



# ‘Thank you for saving my life’

Off duty medic rescues injured security guard — Page 6

# Welcome

## Hello and welcome to The Pulse staff magazine.

I was honoured to be at the cutting of the first sod of phase one of the Clifton Hospital dementia garden project.

This garden will provide a safe and beautiful haven for people who are living with dementia. I'd like to say a huge 'thank you' to everyone who has raised funds for this wonderful scheme.

Our Celebrating Success Awards shortlist is featured in this edition of The Pulse. Very well done to everyone who was nominated and to those who are on the shortlist!

This month we are marking the 80th anniversary of the Blackpool Victoria Hospital site. We've been featuring lots of fascinating stories and old photographs on Facebook and Twitter.

Take a look at pages 18 and 19 for some nostalgic photos taken over the years. We'll also be having an exhibition towards the end of September and will let you know where and when you can view it.

Our Together We Can strategy for the next five years is coming together well. A lot of work has been going on around the Blackpool Victoria site in particular with several ward changes designed to ensure patients are treated in the right place at the right time.

We are now about to embark on a series of sessions giving senior leaders in the organisation tips and tools to promote the strategy in their departments which should help to get the five year plan at the heart of every department's day to day work. We will also be promoting the strategy on Facebook and Twitter.

Looking at the stories in this edition, I am impressed by the many staff members who regularly go above and beyond their job roles to improve life for patients. A great deal of fundraising has also been taking place. Thank you to everyone who strives for excellence and takes this people centred approach to their work.

**Wendy Swift, Interim Chief Executive**



# In this issue

A charge nurse from Blackpool Victoria Hospital is preparing for a charity cycle ride in aid of a breast cancer charity — **page 7**



A golf tournament was held in memory of a much loved nurse from Blackpool Victoria Hospital who was killed by her partner — **page 11**

Staff held a party for a special girl who lost her toy lamb during a stay at Blackpool Victoria Hospital — **page 16**



Young patients gave junior doctors a lesson in how they would like to be cared for in hospital — **page 20**

**Cover photo: Peter Mowbray and Darren Fisher — Page 6**

## Put your finger on it...

Latest News.....	3-13
Cancer Listening Event .....	14&15
Blackpool Victoria Hospital at 80.....	18&19
Victoria's Voice youth forum.....	20&21
Laundry feature.....	22
Information Governance.....	23
Smoking policy reminder.....	24
Counter Fraud.....	25
Blue Skies Hospitals Fund.....	32
Volunteer Voices.....	33
Under the Spotlight.....	34
Away from the Trust.....	35
Competition.....	36
Recipe.....	36

# Trust holds joint AGM for first time with CCGs



Above: Members of the Trust's Paediatric Diabetes team on a stall at a previous AGM at Blackpool Sixth Form College and (below), Nicola Parry, Associate Director of Nursing — Families Division, chatting to a young person from Victoria's Voice, the Trust's youth forum at a previous AGM

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**In a first for the Fylde coast, the Trust and clinical commissioning groups (CCGs) are teaming up to hold a joint annual general meeting.**

The Trust, which provides services including Blackpool Victoria Hospital and Clifton Hospital, and the Blackpool and Fylde and Wyre clinical commissioning groups, which plan and buy services across the Fylde coast, have joined forces to stage their annual meetings on the same day at the same venue.

The event will take place on Thursday, September 29, at the Lowther Pavilion in Lytham from 4pm, with all members of NHS staff and the public welcome to attend.

It will be an opportunity to look back on some of the successes and highlights of the past year and will incorporate the formal presentation of each organisation's annual report and accounts.

A number of exhibitors will showcase the future of health and care across the Fylde coast and will provide free health checks.

There will also be a number of health promotion stands and an exhibit celebrating 80 years of Blackpool Victoria Hospital.

Chairman of Blackpool Teaching Hospitals NHS Foundation Trust, Ian Johnson, said: "This is the first time all three organisations have come together to hold their annual

meetings and it is a sign of the increasing links being made between the groups to provide the best and most efficient health care possible for local residents."

Roy Fisher, Chair of Blackpool CCG, said: "I am very pleased that the partner organisations have agreed to provide the public with their annual reports in one event. It means the public we serve will see services available to them by visiting the exhibition stands.

"It will be an event well worth attending."

Mary Dowling, from Fylde and Wyre CCG, added: "I am delighted that we are able to host this event demonstrating the close partnership working of the NHS on the Fylde coast.

"I look forward to a good turnout of Fylde coast residents who will hear about some of the hard work going on to improve people's health and wellbeing across the area."



Follow the Trust on Twitter: [@BlackpoolHosp](https://twitter.com/BlackpoolHosp) Facebook: [Facebook.com/BlackpoolHospitals](https://www.facebook.com/BlackpoolHospitals) YouTube: [www.youtube.com/BFWHospitals](https://www.youtube.com/BFWHospitals) and on Instagram

# Latest news

## News in brief

### Workforce gets healthier



Hannah Corless with Health Mentors at Whitegate Drive Health Centre

The Trust's Healthier Workforce team held a staff health event at Whitegate Drive recently.

It was an opportunity to get tested for body mass index, blood pressure and cholesterol checks from the Trust's Occupational Health team, carbon Monoxide screening and body composition.

Staff could also sign up for SmokefreeLife Blackpool for smoking cessation support, Blackpool's healthy lifestyle service, YMCA exercise and weight management programmes and Blackpool Sport for exercise programmes.

Also in attendance for help and support were The Healthier workforce project, Lancashire Mind, The Trust's Volunteer Health Mentor service and Diabetes (DESMOND) advice.

Hannah Corless, Healthier Workforce Project Manager, said: "It was a fantastic event which lots of staff attended. Last year staff were asked how we could create a healthier workforce and health checks were frequently suggested.

"As a result a health check roadshow calendar was arranged and this event is our fifth health check event across Trust sites.

"It's been great to be able to encourage a healthier workforce and it has been extremely well received by staff."

## Awards shortlist announced



Celebrating Success Awards judges from left: Pat Oliver, Karen Harte, Michael Holmes, Camilla Hardy, Wendy Swift and Ian Johnson

**Our Celebrating Success judging panel has announced this year's shortlist after working its way through a record number of excellent nominations.**

This year again broke all records with more than 450 entries in the eight categories that were open to nominations.

The Gazette's Patients' Award attracted the largest number of entries with 147 nominations received from our patients. This is a record-breaking number and we are delighted that so many people who have received treatment from us have taken the time to commend both clinical and non-clinical staff.

The decisions were incredibly tight with a number of nominations deserving recognition. This left the panel with an unenviable task of trying to formulate a shortlist but it was inspiring to read the stories of staff that had gone the extra mile or transformed services for the benefit of patients.

This year's Judging Panel consisted of Chairman, Ian Johnson; Chief Executive (Interim), Wendy Swift; Public Governor, Camilla Hardy; Director of Operations, Pat Oliver; Staff Side representative, Karen Harte; Chairman of Radio Wave, John Barnett and The Gazette's health writer, Mike Holmes.

The shortlist, in alphabetical order, is:

#### **Clinical Team of the Year**

CT Department

Early Supported Discharge

Emergency Department

#### **Non-Clinical Team of the Year**

Catering

Corporate Bench and e-Rostering team

Patient Tracker Team

#### **Radio Wave's Unsung Hero**

Adam Dugdale

Natalie Davidson

Sharon Vickers and Sharon Ellis

#### **Innovation and Service Improvement Award**

Alex Murphy

Extensive Care Service

Fylde and Wyre Falls Car

#### **Together We Care Award**

Anthony Freestone

Dr Peter Hayes

Specialist Continence Service and Home Delivery Team

#### **Employee of the Year Award**

Gill West

Rachel Ebert

Venu Kollipara

#### **Weightmans' Golden Heart Award**

Mr Andrew Duncan

Paul Tilling

Ruth Boardman and Rena Shanahan

#### **The Gazette's Patients' Award**

District Nursing Team, Lytham

Mr Jawad Islam

Ward 7 (now part of Ward 15B)

The Celebration Ball will be held on Friday November 25, 2016, at The Empress Ballroom in Blackpool's Winter Gardens. The event is funded entirely by our kind sponsors. The winner of the Chairman's Award category will be announced on the night. Tickets are now on sale. Go to the Celebrating Success Awards section of intranet to see the table plan and to book tickets.



Yvonne Ball, Coun Brenda Blackshaw, Clifton Hospital Head of Service David Kay, Bobby Ball, Trust Chairman Ian Johnson, Clinical Matron Courtney Bickerdike, Trust Chief Executive (Interim) Wendy Swift, Mark Menzies MP and Mari Dyson from Eden

# First seeds of dementia garden

## Work has officially started on an ambitious project to create a dementia friendly garden at Clifton Hospital.

The hospital on Pershore Road, Lytham St Annes, played host to a number of people who turned up for the official sod cutting ceremony, marking the start of the work – Phase One of which will be complete by mid-September.

The garden is being paid for from the Peace of Mind dementia appeal, run by Blue Skies Hospitals Fund.

Phase One, to be completed by Skarisbrick-based contractor Eden, will see part of the courtyard enclosed to become a secure and interactive garden for patients on Ward 1 of the hospital.

It will boast a potting area where patients can help plant seeds and a sensory area with scented plants such as lavender and mint which will help calm a patient with dementia and help them remember a time when they might have tended their own garden. It will also feature a gazebo and a potting shed.

