

Check out the Trust's new HAPPY video [here](#)



# Celebrate success at our 2015 awards

**THE Celebrating Success Awards 2015 are now open for entries and we are hoping for another record breaking year.**

We are grateful to our award sponsors who make this event possible and EMIS who have become our main sponsor this year. Our thanks also go to media partners — The Gazette and Radio Wave.

Last year saw us break all entry records with nearly 300 nominations and the standard of submissions was extremely high.

This year we are introducing two new awards. The Together We Care Award will be given to the individual or team that has embodied the Vision and Values of the Trust and the Weightmans' Golden Heart Award will recognise a member of staff whose efforts, expertise, passion, care, concern or kindness has changed, enhanced or even saved a life.

The awards which are open to applications from staff this year are:

- Clinical Team of the Year – sponsored by Medstrom
- Non-clinical Team of the Year – sponsored by JE Harrison



- Unsung Hero – sponsored by Hempsons
- Innovation and Service Improvement – sponsored by ISS
- Employee of the Year – sponsored by Allcool
- Together We Care – sponsored by G2 Speech UK
- Weightmans' Golden Heart Award

There are two additional awards, The Patients' Award and the Chairman's Award which require no nomination. The Chairman's Award will be given to the overall winner from all the categories.

We are delighted to be able to reward excellence within the Trust through the Celebrating Success Awards and now all you have to do is

nominate yourself, your team or a colleague for special recognition. All categories will carry a £500 reward, except the Chairman's Award which has a prize fund of £1,000 and the Golden Heart Award which has a special trophy. All prize money is to be reinvested in the Trust.

The deadline for applications is **Friday July 17, 2015.**

The Judging Panel will meet on Wednesday, August 5, 2015, to decide a winner and two runners up for each category. The shortlist will be announced on **Monday, August 10, 2015.**

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 which is being held on **Friday, November 6**, in the prestigious Winter Gardens Empress Ballroom.

Tickets for the event will go on sale in August.

You can apply online [here](#)

## 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](http://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](http://www.awards.hsj.co.uk)



## Information breach support

THE Trust would like to remind staff that there is a helpline available for anyone who may still have concerns after the a recent Information Governance breach. The Trust wrote to all staff to apologise for the incident earlier this month when we found that personal details had been published on our website. The communication also gave advice to staff and stressed that we would do everything we could to make sure it didn't happen again.

If you have any concerns then please contact the helpline on 01253 953852, 951094 or 953738 (Monday – Friday 9am – 5pm) or through <http://blackpoolhr3.multi2.sitekit.net/home.htm>

## Be aware of bogus callers

The Trust is aware that a number of bogus calls have been received by staff in recent days and wish to thank those members of staff involved for their vigilance and for reporting the incidents appropriately. If any staff member gets a call of this nature please do not pass any personal information over the phone, complete an incident form through the safeguard reporting system and pass the telephone number onto your Local Security Management Specialists, Karen Sanderson or Ian Leese, on 01253 955616 who will investigate further.

## Library survey for all staff

IT'S your Library... help us to help you! The library is currently reviewing its Current Awareness Service and would like your views. The survey will take less than five minutes to complete and as a thank you your email will be entered into a prize draw to win a £10 WH Smith voucher. To complete the survey [click here](#).

## 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>

## Gazette awards open

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. 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. Closing date — July 17.



## 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](mailto:it.servicedesk@bfwh.nhs.uk)

## Staff take on three peaks challenge

STAFF from Blackpool Victoria Hospital and Bloomfield Medical Centre are joining together to complete the three peaks - Ben Nevis, Scafell Pike and Snowdon within 24 hours, to raise awareness and money for MS Society and Menieres Society, two life changing and debilitating diseases. Team members from the trust are Gurkaran Samra, Nicola Hewitt, Gemma Dawson, Martin Porter, Julie Brindle, Brett Mason, Allan Kent, Geri Askew Brian Hooson and Gemma Hatton. The event is on June 5 with the team hoping to raise £2,000. As of today the total stands at £1,681 and if you can help them get closer to their total please go to their sponsorship page [here](#)

## Trust takes part in Walk to Work Week

STAFF in Blackpool took advantage of the good weather this week to mark Walk to Work Week. More than 40 members of staff including nurses and executives took 20 minutes out of their lunch break to walk a lap of the grounds at Blackpool Victoria Hospital. The idea was to encourage staff to take a leisurely walk for just half an hour a day and feel the benefits. It was part of a national campaign to encourage people to walk more often by walking to work.



