planning
- Supported care for the dying
- Just in case 4 core drugs (JIC4CD)
- Rapid Discharge

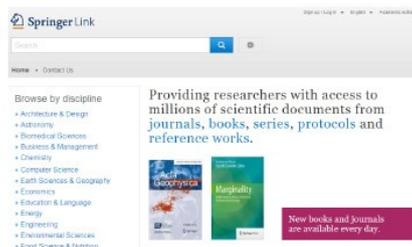
To book a place please email john.porter@bfwhospitals.nhs.uk

Certificates of attendance will be provided to staff who attend the whole workshop.



Take Advantage of the NHS Trial Access to Essential Medical Content!

You can access 1800+ eJournals and 40,000+ eBook titles using your
NHS Athens username and password



How to access this content in 3 simple steps...

Go to www.health.springer.com

Choose Sign up/Log in from the menu bar at the top right of the page.
Select "Institutional/Athens login"

Choose "NHS" from the "Select your institution" drop-down menu
under "Log in via Athens"

Enter your Athens username and password when prompted

You are now free to read and download content

The trial will last until 31st October 2014



Transforming End of Life Care Life after the Liverpool Care Pathway

Training Workshop
Wednesday 18th June 2014
9.00-13.00, Lecture Theatre, Cardiac Centre

Aims

By the end of this session, delegates will be able to:

- Describe the 5 key enablers of end of life care including new guidance on supportive care for the dying person
- Apply the principles of the use of the AMBER Care Bundle within clinical settings
- Demonstrate awareness of the process of DNA-CPR
- Describe the importance of communication and team working in promoting best end of life care

Programme

09:00	Registration	
09:15	Introduction to End of Life Care and the Transform Programme	Dr Harriet Preston
09:30	Advance Care Planning (ACP)	Lorraine Tymon
10:00	AMBER Care Bundle (ACB)	Sue Howarth
10:30	Do not attempt cardio pulmonary resuscitation (DNA-CPR)	Lorraine Tymon
11:00	Refreshment break	
11:15	Supported care for the dying person	Kellie Gittins
11:45	Just in Case 4 Core Drugs (JIC4CD)	Kellie Gittins
12:15	Rapid Discharge Pathway	Sue Howarth
12:45	Questions and Answers	



To book a place please email: john.porter@bfwhospitals.nhs.uk

Certificates of attendance will be provided to those staff who attend the whole workshop





**WE ARE
MACMILLAN.
CANCER SUPPORT**

VIENNA , A CITY OF DREAMS

MUSICA LIRICA OPERA AND ORCHESTRA PRESENT A TRIBUTE CONCERT TO ANDRE RIEU.

An evening of waltzes, choruses and solo's by Strauss, Lehar and others.

Proceeds for Macmillan Cancer Support.

Saturday 21st June 7.30pm
**CLEVELEYS BAPTIST CHURCH
ST.GEORGES AVE
CLEVELEYS
FY5 3JN**

**Tickets available on the door,£10 adults,
£8 conc under 16's free**

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.



9-15 June 2014

Come & Join Us

n|compass Carers Point! Part of Carers Lancashire

Carers Week is an annual campaign to celebrate and recognise the UK's 6.5 million carers who look after an ill, frail or disabled family member or friend.

Carers Support Information Stand
11am – 2pm
9th – 15th June 2014
New Main Entrance
Blackpool Victoria Hospital
Whinney Heys Road FY3 8NR

Tel: 01253 861341
Fax: 01253 867471
www.ncompassblackpool.nhs.uk
www.blackpoolhospitals.nhs.uk

Compass
New Main Entrance
No. 2 Bridge Street
Blackpool
Blackpool Victoria Park
Blackpool, FY3 8NR
Registered Charity: 1129966
Registered in England: 0111211

Address:
Compass
Healthcare Workers
944 Great Western
Tisbury



For more information about Carers Week visit
www.carersweek.org

© 2014, Compass Healthcare Workers registered in England and Wales (240220)
944 Great Western (01253867471), and a company limited by guarantee 044202
Registered office: 944 Great Western Street, London: SE1 2JK



THE PATIENT EXPERIENCE REVOLUTION

'Review and Make Sense'



Are you still 'In The Box?'

Do you want to revisit the Skills you learned on the Patient Experience Revolution training?

Review and Make Sense sessions are being held on the following dates for anyone who has completed the training and would like to find out how these skills can be used in practical ways to help you be at your best more of the time.

The workshops will be held from 2.00 - 3.30pm on the following dates.....

Review and Make Sense Workshop Dates:

Date	Venue
Monday 7 th July	Clinical Skills room 8
Tuesday 15 th July	HPEC Library IT Training Room
Monday 11 th August	HPEC Room 6
Tuesday 19 th August	HPEC Room 6

To book a place please contact: The *Patient Experience Revolution* Team:
Tel: 6615/6618
debra.thornton@bfwhospitals.nhs.uk / beverley.sanderson@bfwhospitals.nhs.uk

Here is what you have said about the training:

"...The training was fantastic, they got the best out of me without me knowing and I have learnt so much to improve myself, my team and most importantly, the patients."

".....Before training I was 'in the box' all day while dealing with angry patients. After the training I started using 'notice and step' and 'breathing' to choose my attitude. Now I am much calmer and happier with patients'

I am much more able to deal with challenging members of staff as I now have a purpose to establish a good relationship with them and find out how I can help them as I recognise that they may be feeling anxious or worried."

THE BVH SUMMER BALL



The Doctors Mess would like to invite ALL members of staff to our annual circus themed summer ball

Tickets include:

- drinks reception
- 3 course dinner plus coffee and chocolates
- After dinner entertainment
- Charity raffle, raising money for Trinity
- DJ and disco
- Many more surprises to be revealed on the night

Friday 1st August 2014

19.00 until late

£35pp

**The Imperial Hotel, Blackpool
Black Tie & Cocktail Dresses**

For tickets, please contact Jo White (841), Chloe Pickup (A&E), Tom Smith, Komal Patel, Sean Brodie, or Gabrielle Dobson (153)

Or email: Blackpoolmess@gmail.com

Join us on Facebook: The BVH Doctors Mess Summer Ball!

FIRE SAFETY LECTURES 2014 - FYLDE & WYRE

12:00 - 13:00 (unless otherwise stated)

Andsell MC – Health Ed Room

Friday 23/05/2014

Thursday 05/06/2014

Thursday 09/10/2014

Cleveleys HC – Health Ed Room

Details to follow

Fleetwood Hospital - Venue TBC

Thursday 04/12/2014 @ 10:00

Freckleton HC - Venue TBC

Wednesday 04/06/2014

Wednesday 05/11/2014

Garstang MC - Meetings Room

Wednesday 09/04/2014

Tuesday 04/11/2014

Kirkham Clinic - Health Ed Room

Wednesday 28/05/2014

Thursday 23/10/2014

Lytham PCC – Seminar Room

Monday 19/05/2014

Wednesday 15/10/2014

Poulton HC – Health Ed Room

Friday 02/06/2014

Wednesday 22/10/2014

St Anne's PCC – Meeting Room

Thursday 22/05/2014

Monday 13/10/2014

Thornton HC – Health Ed Room

Monday 12/05/2014

Monday 03/11/2014