Patients will be free to wander around the garden's winding paths without the need of a nurse or carer present because of the tasteful high fencing that will separate the two phases.

The first turf was cut by Trust Chairman Ian Johnson and Chief Executive (Interim), Wendy Swift, who told guests how special it was to celebrate the occasion, having been present at the launch of

the charity's Peace of Mind appeal back in November 2014. Among guests of honour was Fylde MP Mark Menzies, who praised Blackpool Teaching Hospitals for being a pioneer in dementia care.

He said: "When it comes to dementia, this hospital trust is leading the way with the colours and schemes it uses in its care. This garden will improve the lives of thousands of people."

Also at the event was comedian Bobby Ball with his wife Yvonne and Fylde Councillor Brenda Blackshaw. All have pledged to raise funds for Phase Two of the garden – which will improve the remaining courtyard, echoing some of the feature from Phase One – with a concert to be held at the Lowther Pavilion on February 1, 2017.

Bobby, who was one half of Cannon and Ball, said: "Dementia is something that affects every family – my mother had it so this project means a lot to me. There is not enough money thrown at dementia care and that's why we want to do as much as we can."

Dave Colville of Eden said: "We are absolutely thrilled and privileged to have the opportunity to create a garden for the dementia patients at Clifton Hospital. The work the team there does is incredible and the garden we've designed with its scented plants, restful gazebo and mini allotment area, will help to further enhance the amazing environment they've already created for the patients in their care."

## Trust backs awareness campaign

The Trust is backing the national 'Be Clear on Cancer Respiratory Symptoms' campaign which started on Thursday, July 14, and will run until October 16.

This national campaign is also being backed locally by Fylde and Wyre Clinical Commissioning Group (CCG), Blackpool CCG and Blackpool Council.

Dr Adam Janjua, Chair of the Fylde Coast Cancer Steering Group and a GP in Fleetwood, said: "People who have symptoms such as a cough for more than three weeks, breathlessness or unexplained weight loss, should book an appointment to see their GP.

"Smokers are especially at risk. If you're in the age bracket above 50 and you have a developed a cough lasting more than three weeks, you need to see your GP.

"A lot of smokers think it might just be a 'smoker's cough' but it is better to err on the side of caution and get such coughs checked out. As Chair of the Fylde Coast Cancer Steering Group, I feel very strongly about this campaign.



"As GPs, we want people to come to see us if they have what we call 'red flag' symptoms of cancer – we don't want people to leave it until it's too late. Lung cancer survival rates are much higher if people come to see us as soon as possible - the earlier the better. These symptoms could also be the presentation of early stages of lung or heart disease. Early detection, diagnosis and treatment of these will enable patients to live normal and healthier lives."

Councillor Amy Cross, Blackpool Council's Cabinet Member for Reducing Health Inequalities, said: "It's easy for people to shrug off little things like breathlessness or a persistent cough and hope they go away on their own.

"However, the underlying causes of them could be serious and even life-threatening. For the sake of a quick visit to your GP, it's better to be safe than sorry and it's completely worth getting yourself checked out."

# Hero health worker saves life of critically injured security guard

**A security guard who was attacked outside a supermarket in Blackpool has thanked an off duty member of Trust staff for saving his life.**

Peter Mowbray, an Operating Department Practitioner from Blackpool Victoria Hospital, went to the aid of Darren Fisher when he was hit over the head with a bottle outside Sainsbury's supermarket on Talbot Road on Tuesday, August 16.

Darren, 41, from Blackpool, said he would not have survived if it hadn't been for Peter's swift and professional actions. Peter realised it was likely that Darren had a bleed on the brain and even used the torch on his smartphone to do observations.

Darren said: "It's an amazing thing that Peter has done. I'm forever in his debt."

Peter, 49, who has worked at the hospital since 1986, had finished work for the day and was out for a drive in Blackpool at around 8.30pm with his wife Louise and 15-year-old son Bradley.

They were driving past Sainsbury's supermarket when Bradley spotted Darren lying on the pavement and shouted for his dad to stop the car. Peter pulled up on the pavement then he and Louise went to Darren's aid. Peter informed the store manager that he was a medical professional and took charge of the situation. The ambulance service and police were called as Peter surveyed the scene.

Peter said: "There was blood and glass everywhere.

"My medical training immediately kicked in. I could see that Darren's left pupil was 'blown' which indicated a serious head injury. I got him to sit upright to reduce the pressure to his brain. If I had got him to lie down his brain would have swollen and he would possibly have had brain damage or might even have died. Louise was on her knees supporting him to stay in an upright position. By keeping him upright we tried to avoid a brain injury. It could have gone either way.

"Darren's hand was bleeding from the glass so I put a pressure dressing on it from the store's medical kit and looked after him while we waited for the ambulance to arrive. After half an hour the police came and asked me what I needed. Two burly police officers came with a medical kit. It had complete breathing apparatus with an oxygen mask and a pulse oximeter to measure oxygen levels and the pulse. I did Darren's neuro obs on my iPhone. It has a pen torch on it and I used that to look into his eyes. I used it to make sure he was not deteriorating.

"Darren was aware of what was going on throughout. I told him not to move even though he had cramp in his legs. I told him he had a head injury and could deteriorate rapidly if he moved. He understood the importance of keeping calm and still. It was so important to try to preserve his brain – the last thing you want is a man with a young family suffering a brain injury and not being able to work.

"Everyone worked together to do their best for Darren on the day. It was a real team effort. It was quite frightening. In a hospital setting you can monitor everything. All I had was gravity and some basic bits of equipment.

"I felt really vulnerable but someone had to take control. I'm immensely proud that it all came together in the end. It's a testament



Bradley Mowbray, Louise Mowbray, Peter Mowbray, Darren Fisher, Kaiden Fisher (seven years), Helen Fisher and Colette Fisher at Blackpool Victoria Hospital

to the training I've had at the hospital that I was able to save this gentleman's life."

Darren, who has five children of his own and nine between him and his wife Colette, 47, was in hospital for three days after the attack and is making a steady recovery. The first time he left home after his ordeal was to thank Peter personally at the hospital on Tuesday, August 23.

He said: "I wanted to thank Peter for saving my life. I'm still feeling a bit light-headed. The swelling has gone down.

"If Peter had not been there I don't know what would have happened. I'm still able to be a dad to my kids now. All of the staff at the hospital were brilliant. I was treated like royalty."

Darren got in touch with Peter through Facebook to thank him and to say how grateful he was.

Peter said: "We've become friends now. The comments on Facebook from Darren's family have been lovely. They have thanked me for saving his life. It is humbling to receive such nice messages. It makes me feel as a person that I really made a difference to someone. It's what my job is all about – making a difference and helping others. It all reflects well on the hospital."

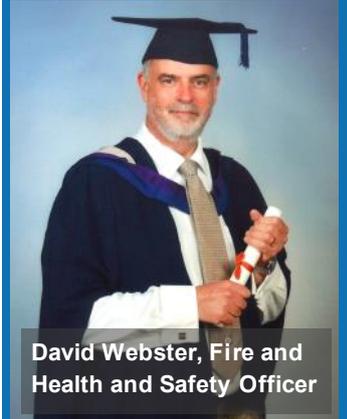
In his role as an Operating Department Practitioner (ODP), Peter usually works with anaesthetists in operating theatres. Over the years he has also worked in the Emergency Department and on ITU (Intensive Trauma Unit).

Peter praised his son for spotting Darren: "If it hadn't been for Bradley it could have been a very different story. He deserves huge credit."

Peter also has a daughter called Charlotte and a son called Christopher who are very proud of him.

Peter added: "As health care professionals we are all duty bound to stop and help if we see someone injured. I would like to think other people would do the same thing if it happened to me. I'm happy that, by all accounts, Darren has made a full recovery. I hope we'll have a life-long friendship."

### Degree of success for David



David Webster, Fire and Health and Safety Officer

Fire and Health and Safety Officer, David Webster, who works for the Trust's Security team, has gained a degree-level qualification in his own time.

The National Examination Board in Occupational Safety and Health (NEBOSH) qualification is recognised by the Institution of Occupational Health and Safety (IOSH).

David's colleague, Karen Sanderson, said he always went out of his way to help people and was highly dedicated to his job. She said the entire team wanted to congratulate him for achieving the qualification.

### Appraisal window extended

The Trust has extended the non medical appraisal deadline until September 30. We realise that due to the demands on staff in recent months that some people have struggled to complete their appraisals in good time. As a result of the feedback we have had and to ensure staff have the time to undertake an effective appraisal we have extended the deadline. Please make sure you complete your appraisals by the above date. Thanks to everyone who has completed their appraisals so far.



Robert Foster plunges into his new challenge with a bike strewn with bras for his breast cancer charity challenge

# 120 mile challenge for critical care nurse

**Blackpool charge nurse, Robert Foster is a bit of an adrenalin addict.**

He's a keen mountain biker who loves down-hill and enduro racing.

But he wanted to come out of his comfort zone and do something to raise money for breast cancer care.

And despite never having ridden a bike on the road, Robert has pledged to raise funds by riding non-stop from Manchester to Leeds – and back!

**“There have been some amazing people I know affected by breast cancer.”**

**Robert Foster**

“I am doing it for breast cancer because it's a charity close to my heart,” Robert explained.

“There have been some amazing people I know who have been affected by the disease and I wanted to do something for them.

“I wanted to put myself out of my comfort zone so 120 miles from Manchester to Leeds and back seemed like a good challenge.