Staff from all over the hospital took a stroll in their lunch break.

"Walking for just half an hour each day can transform fitness levels, reduce stress and vastly improve your concentration levels for the rest of the day. A walk around the hospital grounds takes around 25 minutes covering around 1.3km and will give staff the boost they need to for the second half of their shift."

Hannah Corless, Healthier Workforce Project Manager



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](mailto: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>

## PREVENT training

THE next PREVENT training session is on June 16 in the Education Centre Lecture Theatre between 2-4pm. Book your place through OLM on 01253 955392 or via [olm@bfwhospitals.nhs.uk](mailto:olm@bfwhospitals.nhs.uk).

Blackpool Teaching Hospitals NHS Foundation Trust

Blackpool Teaching Hospitals NHS Foundation Trust

East Lancashire Hospitals NHS Trust

University Hospitals of Morecambe Bay NHS Foundation Trust

## Getting started with StatsDirect

Come to our StatsDirect training session

Tuesday 23<sup>rd</sup> June  
10am to 1pm  
Library IT Training Room  
Education Centre  
Blackpool Victoria Hospital

Open to all staff from each partner trust

StatsDirect is statistical software for medical statistics and is popular with healthcare professionals. It was created by Professor Iain Buchan (Clinical Professor in Public Health Informatics).

It is simple to use, reliable and it is cheap!

Some knowledge of basic statistics is required to undertake this course, details available on request.

To register your interest in attending this training session, please contact [jhowell@uclan.ac.uk](mailto:jhowell@uclan.ac.uk) to complete a registration form

Please note that only 10 places are available and will be allocated on a first come, first served basis.

## Lancaster traffic warning for Queen's visit

STAFF visiting Lancaster next Friday (May 29) are being warned to expect significant disruption when the city welcomes HRH The Queen. The Queen is visiting the city centre in the morning before moving on to Bilborrow and Myerscough College. While all the agencies involved are working to keep disruption to a minimum, local roads and traffic will be affected on the day.



## Workplace Health Champions wanted

The Trust is looking for Workplace Health Champions.

We are looking for staff who would:

- Enjoy creating health message display boards and encouraging others to adapt or maintain a healthy lifestyle
- Enjoy encouraging people to partake in sporting events or activities
- Enjoy organising events within their ward or department

The purpose of this role is to embed staff health and wellbeing into all we do as a Trust. This role requires one hour per week (during work hours) and you must gain support from your line manager in undertaking this role on behalf of your ward/department. You will have the opportunity to complete accredited training, meet other health champions and be involved in the development of new workplace health initiatives. No formal qualifications or experience is necessary and we are looking for representatives of all grades, both within primary and secondary care and from all areas of the Trust. Please follow the link below which outlines the health champion role and includes an expression of interest form. [http://bfwnet/misc\\_notices/2015/Workplace%20health%20champion%20role%20description.pdf](http://bfwnet/misc_notices/2015/Workplace%20health%20champion%20role%20description.pdf). Please email your expression of interest form to [Hannah.corless@bfwhospitals.nhs.uk](mailto:Hannah.corless@bfwhospitals.nhs.uk)

## Celebrating research in the Trust

RESEARCHERS have thanked patients for participating in more than 10,000 clinical trials at Blackpool Victoria Hospital. The members of staff from the hospital's Clinical Research Centre were doing their bit for International Clinical Trials Day. Research manager, Michelle Stephens, said: "We are saying 10,000 'thank yous' to all our patients who have decided to join one of the many trials that we have had since 2008. Without them taking part in research we would not be able to have some of the new medicines, new devices and ways of working that we now use in the NHS."



Beki Brady and Janette Brown promote the Trust's research department.

## 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 to 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](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](mailto:Hannah.corless@bfwhospitals.nhs.uk)

## Technology scheme open

let'sconnect  
for your benefit

Blackpool Teaching Hospitals NHS Foundation Trust

SMART Schemes

## Home Technology Benefit 2015

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](http://bfwnet/misc_notices/2015/Blackpool%20Teaching%20Hospitals%20LC2015%20HT%20Brochure%20270415.pdf). Don't miss out, order by May 31.

