



Celebrating Success Awards Nominate... NOW

Friends and Family test reminder to staff

STAFF are reminded about the importance of taking part in the new Staff Friends and Family Test (FFT) questionnaire.

The Staff FFT, which is totally anonymous, was launched earlier this month 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 offer.

At the moment the Trust's return is 19% which is one of the lowest returns of any Trust at this stage and one we would like to improve.



Nicky Ingham, Director of Workforce and OD, said: "We really 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."

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

You will have received an email from Picker Surveys 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.

The questionnaire closes on Friday, June 27th.

Help shape our Vision

THE Trust is launching its new vision, values and strategic objectives at a number of important stakeholder events over the coming weeks.

We still have a number of places available for staff who would like to attend these events which have been specifically designed to bring together colleagues from all levels and all areas 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 as many people as possible to come to these events and would love to hear from you if you would like to attend. Everyone is welcome.

The events will enable 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. Your manager has been encouraged to ensure that you are given the time to attend and I would encourage you to discuss your attendance with them.

All the events are displayed below. If you would like to attend please contact Sarah Cumberbirch in the Trust's Organisational Development Team by email at sarah.cumberbirch@bfwh.nhs.uk

- **July 7th:** Trinity Hospice, Bispham, 2-5pm.
- **July 10th:** Oliver's Restaurant, BVH, 2.30-5pm.
- **July 11th:** Lytham Primary Care Centre, 9am-12noon.
- **July 18th:** Education Centre Rooms 3 & 4, 9am-12noon.
- **July 21st:** Oliver's Restaurant, BVH, 2.30-5pm
- **July 22nd:** Holiday Inn, Lancaster, 2-5pm.
- **July 25th:** Trinity Hospice, Bispham, 9am-12noon.

Quality

Safety

People

Delivery

Environment

Cost

Celebrating Success Awards call

STAFF are reminded that the Celebrating Success Awards 2014 are now open for entries and we are urging as many staff members as possible to apply. 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



The deadline for applications is Friday July 11th, 2014. Full details of all of the award categories, including the criteria and how to apply are detailed on the [Celebrating Success intranet site](#).

'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.

Cheering on England

A FOOTY-MAD health care assistant has decked out a hospital day room in England flags so patients can get into the spirit of the World Cup. Lesley Wallis, who works on Ward 37 in the Cardiac Centre, has put up balloons and has been enjoying banter with patients about England's chances of winning.

"You've got to support your country! I just want to help patients get into the atmosphere of the World Cup. We've had quite a few people walk by and say they like it."

Lesley Wallis, Health Care Assistant



Lesley Wallis with heart patient Keith Wilson.

Staff Governors wanted

THE Trust is looking for three members of staff to stand for election as governors. Forthcoming 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. To stand for election to one of the posts, 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. See the Trust's website: www.bfwh.nhs.uk or call Jacinta Gaynor, Membership and Governors Officer, on 01253 956673 for details.

Fire training lectures

A NUMBER of fire training lectures are taking place at Blackpool Victoria Hospital in the coming weeks. The sessions are necessary for mandatory training. The dates and times are: June 26th: HPEC Lecture Theatre, 2-3pm; June 27th Clifton Hospital Conference Room, 2-3pm; July 16th: HPEC Lecture Theatre, 11am-12noon; July 21st: HPEC Lecture Theatre, 11am-12noon.

E-Rostering drop-in sessions

THE E-Rostering team is holding a number of drop-in advice sessions to help those who create and/or manage rosters. The sessions are on: 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.

£45m boost for resort babies

BABIES in Blackpool have received a £45million 'Better Start' funding boost. For the full story see next Friday's Health Matters.

Diabetes Foot Care pathway launch

A NUMBER of sessions to launch the Diabetes Foot Care pathway to Community and District Nurses teams were held recently. Specialist Podiatrist Debbie Wilford was one of the guest speakers and highlighted the importance of the subject as 100 people lose a leg each week to diabetes and world wide every 30 seconds a lower limb is amputated. The sessions were extremely well attended with positive feedback from those involved. Debbie's talk was designed to help those present identify the signs and symptoms of diabetic peripheral neuropathy, the most common complication of diabetes and be able to refer patients appropriately.



Debbie Wilford, Specialist Podiatrist speaks at the event.

Recognition Day success

THE Unscheduled Care Division recently held its recognition day at Blackpool Victoria Hospital recently. A number of speakers gave diverse presentations about the work of the division to a well attended audience of people. The event highlighted the quality and breadth of services provided by the Division from topics such as extending people's life from the early detection of cancer and infection, to compassionate care when people are in their last year of life and to rehabilitating patients to give them independence. The feedback from the event was excellent once again.