“I've had to borrow a road bike from our ward clerk's son to complete this challenge and I've started a training programme.

“I am gradually increasing my hourly ride from two to three hours to the nine hour stint that I think this task will be.

“I am gradually building up my stamina as the 120 miles has to be done in one take setting off at 6.30am and riders need to be at the finish line by 9pm which is when the challenge closes.”

The event is the Challenge Cancer: Cycle Trans Pennine – and, as an exercise in stamina, it is not for the faint hearted!

Robert has set himself a personal fund-raising target of £500 but hopes that he will beat that.

“I've been promoting the challenge on Facebook and have been overwhelmed by the response from colleagues and friends. I will also be having collection buckets on ITU and HDU for anyone who wants to support me.

“I raised 25 per cent of the target in four days but there is still a long way to go. Some of the consultants and my ward colleagues have pledged to support me and I will be taking a bucket round before the ride itself.”

The event takes place on Sunday, September 18 and you can support Robert by visiting his Just Giving page on [www.justgiving.com/fundraising/Raaaab](http://www.justgiving.com/fundraising/Raaaab)



## Team gears up for cycle trek

**Two cardiac surgeons who are well used to completing epic cycle challenges in the name of charity have put together a team of cyclists who will attempt a coast-to-coast bike ride.**

Cardiothoracic surgeons Andrew Duncan and Nidal Bittar have cycled across the Jordanian desert and from London to Paris to raise money for the Lancashire Cardiac Centre at Blackpool Victoria Hospital through Blue Skies Hospitals Fund's Heart of Gold Charitable Fund and other charities.

Now they are asking others to join them on another trek from the Lake District to the North East in a three-day coast to coast challenge.

They have already gathered a team of seven who will set off from Whitehaven at 7am on September 16 and arrive at Whitley Bay two days later at 8pm. Together, they are aiming to raise £6,000 for the Heart of Gold Charitable Fund, Prostate Cancer UK and Unicef's Syrian Children Appeal.

Mr Bittar, 48, said: "This is one of the shortest bike rides Andrew and I have attempted but it's still going to be quite hard.

"The start will be very hilly as we go across the Lake District and then over into Yorkshire and it could be tough if the British summer weather lets us down.

"We have a mix of staff from the cardiothoracic surgery team, from domestic staff, nurses, theatre staff and myself and Andrew. We're also hoping our families will help along the way."

The duo say their training has been slow as they juggle work and home commitments but the rest of the team has been training hard in preparation for the big ride.

However, given their history of tackling epic rides, there should be no problem completing this 140-mile challenge.

Mr Duncan, who will turn 58 the day after the team completes the challenge, said: "We're all looking forward to this ride – it should be a nice three days starting as we dip our back wheels in the Irish Sea and ending once we dip our front wheels in the North Sea.

"It's not like the others we have done, this is going to be fun and it's

made all the more special because we are doing it with more people that we know."

The charities have been selected as they are all close to the team's heart – Blue Skies Hospitals Fund will put the money towards enhancing patient care at the Lancashire Cardiac Centre and the money sent to Prostate Cancer UK is in memory of the team's former colleague Carl Humphries who died of prostate cancer in 2014. Mr Bittar is originally from Syria and wants to support Unicef.

Mr Bittar added: "I have personally chosen to support Unicef, which is doing excellent work in supporting Syrian refugee children.

**"We love doing this for our charities and I don't think we will stop. This is the very least we could do to support these important causes."**

**Mr Nidal Bittar**

"We love doing this for our charities and I don't think we will stop. This is the very least we could do to support these important causes and we have got a lot of energy and enthusiasm for it. Training and completing the rides have become a very therapeutic way of keeping fit, and it's something we look forward to. There are only positives to doing something like this."

Those taking part also include Helen Evens, Donna Stringer, David Dutton, Lisa Twist and Victoria Holt. Alfie Matibag and Kerry Roberts will support the team as driver and cook.

A raffle is being held to further boost sponsorship funds. A cake sale will be held at Blackpool Victoria Hospital before the team sets off. Anyone wishing to sponsor the team should visit <https://mydonate.bt.com/fundraisers/lancashirecardiaccentre>

# Staff take on social media challenge



Head of Therapies for the Trust, Nick Lane, and below, AHPs taking part in the challenge

**A social media challenge for Allied Health Professionals (AHPs) to promote an active lifestyle has been taken up by Trust staff.**

Using the Twitter handle @WeAHPs, the staff are aiming for a healthier lifestyle by running up stairs and taking part in other activities.

A social media competition with #WeActiveChallenge started on August 1 and will run until August 31 on Twitter.

The organisers have asked for AHPs, including their communities, family and friends, to get more active and tweet pictures to share how they are supporting the challenge.

Blackpool Teaching Hospitals NHS Foundation Trust's Head of Therapies, Nick Lane, made this challenge one of his three key messages for August, encouraging staff to take part and promoting simple things like taking the stairs rather than using lifts.

This summer the campaign will expand across all the 'WeCommunities' on Twitter.

As a group of nurses, midwives, health visitors, AHPs, doctors, pharmacists, paramedics, finance professionals and commissioners with more than 100,000 combined followers on Twitter, the members feel well placed to influence the healthcare workforce as peers and colleagues.



## News in brief

### Volunteers sought for new hospital charity shop

Volunteers are being sought to help run a new charity shop at Blackpool Victoria Hospital.

The new outlet, which will sell refreshments and newspapers to visitors, is set to open in the autumn as part of extensive improvements to the outpatients department at the hospital.

All profits from the shop will go to Blue Skies Hospitals Fund to support patient care.

Jane Icton, Volunteers Co-ordinator at the Trust, is leading the appeal for help.

She said: "We are building a new shop which will raise money for our Blue Skies Hospitals Fund charity.

"We need people who will be able to work in the shop on a regular basis and would love to hear from as many people as possible who feel they could offer a few hours a week.

"We would love to hear from anyone who may have had retail or customer care experience but anyone can apply as full training will be given.

"Your efforts will be really appreciated and you will make a huge difference to our patients and visitors."

If you would like further information on how you can become a volunteer please contact the team on 01253 957994.

You can also email the team [volunteers@bfwhospitals.nhs.uk](mailto:volunteers@bfwhospitals.nhs.uk) with your contact details.

All volunteers must be aged 16 or over.

For some roles the minimum age is increased to 18 or over.

## Patients help redesign outpatients area



Part of the new outpatients area at Blackpool Victoria Hospital

**Patients at Blackpool Victoria Hospital have been instrumental in the development of a new outpatients area.**

In a unique partnership, members of the Trust's patients' panel have been involved in the new £405,000 building from its initial concept to its final design.

Members recently took the chance to have a look at the latest stage of the development which is set to be completed in September.

Eleanor Walsh, Patient Involvement Manager at the Trust, said: "This is the first time that patients have been involved all the way through a major new building development and it has been a great

**"At the end of the day we are the end users and it just makes sense for us to give the patients' view of things."**

**Carol Neale**

experience.

"The group members have been able to have their say all the way along and came up with some excellent ideas such as how high desks should be and how many wheelchair spaces should be allocated in the clinics.

"They also highlighted the need to have a check in desk at the central main entrance so those with limited mobility would not have to worry about rushing to get to the other side of the hospital to

check in for their appointment.

"These ideas, along with a number of others, have been listened to and introduced which is fantastic.

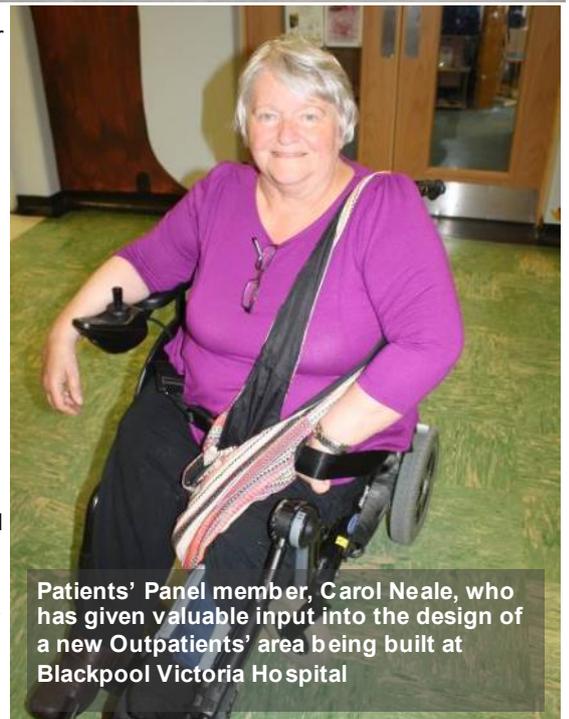
"It demonstrates how we work with patients as partners in the redesign of services."

One of the panel members, Carol Neale, said: "I think it is a great idea to involve patients this way.

"At the end of the day we are the end users.

"It just makes sense for us to give the patients' view of things and it has been an excellent experience.

"We have made quite a few suggestions which the Trust has taken on board.



Patients' Panel member, Carol Neale, who has given valuable input into the design of a new Outpatients' area being built at Blackpool Victoria Hospital

# Golfing to honour Jane



Top: Golfers ready to tee-off and (inset) Jane Clough.  
Below: Organisers Mary Bird and David Walker

**A golf tournament was held in memory of a much loved nurse from Blackpool Victoria Hospital who was tragically killed by her partner.**

Jane Clough's former colleagues and members of the public participated in the tournament on Friday, July 15, at Stanley Park Golf Club. Money raised through the tournament will go towards a special fund set up by colleagues for Jane's daughter Imogen who is now six years old.