## Mr Kumar's art exhibition

TRUST Consultant, Mr Kumar, will be holding an exhibition of his paintings at Blackpool Victoria Hospital in June. Mr Kumar, who has displayed his paintings and donated a number to the Trust, will hold his exhibition on the mezzanine at Blackpool Victoria in the first week of June. All staff are invited to go along and see a wide selection of his excellent pieces.

# World No Tobacco Day 2015

On June 2nd 2015, Blackpool Teaching Hospitals NHS Trust is supporting staff to gain greater knowledge on illicit tobacco and partake in Free Carbon Monoxide screening and Free Lung Health Checks



## Events for Staff at Blackpool Victoria Hospital:

10:30am – 3pm – Blackpool Stop Smoking Service in the Mezzanine offering support and advice for staff.

10:30am – 3pm – FREE Lung Health Check in the Mezzanine (Takes approx. 5 minutes)

10:30am – 3pm – FREE CO (Carbon monoxide) screening by our Tobacco Specialists on some wards

1pm – 3pm – Smokefree walkabouts – an opportunity to see how to remind smokers on site of the Smokefree policy

(Volunteers wanted)

**\*If you would like to organise an event at one of our other Trust sites please get in touch\***

Contact Hannah Corless on 01253 7638 or email [Hannah.corless@bfwhospitals.nhs.uk](mailto:Hannah.corless@bfwhospitals.nhs.uk) for more information and to book a place on our smokefree walk.

Please encourage all staff to visit the Mezzanine and take part in the activities.  
There is no need to book.

# **MOVING and HANDLING Objects & People Theory & Practical**

## **EXTRA UPDATE SESSIONS**

**Tuesday 7<sup>th</sup> July 2015**

10.00 - 11.00

**Clinical Skills Lab, Moor Lane Mills, Lancaster**

**Tuesday 7<sup>th</sup> July 2015**

15.00 - 16.00

**Wednesday 23<sup>rd</sup> September 2015**

10.00 - 11.00

**Training room 2, Trust Offices, Wesham**

**Tuesday 26<sup>th</sup> May 2015**

09.00 - 10.00

10.00 - 11.00

11.00 - 12.00

**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

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To book a place please email

[OLM@bfwh.nhs.uk](mailto:OLM@bfwh.nhs.uk)

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



# 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](mailto:Lauren.butterworth@bfwhospitals.nhs.uk)

## Available Sessions

**19th June**—Lytham PCC, Seminar Room: 2pm—3pm

**9th July**—Queen Victoria Centre: 2pm—3pm

**14th July**—Moor Park: 10am—11am

**5th August**—Wesham PCC: 2pm—3pm

Training course:

**Critical appraisal of randomised controlled trials**

9.00am to 12.30pm Monday 8<sup>th</sup> June 2015

in the **Education Centre, Blackpool Victoria Hospital**

Trainer: Dr Steve Milan

(Lancaster University)

Places are limited, to register please contact [library.services@bfwhospitals.nhs.uk](mailto:library.services@bfwhospitals.nhs.uk)

Tel: 01253 955596

***Are you a Newly Qualified Nurse, or  
qualified in the last 2 years??***

**YES!!** – then **You** are invited to join us in a focus group to look at your Preceptorship experiences.

Please join us at any of the venues / dates below – we value your opinions.



**Tuesday May 26<sup>th</sup> – HPEC room 6 – 0900-1100 or 1430-1530hrs** (– rolling half hours sessions starting on the hour and half past the hour)

**Weds May 27<sup>th</sup> - Small Teaching Room , Cardiac Ed Centre – 0900-1100hrs** (-rolling half hours sessions starting on the hour and half past the hour)



# Abbott Glucose Meter Training

Training sessions will take place on the following dates:

<p><b>Wednesday 8<sup>th</sup> July in the Education Centre, Room 6, at</b></p> <ul style="list-style-type: none"> <li>• 10:30</li> <li>• 11:15</li> <li>• 12:00</li> </ul>	<p><b>Tuesday 21<sup>st</sup> July in the Gastroenterology Seminar Room at</b></p> <ul style="list-style-type: none"> <li>• 13:30</li> <li>• 14:15</li> <li>• 15:00</li> </ul>
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Further dates are to be confirmed later in the year – Please watch out for details on the Point of Care Testing SharePoint Site

Are you a **Think Glucose Link Nurse** or a **Medical Devices Key Trainer**?

If so, have you received your glucose meter training from Abbott within the last twelve months?