Peter Flegg and Nicky Williams at the recognition event.

"The presentations from staff demonstrated a passion and deep commitment to innovate, go the extra mile and design services around the needs of patients. It demonstrated, in a microcosm, why the NHS is held in such high regard by the public."

Adam Bateman, Deputy Director of Operations, Unscheduled Care

Surgical ward alterations

FROM Monday June 23rd 2014 there will be changes to the function and location of surgical wards as follows:

- Surgical Assessment Unit will move from Ward 7 to Ward 10 (The telephone numbers will change to Exts 3410 and 4410)
 - Male Emergency Surgery will move from Ward 6 to Ward 7
 - Female Emergency Surgery will remain on Ward 5
- The moves, which are taking place today and over the weekend, have been possible following the de-escalation of Ward 10 in Medicine.

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:

- 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.

Medical equipment requests

ANY requests for medical equipment at a cost of more than £5,000 must now be approved by the Medical Devices Steering Committee before they can be considered for funding. Any applications **must** be signed by Greg Shaw, Head of Medical Engineering Services, prior to being taken to the Medical Devices Steering Committee. For further information about the Committee meetings, please contact Natalie Hill on 01253 956867. The next Medical Devices Steering Committee meeting will be held on Tuesday July 15th.

Library service survey

THE Library is conducting its annual review of the impact of its services on clinical practice and development and is asking staff to spare five minutes to complete the questionnaire below, the results of which will help the development of knowledge and library services. <https://www.surveymonkey.com/s/ZMTKKPW>

High praise for diabetes care plan work

A BLACKPOOL specialist has devised and piloted a new health care plan which could save the lives of children with diabetes. The plan is formulated to be an individual care 'manual' for youngsters who suffer from the condition and ensures educational staff know what to do to manage a young person with diabetes. The care plan is now being sent out nationally and is being promoted by both JDRF (Juvenile Diabetes Research Foundation) and Diabetes UK. Heading the group that designed the care plan, Sandra Singleton, a Diabetes Specialist Nurse based at Blackpool Victoria Hospital, said she was delighted at the recognition the care plan had received.



Sandra Singleton.

"This now means every child in the country has access to a standard, individualised, work plan which is easy to follow for teaching staff, parents and school nurses. The plan is comprehensive and gives the right advice in the case of an emergency. It's a step-by-step guide to the daily management of diabetes pupils during a school or college day. It could save a child's life."

Sandra Singleton

Morecambe dental staff praised

STAFF at Morecambe Dental Centre have been thanked for raising money for Mouth Cancer Action. The team have been selling Blue Ribbon badges to raise awareness for the charity since last November and handed over £30.



Still time to enter HSJ Awards

DUE to popular demand, the entry deadline for the HSJ Awards has been extended to 4 July 2014. The awards highlight examples of outstanding practice and innovation that help to safeguard and improve patient care. The HSJ Awards remain the largest and most sought after accolade in British healthcare. With 22 categories to choose from, the awards reflect the full spectrum of care and recent NHS changes. For full details go to: www.hsjawards.co.uk/enter

E-Cigarette study call

THE Trust is looking to find out what staff know about electronic cigarettes and would be grateful for a few minutes of your time. The link below will take you to a quick one page survey which will only take you about four minutes.

<https://www.surveymonkey.com/s/Q8N78RK>



BRIGHT IDEAS

If you have a good

Lloyds pharmacy on the move

FOLLOWING the recent outpatient Pharmacy service tender, Lloyds Pharmacy has been awarded the contract to provide an Outpatient dispensing service on behalf of the Trust. To undertake this, the Lloyds Pharmacy team will be moving to a purpose built unit located within the new main entrance on Monday 30th June. From this date, the current Outpatient unit will close. The service will be provided 9am – 6pm Monday to Friday. Lloyds Pharmacy is committed to provide a high quality dispensing service and a positive patient experience. In addition to this, there will be an extensive range of over the counter medicines and toiletries for sale.

Vicar of Dibley NHS staff offer

ALL NHS staff can take advantage of a special offer to see the Vicar of Dibley show being produced by Poulton Drama at the Grand Theatre in Blackpool. The offer can be claimed from today until the last day of the run, Saturday June 28th. The offer applies to all performances. The offer is 20% off all tickets prices. So the full ticket would be £10.40 (Including Booking Fee). The concession price would be £8.80. To redeem the offer please quote the code NHSTWENTY. If booking online, the code must be entered in the promotional code box at time of booking.

By kind permission of Richard Curtis and Tiger Aspect Productions
POULTONDRAMA presents

THE VICAR OF DIBLEY

by Ian Gower and Paul Carpenter
adapted from the original TV series
by Richard Curtis and Paul Mayhew-Archer

Tuesday 24 - Saturday 28 June 2014 at 7.30pm
with Saturday matinee performance at 2.00pm

THE GRAND THEATRE | BLACKPOOL

IN AID OF
COMIC
RELIEF



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

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THE ILLUMATHON?