Jane's parents, John and Penny Clough, wished the golfers well but were unable to be present as John was giving a talk on domestic violence elsewhere in the country.

The Jane Clough Memorial Golf Tournament first took place three months after Jane died. This is the seventh time the event has been held.

Organiser Mary Bird, who recently retired from her post as a cleaning services manager for Blackpool Teaching Hospitals NHS Foundation Trust, said: "When Jane died we decided we would do something for her little girl.



"The money we raise is put in Trust for Imogen for when she is 18.

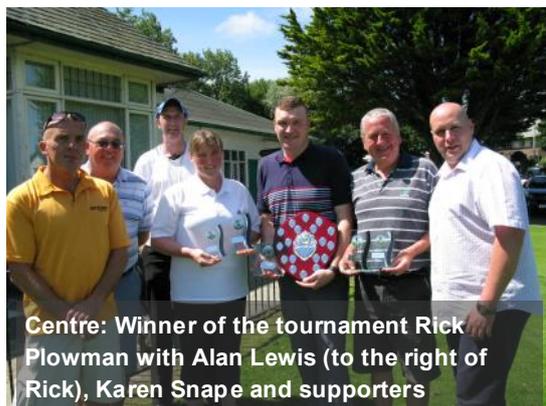
"Jane's mum and dad really appreciate what everyone is doing. It's mainly staff who take part but everyone is welcome."

David Walker, a former colleague of Mary who has worked as a cleaner for the Trust for the last 25 years, said: "We started organising it after Jane was murdered.

"We thought we would raise some money in Jane's memory. The Trust thought it was a fantastic idea. We have played at several courses and this is our third year at Stanley Park.

"We are going to hold the tournament until Jane's daughter Imogen is 18 years old."

The tournament was won by Rick Plowman. Alan Lewis had the longest drive and was nearest the pin. The women's winner with the longest drive and nearest the pin was Karen Snape.



Centre: Winner of the tournament Rick Plowman with Alan Lewis (to the right of Rick), Karen Snape and supporters

## Test bed scheme

The Fylde coast was recently announced as one of a very select few 'Test Bed' sites across the country which will harness technology to address some of the most complex issues facing patients and the health service.

The Test Bed programme involves various partners including the Trust, both of the Fylde coast CCG's, Lancashire Care, Lancaster Health Hub and Philips among many others comprising SMEs, social enterprises and the voluntary sector.

Collectively it is known as the Lancashire and Cumbria Innovation Alliance (LCIA). The aim is to use a range of technologies such as text messaging, video consultations and mobile assessments to support frail and elderly people living with long-term conditions to self-care and avoid unnecessary hospital admissions.

The various forms of technology which will be used are designed with the intention of improving patients' awareness and outcomes, reduce reliance on the healthcare system and allow staff to work more productively.

Since the initial announcement, the programme team has been very busy 'behind the scenes'. The team has now procured the necessary technology involved and have been working with clinical leads to agree four cohorts of patients and the clinical procedures surrounding the programme.

Up to 800 patients across the Fylde coast will benefit from being able to access the technology, with the vast majority of these being patients referred into the extensive care service or their local neighbourhood team delivering enhanced primary care. There will be four distinct cohorts of patients as follows:

For more information about the LCIA Test Bed, please contact [glyn.jones@lancashirecare.nhs.uk](mailto:glyn.jones@lancashirecare.nhs.uk).

## Clinicians take lead on strategy



The Trust has continued to publicise the new five year strategy over the past couple of months.

There have been several promotional exercises with a focus on several of the key workstreams and some new artwork, showcasing the strategy and the Trust's ambitions, placed in the main entrance at Blackpool Victoria Hospital.

The Trust has also announced its first three clinical leads for the strategy as below.

- Quality workstream: Dr Morris Gordon, Consultant Paediatrician
- Efficiency workstream: Dr Jonas Eichhofer, Consultant Cardiologist
- Value workstream: Dr Shajil Chalil, Consultant Cardiologist

Talking about the appointments, Prof Mark O'Donnell, Medical Director, said: "Each of these clinicians will act as a lead for a specific strategic work programme, working with representatives from across the Trust to ensure that transformational change is

planned and implemented in a clinically safe manner that provides improved clinical outcomes and an enhanced patient experience.

"All three have expressed a real desire to be part of the leadership team that will be taking forward the Trust's strategy."

I am sure that you will give them your full support as they take up their new roles."

There has been a lot of work going on around the Blackpool Victoria Hospital site in particular with a number of ward changes designed to ensure patients are treated in the right place at the right time.

One part of this change, which links directly to the strategy, is the development of the Combined Assessment Treatment Service (CATS) area which helps to make sure patients receive the earliest possible review by a senior decision maker to make sure the patient is not admitted as an inpatient unless necessary.

This has had a host of benefits for the patient and for staff with improved quality of care, improved safety and an improved patient flow while at the same time reducing admissions and readmissions. The Trust is about to embark on a series of sessions giving senior leaders in the organisation tips and tools to promote the strategy in their departments which should help to get the five year plan at the heart of every department's day to day work.

To make sure you know about the policy you can find information on the front page of the Trust intranet.



New posters on the mezzanine at Blackpool Victoria Hospital and (inset) Nicky Ingham

### Our Five Year Strategy - At a Glance

#### Why do we need a new strategy?

We want to make sure we are in a strong position to meet the challenges we face from a number of perspectives covering national, regional and local health and care services and the financial pressures facing the NHS.

#### What do we need to know?

Our clinically led strategic review has helped the Trust to define its vision for 2020

#### Our Values

This will be delivered through seven work programmes, some of which will require us to change in line with our values.

<b>PEOPLE CENTRED</b> Serving people to be the focus of everything we do.	<b>POSITIVE</b> Having a can do response whatever the situation.
<b>COMPASSION</b> Always demonstrating we care.	<b>EXCELLENCE</b> Sustainable services to provide the best care possible.

#### Our Vision

"As a high performing Trust, operating as part of an integrated care system, we will provide high quality, safe and effective care. This will be achieved in a financially sustainable way, through our skilled and motivated workforce."

#### Our Work Programmes

- Efficiency**  
Reducing length of stay to deliver high quality care affordably
- Quality**  
Consistency in care provision to deliver high quality care to all patients
- Value**  
Getting most value from all of our resources
- Appropriate**  
Transforming non-elective points of entry into the healthcare system
- Partnerships**  
Working as part of the local health economy to develop new, integrated models of care
- Collaboration**  
Working as part of a Lancashire-wide redesign team to develop new models of care
- Enabling**  
Putting in place enablers such as improved use of information technology, making good use of our estate and enhancing our communications

[www.bfwh.nhs.uk/togetherwecan](http://www.bfwh.nhs.uk/togetherwecan)  
#BTHtogether together@bfwhospitals.nhs.uk

Together we can...

# Flutter along to Butterfly Ball and raise dementia funds



Members of staff with dementia signs and (below) Fran Hall with a clock designed specifically for patients with dementia

**A Butterfly Ball is being held this autumn to raise money for dementia care through hospital charity Blue Skies Hospitals Fund.**

The Butterfly Ball has been inspired by the Butterfly Scheme – a national initiative to identify patients living with dementia in a sensitive and discreet way – and will take place at The Hilton Hotel, Blackpool, on Friday, October 21.

It will feature a stunning three course dinner, live music and DJing from Blackpool band Touch The Pearl, a photo booth and a prize raffle. The Blackpool NHS Choir will welcome guests and compare for the evening will be local DJ Paul O Brian from Revolution.

The event has been organised by Francesca Maria Chiappe Hall, who won the Radio Wave Unsung Hero award last year. Francesca is the Falls Lead and a dementia champion at Blackpool Victoria Hospital.

She said: “I have been so inspired by the work of Barbara Hodgkinson, who founded the National Butterfly Scheme, hence why we have called it the Butterfly Ball. All proceeds from the ball will be used to allow as many wards as possible throughout the Trust to offer complete dementia friendly environments.

“Over the last two years I have been involved in raising around £6,000 to support dementia care, and much of this money has been spent on the Care of the Elderly Wards at Blackpool Victoria Hospital.

“This money has been used to buy dementia-friendly signage, clocks and colour coded toilet doors, bays and side rooms to aid orientation.

“All money raised during the Butterfly Ball will be put towards Blue Skies’ Peace of Mind Dementia appeal to help make our Trust sites especially friendly places to be for people living with dementia.”

Two local businesses have supported Francesca in her efforts to enhance dementia care - Notarianni Ice Cream Parlour in Blackpool

and Kildavanan Seafoods in Fleetwood. Both companies have donated £1,000 each for which Francesca said she was extremely grateful.

Francesca has already amassed an array of raffle prizes for the event and is keen to get more from local companies and organisations, as well as sponsorship to ensure all money raised on the night will go to Blue Skies Hospitals Fund.

Francesca added: “I have always been passionate about the care of those with dementia, having previously worked on the Care of the Elderly Wards at the hospital. I am also a very proud dementia and Butterfly Scheme Champion.

“My uncle had Alzheimer’s Disease and my granddad has also recently been diagnosed with dementia. I am holding this ball in memory of my uncle, Eugenio Luigi Chiappe and my cousin’s Nonna (Grandmother) Luigina Vettese, both of whom had dementia.”