**If not** you must attend a training session as soon as possible

Places are limited. In order to book your place, please contact Michelle Bennett, Point of Care Co-ordinator via email:

[michelle.bennett@bfwhospitals.nhs.uk](mailto:michelle.bennett@bfwhospitals.nhs.uk) or telephone: (01253) 95 7511



## Conflict Resolution Training Dates 2015

Conflict Resolution Sessions for 2015 are now available for booking – see list below. Frontline staff who have not completed this training before **MUST** attend this **FULL COURSE** which covers the **KEY** principles of Conflict Resolution. To book your place please email course bookings on [OLM@bfwhospitals.nhs.uk](mailto:OLM@bfwhospitals.nhs.uk) or Phone either 01253 655392 (internal 5392), or 01253 303175 (internal 3175).

Date	Timing	Venue
5 <sup>th</sup> June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
17 <sup>th</sup> June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
25 <sup>th</sup> June 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
10 <sup>th</sup> August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
21 <sup>st</sup> August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
26 <sup>th</sup> August 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
4 <sup>th</sup> September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 <sup>th</sup> September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
23 <sup>rd</sup> September 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
9 <sup>th</sup> October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 <sup>th</sup> October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
19 <sup>th</sup> October 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
2 <sup>nd</sup> November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
11 <sup>th</sup> November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
16 <sup>th</sup> November 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
2 <sup>nd</sup> December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
11 <sup>th</sup> December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH
14 <sup>th</sup> December 2015	09:00 – 13:00	Room 3-4 HPEC, BVH



Army Medical Services

# Invitation for open evening for health professionals, students & support staff

**Open evening at 208 Field Hospital  
Army Reserve Centre, Childwall, Liverpool**

**Visit us on  
Tuesday 23 June 2015 from 7:30 to 9:30 pm**

This event is open to all interested:

- Qualified health professionals
- Student nurses
- Students in allied health professions
- Health care assistants
- Medical students
- Other key support staff such as qualified drivers and chefs

## Find out about:

Benefits of being an Army Reservist  
Your career prospects  
Pay and conditions  
Welcome incentives for students  
Opportunities for

- travel and sport
- personal and professional development

## Explore, 'hands on':

Military training  
Clinical skills  
Military equipment  
The recruitment process  
Reserve service life  
Army food!

## Interested?

- Book your place - visit us to find out more, chat informally with healthcare professionals and students and learn all about the great things the Army Reserve can offer
- To book a place (or places) please call Christine Horrocks on 0151 488 1549 or email 208HOSP-RHQ-OSA@mod.uk
- Our address: 208 (Liverpool) Field Hospital, Chavasse House, Sarum Road (off Childwall Valley Road), Liverpool L25 2XP



208 (Liverpool) Field Hospital  
2<sup>nd</sup> Medical Brigade





# 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](mailto: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

# 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.

# Do you know how to talk to someone who is worried or distressed?

## The **SAGE & THYME**® foundation level workshop (3 hours) teaches:

-  A memorable structured approach for getting into and out of a conversation
-  How to empower patients/carers who are worried or distressed
-  Communication skills that are evidence based



Wednesday 27<sup>th</sup> May  
Wednesday 24<sup>th</sup> June  
Wednesday 16<sup>th</sup> September  
1.30-4.30pm, Education Centre  
To reserve your place email:  
[OLM@bfwhospitals.nhs.uk](mailto:OLM@bfwhospitals.nhs.uk)

## *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 3<sup>rd</sup> 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](mailto: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](mailto:olm@bfwhospitals.nhs.uk)

People Centred

Positive

Compassion

Excellence

# Staff friends & family test

Quarter 1 - 2015/16

Blackpool Teaching Hospitals   
NHS Foundation Trust

## Have your say!

All NHS Trusts have implemented the Staff Friends and Family Test on a quarterly basis.

As with the Friends and Family test for patients, we want to give you an opportunity to help support local service improvement.

### What you need to do

If you have received an email from the Picker Institute asking you to complete the survey, please click the unique link in the email to give your feedback.

Or visit [tinyurl.com/bthFFTtest](http://tinyurl.com/bthFFTtest)

Or scan the QR code below using your phone. You can log in using your assignment number as your username and password. This number can be found on your payslip.



Thanks for  
taking part!



Surveys must be completed by  
19 June 2015

  
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Institute Europe