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£15



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THROUGH BLACKPOOL'S
FAMOUS ILLUMINATIONS

RELEASE YOUR INNER
WONDER WOMAN

NEW 10.30PM
START TIME,
SATURDAY 6TH SEPT



PATIENT & CARERS EXPERIENCE EVENT

FRIDAY 18TH JULY

12:30 – 13:30

**EDUCATION CENTRE
LECTURE THEATRE, BVH**

**SPEAKER
RICK BOLTON**

'Rick is the dad of three boys, one of whom is the inspiration behind www.38linepoem.org Isaac is 3 years old and has quadriplegic cerebral palsy, and will need 24 hour care throughout his life. This future prompted Rick to start to become involved in promoting high quality care and highlighting the small things that can make a difference.

TO BOOK A SPACE CONTACT:

**DEBBIE BEECHER
ON EXT 5648
OR**

Debbie.beecher@bfwh.nhs.uk



FRIDAY 20TH AND SATURDAY 21ST JUNE 2014



The Charity of Blackpool Teaching Hospitals
Registered Charity Number 1056119



£3 ADMISSION
EACH NIGHT

SATURDAY

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

Leadership at the Point of Care

'An innovative three day programme for all frontline 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

Motivate yourself and others

Manage conflict

Plan and make real changes where you work

Be assertive

Work more effectively

Feel good about your work

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

Delegates must attend all three days of this course.

Dates for 2014:

Day 1	30 th July 2014	9:30am – 4.30pm	Seminar Room, Lytham PCC
Day 2	31 st July 2014	9:30am – 1:00pm	Seminar Room, Lytham PCC
Day 3	12 th September 2014	9:30am – 1:00pm	Seminar Room, Lytham PCC
Day 1	15 th September 2014	9:30am – 4.30pm	Room S6, Blackpool Stadium
Day 2	16 th September 2014	9:30am – 1:00pm	Room S6, Blackpool Stadium
Day 3	29 th October 2014	9:30am – 1:00pm	Room S6, Blackpool Stadium

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



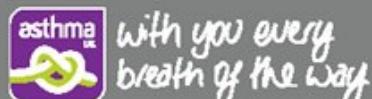
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HEALTH & FITNESS

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BOOK YOUR FRIENDS & FAMILY **FREE** PASS TODAY!

Activities include:*

- > **NEW!** REEBOK FIT LEAGUE CHALLENGES
- > BOOT CAMP THEMED CIRCUITS
- > AMAZING **MYZONE** GROUP CHARITY CHALLENGE
- > STUDIO MASTER CLASSES
- > FAMILY FUN & FACE PAINTING
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WORTH UP TO £50*
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You are invited to the St. John's Hospice

Midsummer Garden Party

SUNDAY 29TH
JUNE
12PM - 4PM

IN THE GROUNDS AT THE
FRONT OF THE HOSPICE

Featuring a performance
from the Hospice Choir

BRING A PICNIC
AND ENJOY A
RELAXING
AFTERNOON
IN THE BEAUTIFUL
GROUNDS OF
ST. JOHN'S HOSPICE

Celebrate the summer in style!

CREAM TEAS AND REFRESHMENTS. TRADITIONAL GARDEN
PARTY GAMES - COCONUT SHY, GUESS THE WEIGHT OF
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PLANTS, JEWELLERY, CLOTHES, HOMEMADE CAKES
AND JAMS AVAILABLE TO BUY.

St. John's Hospice, Slyne Road, Lancaster, LA2 6ST Contact: 01524 382538. www.sjhospice.org.uk



Reg Charity No: 510967

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!*

**Due to popular demand the IT Training team will be providing some
“hands-on” workshops on**

How to use Mail Merge to send personalised email messages

If you send the same letters or emails to lots of people using the address list in Outlook or copying and pasting in Microsoft Word then this course is for you.



Dates for your diary – 3 workshops will be held in the **IT Training Suite, 2nd Floor Old Trust HQ** on the following dates in July (staff only need to attend one session), further dates will be scheduled if proven successful.

Tuesday 1 st July	9:30 – 12:30
Wednesday 9 th July	13:30 – 16:30
Thursday 17 th July	9:30 – 12:30

Course booking details

Places are limited, therefore to book your place please email the IT Training team (ensuring you have received approval from your Line Manager) - IT.Training@bfwhospitals.nhs.uk specifying your preferred workshop date, you will receive a confirmation once a place has been reserved for you.

For further details on what is covered please see the Course Outline on Page 2