For tickets, which cost £35 each or £300 for a table of 10, call Blue Skies Hospitals Fund on 02153 957381.

To donate money or raffle prizes for the ball, please email [Francesca.hall@bfwhospitals.nhs.uk](mailto:Francesca.hall@bfwhospitals.nhs.uk) or [francescamariachiappehal88@hotmail.co.uk](mailto:francescamariachiappehal88@hotmail.co.uk)

Francesca and Team Butterfly can be followed on social media on Twitter @teambutterfly0 and on Instagram @teambutterfly26



# Trust staff work to transform cancer services for patients



A discussion group at the event



Jason Bottomley

**The Trust has been working with Macmillan Cancer support and other partners on a number of new initiatives on the Fylde coast. Here are two recent initiatives designed to improve cancer services**

**A special event for patients and carers was held to help improve cancer services on the Fylde coast.**

Patients described how they thought services could be developed over the next few years at the World Café Listening Event at The Hilton hotel in Blackpool on July 11.

Hosted by the Trust, Macmillan Cancer Support, Fylde and Wyre Clinical Commissioning Group (CCG), Blackpool CCG and Blackpool Council, the event gave patients a chance to say what they wanted and needed from services.

Jason Bottomley, 45, a former primary school teacher from Cleveleys who is recovering from cancer, said: "I had a very good experience of treatment so I wanted to put over something positive at the event.

"It was good to hear what other people thought. I think it's important to remain positive when you have cancer.

"I have been lucky because it was curable. Everything has been good for me. I found a lump. The next day I went to the doctors and was sent for scans. I was told I had testicular cancer. On the second week my tumour was removed.

"It came back in my stomach. I never felt very ill or that I was going to die – even when it came back.

"I am good now. A week after I finished treatment I went straight back to the gym. I took control of everything."

Ruth Boardman, 64, from Carleton, who has survived cancer and is one of the founders of the Hint of Pink cancer support charity in Blackpool, said: "It has been interesting to hear other people's views on the topics we were asked to discuss.

"I felt a lot of positive things came out of it. It will be nice to see how they go about trying to implement our ideas.

"I think it would be a good idea to have a 'buddy system' because some people commented about how lonely they felt. We also spoke about where to put information about support groups, clinics and services."

The event on July 11 followed on from a similar event in September where patients and carers said what they needed in terms of care and services.

Feedback from the September event was presented to participants at the World Café event.

Jeز Such, Macmillan Development Manager for Lancashire, South Cumbria and the Isle of Man, said: "It's fantastic that we have this opportunity to engage with people affected by cancer and to make sure that what they have to say is at the heart of our attempts to improve cancer services.

"The World Café event is building on the success of the event in September. That event identified what people's experiences of cancer were and what people thought were the key things about what they had experienced.

"Three key themes were identified at the first event. They were information and support, having someone to talk to and money related issues.

"At the last event people told us these were very important issues for them."

Jeز said Macmillan has just announced funding for a new 'Service User Information Officer' post at Blackpool Teaching Hospitals.

He added: "The post holder will put a lot of time and energy into gathering patients' views and help to develop services.

"They will make sure that patients can give their views around all



Jeز Such

care that is provided locally. We want patients to know that we are trying to do with them not to them. Macmillan is keen to engage with organisations such as Blackpool Teaching Hospitals and Fylde and Wyre and Blackpool CCGs to work on the co-production of services.

“We’re at the forefront of improvements in cancer services. It’s great that the Trust and CCGs are focusing on improving care.”

During the event Jessica Jones, Macmillan Cancer Transformation Lead at Blackpool Teaching Hospitals, gave a presentation on her role. Katie Rimmer from Fylde and Wyre CCG gave an update on the Fylde Coast Cancer Strategy and Tracy Whitfield, also Fylde and Wyre CCG, spoke about issues raised at September’s event.

Jessica Jones said: “I thought it was a fabulous opportunity to share information with patients about what we are doing to improve services. It was good to hear things from the patients and carers’ perspectives on how we can make improvements.”

Christine Sharples, Health Professional Engagement Officer for Cancer Research UK who was a facilitator at the event, said: “It was good to get the perspective of the service users.

“As health professionals we can sometimes tend to think we know what people want but it can turn out to be very different.

“One of the big things that came out of the event was the importance of having someone to talk to; of someone else being out there. There are plenty of helplines but they’re not always available 24 hours a day.

“Another thing that came up was lack of continuity of care. People

like to have a named person they can contact to discuss things. People also said they would like more control over their own information such as having a hand-held patient record.



Christine Sharples

“Some very good ideas have come out of the event including how services can be adapted. It has also provided people with an opportunity to say how their journey has been for them.”

Following on from the World Café event, a list of issues that matter to people affected by cancer will be compiled.

The information will influence how future services are planned. The feedback will also be used to help complement the Fylde Coast Cancer Strategy.

For more information on the Fylde Coast Cancer Patients’ Sub Group and how you can get involved, contact Fylde and Wyre Clinical Commissioning Group via email at [Tracy.Whitfield@fyldeandwyreccg.nhs.uk](mailto:Tracy.Whitfield@fyldeandwyreccg.nhs.uk)

## Living With and Beyond Cancer programme

### A new project is set to transform the lives of cancer patients living on the Fylde coast.

People receiving cancer treatment will benefit from the ‘Living With and Beyond Cancer’ (LWBC) initiative.

Led by Blackpool Teaching Hospitals NHS Foundation Trust, Blackpool Clinical Commissioning Group (CCG) and Fylde and Wyre CCG, the project is being implemented in partnership with Macmillan Cancer Support.

Jessica Jones, Macmillan Clinical Transformation Lead for the Trust, said: “It is great news that more people are living longer and surviving cancer but unfortunately not everyone with cancer is living well.

“Patients and their carers can struggle with trying to get the information and support they need. Many have problems with the after effects of cancer and have difficulties in getting back to work. Our aim is to make sure patients know who to contact should they have any problems and where to get the help and information they need to live a healthier lifestyle.”

Jessica, who has worked for the Trust since 2003, took on her new role with the Trust in May. The post is funded by Macmillan Cancer Support. The LWBC project aims to provide support for patients from the point of diagnosis by redesigning follow-up care to help patients take back control of their lives.

Jessica explained: “My role involves implementing new initiatives to transform the care of patients within Blackpool, Fylde and Wyre.

“One of the objectives of the programme is to implement a ‘recovery package’ across all tumour groups. The recovery package is a set of key interventions, which when delivered together at end of treatment, can improve the outcomes and co-ordination of care for cancer patients. The aim of the recovery package is to give patients concrete steps to take as they get back to normal after cancer treatment and to ensure patients can find out where to get help if

needed.

“The recovery package incorporates making sure patients are offered a ‘holistic needs assessment’ and an ‘end of treatment summary’. A holistic

assessment provides patients with the opportunity to think through their needs and, together with a health care professional, to make a plan about how best to meet these needs. We will also offer patients the opportunity to attend health and wellbeing events where they can get information and support to be independent and live healthier lifestyles.

“Another part of my role is to work with the clinical teams to set up something called ‘risk stratified pathways’ for follow up care. This involves replacing a one size fits all approach with a more individually tailored and patient-centred service. It will enable low risk patients to self-manage their care and take back control. Patients will have rapid access back into the specialist team should this be needed.”

Jessica has been networking and has visited several other Trusts which have implemented living with and beyond cancer initiatives.

She added: “Patients feel well supported and report having an improved self-confidence and more control over their situation.”

Macmillan is also funding a Cancer Care Co-ordinator post and a Service User Facilitator post in the near future. For further information please email: [LWBC@bfwhospitals.nhs.uk](mailto:LWBC@bfwhospitals.nhs.uk)



Jessica Jones

# Patient Experience



## **A young cancer patient's desperate plea for help to find her lost toy lamb was answered by hospital staff.**

Eleven-year-old Alison Hayden put up a poster at Blackpool Victoria Hospital saying: "Help me find my lamb 'Minty'. Reward: 25p and a hug because that's all I have."

She'd had Minty since she was born and took the toy lamb everywhere she went. Staff sprang into action and an epic search for Minty was carried out. Minty eventually turned up in an industrial laundry, much to everyone's relief.

One member of staff, Becci Addey, documented Minty's journey around the hospital with words and pictures and had it made into a book for Alison to keep.

Becci, who works for the Trust's Patient Experience Team and Alma Stewart-Gee and Ingrid Kent from the Communications Team, also organised a tea party for Alison and presented her with gifts from well-wishers on July 15.

Alison, who is a pupil at Haweside Academy, was delighted to be given a Tracy Beaker doll from Nick Sharratt - the illustrator of the much loved children's books by Jacqueline Wilson. Attached to the doll was a little book filled with personal messages and illustrations by Nick.

Nicola Dobson of the Crazy Cake Company in Lancaster made a cute model of Minty to sit on top of Alison's cake and 'Build A Bear' of Blackpool gave Alison a voucher. Balloon Designs of Lytham created a lovely personalised feather-filled balloon for Alison and Blackpool Zoo gave the family a day out. Blackpool Balloon Company also made a stunning display of balloons with a special 'Welcome Home' message for Alison and Minty.

Alison's dad Richard said: "The thing with Minty has been completely unbelievable.

"Alison put the poster on the wall and when people found out why she was in hospital it inspired them.

"The lamb means the world to her. It made a big difference to Alison to get Minty back.

"When they were reunited Alison just cried. It was devastating to lose Minty and we thought he might be gone forever.

"It was such a nice surprise to have him back."

In June of 2015 Alison noticed a lump on her leg which was diagnosed as bone cancer. Sadly, in September Alison's left leg had to be amputated.

Some of Alison's treatment, including chemotherapy, has been carried out at Manchester Children's Hospital. Alison is also participating in clinical trials within the Trust which will help patients in the future.

Proud dad Richard said: "Alison is my hero.

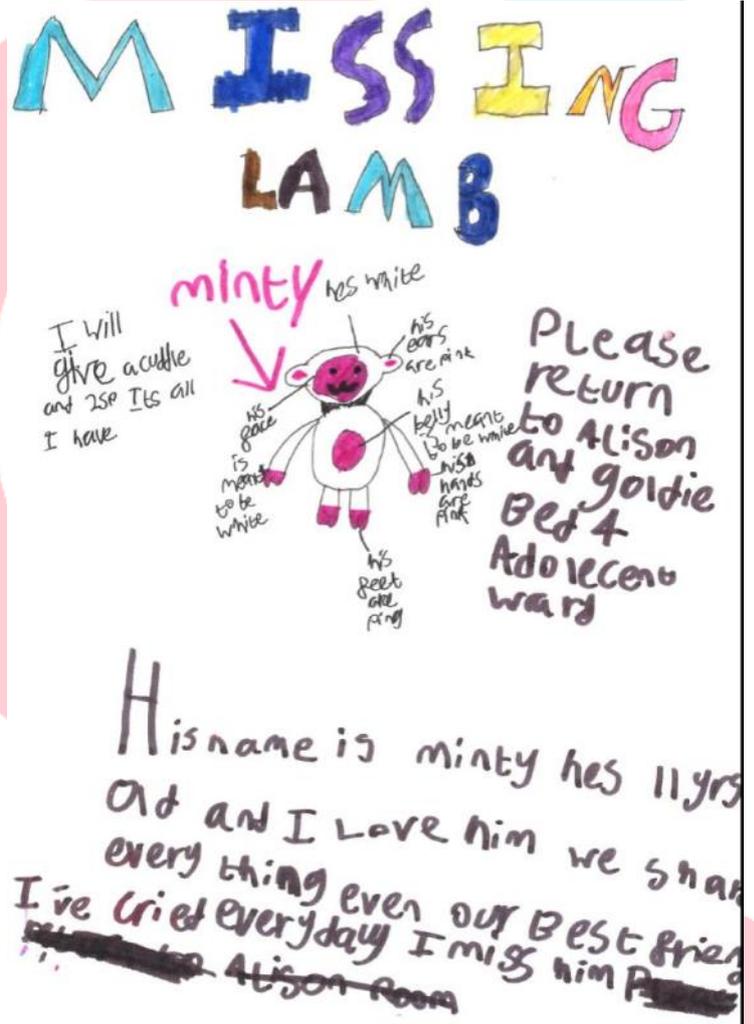
"She is very smart and astute. She is great fun and before this happened she was the most joyful, happy-go-lucky girl. She has never let it get her down.

"Staff at Blackpool Victoria Hospital have been great with her. There's always a welcoming committee. Her treatment is managed very well.

"Alison always says going to Blackpool Victoria Hospital is like going on holiday after her chemotherapy. She really likes the ward and the staff. They respond well to her and are very warm with her.



Above: Alison with Becci Addey (front, right) and members of staff at the party in the Women and Children's Unit at Blackpool Victoria Hospital. Above left: Alison with mum Amanda and dad Richard at Blackpool Victoria Hospital. Right: the poster made by Alison



"Alison was born prematurely – six weeks early. She survived and got through it. It has never been easy for her. She has had a lot of health difficulties throughout her life.

"It's unbelievable the amount of people who have done something for Alison. She is absolutely made up with her gifts. We can't express how grateful we are."

Alison said she enjoyed the party: "It was really good. It was a big surprise."

Alma explained: "When I saw Alison's poster I thought we've got to do something. It was heart-breaking.

"It's nice that staff at the hospital have worked together to give something back. It's really rewarding to be able to make nice memories for Alison and her family.

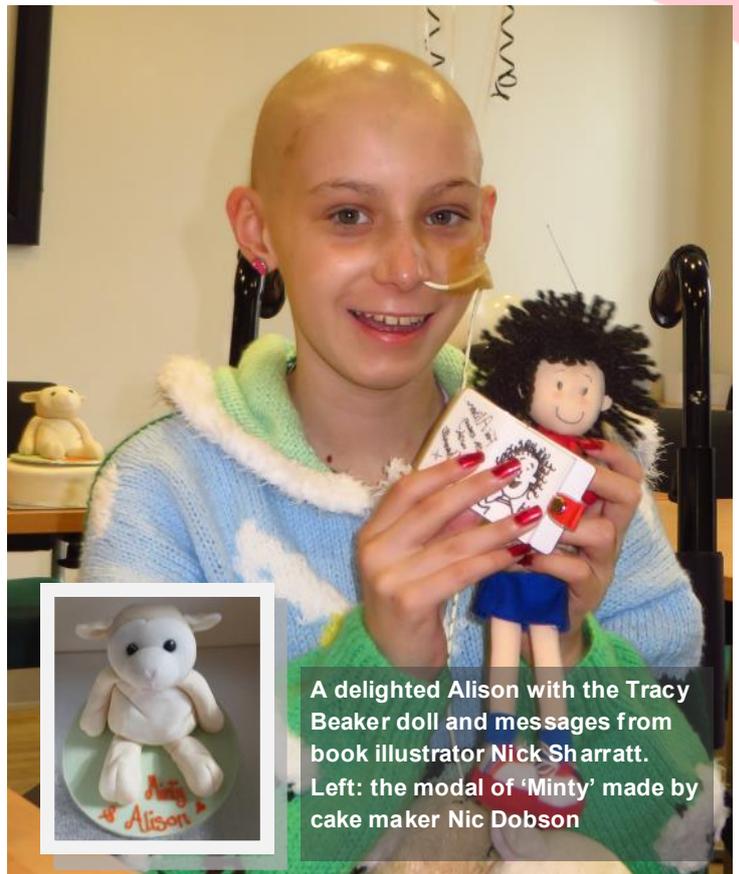
"People have been very generous with their presents for Alison. It was wonderful to see the smile on her face when she was opening her gifts."

Becci added: "Alison's dad told me she likes a bit of silliness so I thought the book might make her smile.

"It's a bit of fun. It's also something for her to keep. There was a big search for Minty – a lot of nurses on the Children's Ward were looking for him. He was missing for a few days so I sent Alison a postcard saying he was on his holidays. That's what gave me the idea for the book.

"I took some photos of him around the hospital and took him back to Alison later that day.

"When the book was ready I gave it to Alison and she loved it."



A delighted Alison with the Tracy Beaker doll and messages from book illustrator Nick Sharratt. Left: the modal of 'Minty' made by cake maker Nic Dobson

80th Anniversary... 80th Anniversary... 80th Anniversary...80th Anniversary



# Hospital marks 80 years

**Blackpool Victoria Hospital is 80 years old this year and lots of events have been planned to mark the occasion.**

Doctors, nurses and 57 patients moved into the £165,000 hospital on September 29, 1936, on the uplands of Whinney Heys. The transfer from the buildings in Whitegate Drive, which were in commission for 42 years, was completed in less than 10 hours without a hitch.

To celebrate this anniversary, patients and staff are invited to take a trip down memory lane.

An exhibition of old photos, many of which are usually stored in the Lancashire Archives, and old equipment and uniforms, will be held on the mezzanine at Blackpool Victoria Hospital from September 26 to 30. There will be a tree planting near the outpatients entrance with a commemorative acer kindly supplied by Barton Grange.

Hospital tours have been planned to highlight historic points of interest and will be hosted by volunteer Denys Barber.

The canteen has also planned a 1930s menu which will be served at some point during the week.



One of the original theatres

80th Anniversary... 80th Anniversary... 80th Anniversary...80th Anniversary...



George Formby spent some time as a patient in 1961



Nurses' prize giving in 1940



The Krankies' unexpected visit in 2005



Praise for restorations in 2003 with Jimmy Armfield and Mike Gallagher



A fast arrival in the car park, 2007



Comic Les Dawson and Dr Peter Issacs in 1989

# Giving young patients a Voice



Victoria's Voice members (front, left to right), Connor Jebb, Tamzin Truman, Morgan Leather, Alex Sagar and Katie Burrell with junior doctors and senior doctors and Becci Addey (back row, far left) after the Victoria's Voice session at Blackpool Victoria Hospital

## Junior doctors gained a quirky insight into what it's like to be a young patient during a special event at Blackpool Victoria Hospital.

They made pledges, played games, shared ideas and took part in discussions with young people from the Trust's Victoria's Voice Youth Forum on Friday, August 5.

Victoria's Voice is a group of young people aged 11 to 16 who have all experienced care within the Trust.

They encouraged the junior doctors to see things from a child's perspective and challenged preconceptions about what is in the best interests of young people.

Special guests at the session were Zoe and Paul Bojelian from Yorkshire whose son, Adam Bojelian, had cerebral palsy and fought to improve communication between medical staff and young people.

Adam, who communicated through blinking, won national awards for his poetry and raised awareness through his Twitter profile - @Adsthepoet. Sadly, Adam died in 2015 but he left an incredible legacy of poetry and activism. Zoe, who sits on the NICE (National Institute of Clinical Excellence) End of Life Care for Children's Guidelines Committee, continues to campaign for better communication and care for children.

Connor Jebb, 12, from Blackpool, one of the young ambassadors from Victoria's Voice, said: "I was very impressed with the way the junior doctors took part in the activities.

"It's important that they know how to talk to us. It was fun to work with them. We meet every month and we talk about things we've experienced. At our last meeting we picked questions for consultants to answer in interviews.

"If something is created specifically for children we see if it's good or bad, or if it needs changing. It's nice to have a say."

Katie Burrell, 19, from Poulton who is on a gap year and previously attended Blackpool Sixth Form College, said: "I have got involved



with Victoria's Voice because I'm starting at medical school and I wanted to get involved with something different.

"We get to learn a lot about how doctors can get stuck in their ways. Events like this demonstrate the importance of listening to young people. I want to help to improve services for young people. It's interesting to hear different views. I think it's important for medical staff to review things they have learned. Sometimes it's good to go back to basics."

Rebecca Addey, Paediatric Patient Experience Officer for the Trust, explained: "The best way for staff working at the Trust to become the best at looking after children and young people, is to learn from them what they want and need from us.

"It is important that we empower young people to understand their own health and to promote their wellbeing; the only way to do this is by involving them in every aspect of their care. Members of Victoria's Voice regularly teach doctors and other staff how it feels to be young and in hospital. In these sessions staff are given practical guidance on how to communicate with young people.

"The doctors' inductions are a great opportunity for young patients to share their experiences and to be involved in improving care for future young patients."

During the recent session, participants were asked to 'Draw What



# History of hospital laundry all comes out in the wash...

**In its heyday, Blackpool Victoria Hospital's laundry department was a hive of activity.**

Opened in 1969, there were around 240,000 pieces being washed and ironed a month – sheets, towels, pillow slips, uniforms, theatre gowns... You name it, they washed it!

Around 60 staff worked day and twilights shifts to keep the mountain of washing under control. The department was also contracted to service nearby hotels and businesses so it was a big operation.

Linen and Sewing Services Manager, Tracy Manton, started in the department at 17 and has worked her way up to manager.

She said: "At one time, every student nurse would be given a tour of the laundry."

"There were 15 sewing machinists making theatre drapes, operations gowns and duvet covers amongst other things."

"Now we just have two full time ladies and a lady that helps out part time."

**"All sorts of interesting things have been found in the washers in the past. False boobs, drips, false teeth, syringes as inhalers."**

**Tracy Manton**

It's hard to imagine all the industrial machinery now as it was all stripped out and contracted out in 2011 but there were massive washers, shoots, ironing machines and dry cleaning equipment.

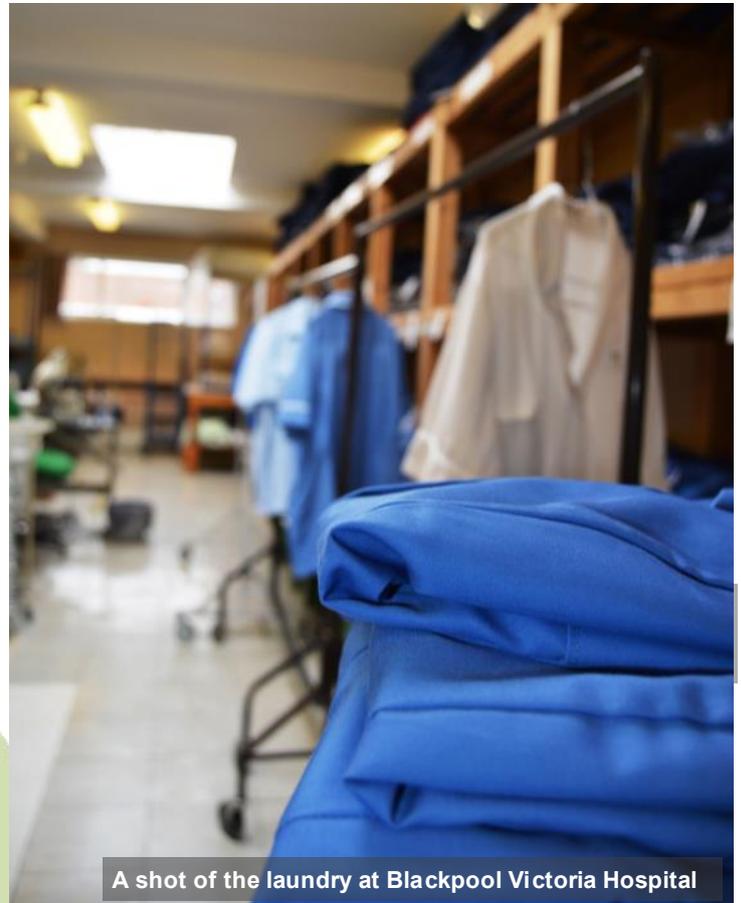
These days, items are hired so the hospital doesn't own any of the bed linen, blankets and so on.

Tracy explained: "We used to service the Vic, Wesham, Moss Side, St Annes, Fleetwood, Bispham and Rossall."

"Now it is all sent offsite and comes back clean, ironed and folded and is then delivered to the wards on carts or cages."



Denise Stevens, sewing machinist



A shot of the laundry at Blackpool Victoria Hospital

"All the dirty washing is collected from all the wards which is collected by the outside contractors. Nowadays the porters bring in the dirty washing and we have a couple of lads that deliver the clean to the wards around 5.30am to avoid the rush on the corridors."

New starters are issued with three sets of uniform if they are full time or two sets if they are part time.

They are measured and the uniform is ordered and embroidered on site with the job title and minor alterations can be made like turning up hems or sewing on buttons.

Everything has the member of staff's name on it and it is also barcoded. Uniforms can also be laundered in a special machine but most staff tend to wash theirs at home.

All sorts of interesting things have been found in the washers in the past. False boobs, drips, false teeth, syringes as inhalers to name a few.

Still in service after 38 years, Tracy has seen lots of major changes.

She added: "The job nowadays is much easier but the quality isn't the same."

"I have some great memories of the staff, especially the parties. We would start and finish early then have music and flashing lights, then go over to the onsite staff club. This has been my main job since I left school, so I don't really know anything else but there is plenty of variety so I'm never bored."

## IG Mandatory Training

It is nearing the end of the appraisal window which means mandatory training is a top priority throughout the Trust. In mandatory training programmes, Information Governance is a required module for all staff and training must be renewed on an annual basis.

There are three ways to complete this training:

**HSCIC site** – This can be found by typing 'HSCIC' in the blue search box on the Intranet homepage. Log in, then click 'Learning Tools' at the top and look for the Refresher Module. If you do not have an account then please register as a new user (organisation code is **RXL**).

Complete the **paper assessment**. This can be found through the Sharepoint at the top of the Intranet homepage, selecting 'Corporate Services', then selecting 'Information Governance', then 'Training and Awareness', then 'Information Governance', and then clicking on the 'Refresher Module' which is highlighted in green.

Alternatively, contact the IG Helpdesk and arrange for a copy to be sent as an email attachment. Once this has been completed, please return to:

**information.governance@bfwhospitals.nhs.uk**

**One HR site** – either by completing a workbook or online.

It would be much appreciated if all staff could assist the IG Department by completing training as required.

If you need any guidance on completing your training, please contact the IG Helpdesk, by phone on **3057**, or by email at **information.governance@bfwhospitals.nhs.uk**

## Misfiled documents

**The Information Governance (IG) Department currently monitors loose health record documentation which has been returned to the Medical Records Department for inclusion in the patient's health record folder.**

Due to an increase in Untoward Incidents (UI) received regarding the misfiling of health record documentation, the IG department has already begun to monitor and feedback to the divisions for actions to improve this.

Please could all staff enter the following information when completing a UI for finding misfiled documentation:

The type of documentation, for example, referral letter or history sheet.



Which ward or department created the documentation.

The hospital number of the patient's folder where the misfiled documentation was found.

**Return the misfiled document(s) to the IG Department quoting the UI number.**

## Storing Trust information on the H Drive

Please can all staff be mindful not to store Trust data or PID (Person Identifiable Information) on their personal user account, known as the H Drive, as it raises a number of Information Governance issues.

All such information should be saved on the S Drive; this is a secure shared area, which is safely backed-up and monitored by the IT Department. Files and documents stored on the S Drive can be set to allow or limit access to other staff as appropriate.

Using the S Drive for storage ensures that our Trust's information assets are always held securely and can always be accessed when needed to facilitate efficient and proper running of our services.

If you need guidance with using the S Drive, please contact the IT Helpdesk on **1016**. If you need to transport information for personal use then this should be done using a Trust encrypted USB stick, these can be obtained by contacting the IG Helpdesk on **3057**.

## Probe into misdirection of staff emails to public

A recent ICO undertaking into Northern Health and Social Care Trust in Antrim demonstrated the importance of staff mandatory training and awareness and implementation of Trust policy.

The ICO undertook an investigation into Northern Health and Social Care Trust in Antrim after 11 emails intended for a doctor's personal non-Trust email account were sent to a member of the public with the same name over a two year period.

A number of the emails contained personal data that related to the intended recipient and on one occasion an email contained sensitive personal data relating to a patient. None of the emails were securely protected in line with the data controller's email policy.

Although the recipient had advised the senders of the emails that they had been incorrectly sent to the wrong address. This was not escalated as an Information Governance incident.

The ICO found significant shortcomings in relation to staff training

and staff awareness of policies and procedures. As of December 2015, the uptake of Information Governance Awareness training was 60%.

Following the Undertaking, it was agreed by the ICO and the data controller that the Trust must ensure that all staff whose role involves the routine processing of personal and sensitive personal data, undertake mandatory data protection and data handling induction training and regular refresher training on the requirements of the Act.

It was also agreed that the data controller must ensure all staff are aware of the content and location of its policies and procedures relating to the processing of personal data, specifically the procedure for reporting and recording IG breaches.

Full details can be found by following this link: <https://ico.org.uk/media/action-weve-taken/undertakings/1624649/undertaking-northern-health-and-social-care-trust-20160719.pdf>

# Protect your bike from thieves

**The Trust takes the security of bikes very seriously and does all it can to help people keep their vehicles safe.**

There has recently been an increase in the number of bikes stolen from hospital grounds.

During the summer months more staff cycle to work so the Trust is offering some tips for looking after your bike.

Don't leave your bike unsecured. Take advantage of the secure cycle pods and shelters the Trust provides (if you do use one of these shelters please ensure that when you leave the shelter it is locked and secured).

Extra security measures have been implemented but these will fail if users don't lock the doors. We have recently had bikes taken due to the shelters being left unlocked.

In many of these cases, the bike locks have been cut, forced or tampered with. In some cases the bikes have only been secured by the front wheel. To avoid being a victim of bicycle theft, you should purchase heavy duty locks. Cyclists should also make sure their bikes are marked and that they record all of their bicycle's information, including the serial number.

Please take just 60 seconds to watch the video — <http://ow.ly/wRTfE> — which is designed to provide easy step by step tips, including advice on products and how to install and use them, to help keep you and your property that little bit safer.

In the UK a bicycle is stolen every minute and less than five per cent of those are returned to their owners. Research consistently shows that most of the bikes stolen had not been locked properly.

## Prevention

- Ensure the gates to the secure bike units provided are fully locked and secured when leaving.
- Do not disclose the unit secure code to other people. If a member of staff asks you for the code please ask them to contact Car Park Security on ext 6970. It is important that we have a register of who is accessing the shelters.
- Use a good quality lock inside the units. A galvanized 'D' lock is recommended.
- When using the open shelters on the site, please also ensure you have secured your bike with a good quality galvanized 'D' lock.
- Report any thefts to the police and also on the BVH site to the Security Office on ext 3063 so we can carry out additional targeted patrols.
- Wherever possible make a note of the chassis number of your cycle.
- Take a photograph of your bike.
- Make a note of your bike's make and model number.
- Remember all bikes are left on site at the owner's risk and while we take every precaution to try to ensure your cycle's safety, it is your responsibility to secure it.

All of the above will help the police in locating your bike.

For any more help or advice, feel free to contact your Local Security Management Specialist, Karen Sanderson, on 5616, Security Team on 3063/5192 or Car Parking on 3063.

## Staff reminded not to smoke while in uniform

Over the last couple of months the Trust has received numerous complaints about staff smoking on and off site in their uniforms.

Members of staff are being reminded that the Trust operates a smokefree policy which all staff, contractors and volunteers must adhere to.

The Trust's smokefree policy stipulates that as staff you will not:

Smoke during working hours whether on or off Trust premises.

Take breaks during working hours for the purpose of smoking.

Smoke in public areas whilst wearing any form of uniform including identification badge, whether on or off duty.

The policy also states that as staff members you are expected to educate patients and visitors about the smokefree site which includes Trust buildings, garden areas and car parks, ensuring working environments remain smokefree. We are asking that all members of staff make themselves familiar with the policy to ensure they are compliant.

Failing to comply with the above may result in disciplinary action. The policy can be found by following this link: <http://fcsharepoint/divisions/corporateservices/clinicalquality/publichealth/Documents/smokefree%20policy.docx>



Managers are asked to review the policy and speak with their staff in team meetings about ensuring the policy is adhered to.

As a workforce we are keen to support our staff to quit smoking. For specialist support please contact one of the following and remember you are five times more likely to quit with specialist support.

**National Stop Smoking Service on: 0300 123 1044 Smokfreelife Blackpool on: 01253 462463 or Text Quit to 66777**

**Quit Squad: [www.quitsquad.nhs](http://www.quitsquad.nhs), 0800 328 6297**

For more information please go to:

[www.bfwh.nhs.uk/healthierworkforce/stop-smoking.shtml](http://www.bfwh.nhs.uk/healthierworkforce/stop-smoking.shtml)

## Working while sick is fraudulent

**What is it?** This is increasingly the most common fraud in the NHS. A member of staff reports themselves as sick but while on sick leave the same member of staff works for another employer. They subsequently receive full pay from the Trust as well as their salary from the secondary employer, sometimes for the exact same hours.

**Example:** A member of staff worked for a nursing agency whilst reporting sick from the Trust with a back injury. The staff member was dismissed from their post and was prosecuted for Fraud, leaving him/her with a criminal record.

**Who?** This type of fraud is committed by staff of all grades and seniority. It is commonly perpetrated (although not restricted to) staff who have failed to declare a secondary employer.

**Advice:** Staff should declare any secondary employment (see below) and seek permission from the Trust before they begin work. Staff should not undertake secondary employment whilst on sick leave without declaring their intentions to their line manager and to Human Resources. Managers should consult Human Resources and/or Occupational Health if a member of staff seeks permission to work for another employer while on sick leave from the Trust.

**MED3 - the "sick note":** After the period of self-certification, all sickness absences should be underpinned by a MED3 "sick note".

However, if a staff member feels that they can maintain their sickness from the Trust and still work their secondary role, they should inform their GP and explain why they can do their secondary job, but not their Trust job. The MED3 "sick note" allows the GP to explain why the staff member may be unfit for work, but can still continue in their secondary employment.

The link to the declarations page of Standards of Business Conduct policy is: <http://fcsharepoint/divisions/global/businessconduct/Pages/default.aspx>



## NHS worker used false references to get a job

A stop smoking adviser who defrauded the NHS of more than £20,000 by using a fake job reference has been sentenced to six months' imprisonment, suspended for two years.

The offender, who worked for a Trust in the south of England, provided a false reference to get her job as a Smoking Cessation Adviser.

The adviser had previously worked in a similar role but the relationship with that employer had broken down after a period of long-term sick leave.

The offender was aware that they would not be employed if they obtained a genuine reference so they fabricated one. On the application form the offender named one 'manager' and then submitted a reference from a second individual said to have been the offender's manager at the same employer. The investigation revealed that neither of the two had ever worked there.

The offender admitted in court that their previous job had been "fraught with difficulties" and that the decision to falsify references was "borne out of complete and utter desperation."

The offender pleaded guilty to two charges of Fraud by False

Representation, contrary to Section 2 of the Fraud Act, 2006. The Circuit Judge remarked on the scale and premeditated nature of the crime. The offender has already had to repay £20,300 and is no longer employed by the Trust.

The Local Counter Fraud Specialist, John Marsden, said: "The public rightly expects people going for NHS jobs, which are positions of trust and responsibility, to be entirely honest in their applications. This sentence will help deter others from defrauding the wider NHS."

## Annual leave and time in lieu

The Trust's counter fraud specialist is reminding all staff to ensure that their annual leave is recorded correctly and authorised before it is taken. The same principle applies to the accrual and subsequent taking of Time Off In Lieu.

Best practice for all time management issues is to be open, transparent and honest. Staff should liaise with their line manager for any time they accrue, or for any time that they wish to take off. Failure to do so could be referred as potential fraudulent activity.

## Best practice when working with agency staff

There have been occasions where appropriately qualified agency staff have been booked to work a shift at an NHS hospital, however, the person who arrives is not the person that has been booked. The nature of this type of fraud relates to the qualified person "selling" the agency shift to an unqualified person, who then attends at the hospital and works the shift.

It is clear that the consequences of this type of fraudulent activity would not only relate to detrimental patient care but could also equate to significant reputational damage and substantial financial claims against the Trust.

Therefore, the Trust's counter fraud specialist has created a "best practice" advice page, which can be accessed via:-

<http://fcsharepoint/divisions/global/counterfraud/Pages/AdviceonagencystaffID.aspx>

It is strongly recommended that all staff who have any contact with agency staff review the advice given and update their local internal processes, accordingly.

For further advice please contact the Local Counter Fraud Specialist.

# Bereavement nurse tackles three peaks charity challenge

Fulfilling a lifetime ambition gave paediatric bereavement support nurse, Michelle Boland, a chance to raise cash for organisations close to her heart.

For more than 20 years Michelle had yearned to climb the famous Yorkshire Three Peaks, but life and work always got in the way.

“Completing the three peaks challenge was on my bucket list. It was about 20 years ago that I first said I wanted to do the three peaks, but I never got around to it,” Michelle explained.

And now Michelle has finally realised her dream and raised £400 for the bereavement support group, Snowdrop Centre and Donna’s Dream House.

The Yorkshire Three Peaks are Wharfedale (2,415ft) Ingleborough (2,372ft) and Penyghent (2,277ft).

Michelle, a support nurse specialist at Blackpool Teaching Hospitals NHS Foundation Trust, works with the Snowdrop Centre helping parents, carers and family members who have experienced the death of a child.

The Centre is supported by Donna’s Dream House, which offers holidays for children with life-threatening illnesses.

“I completed the 24.5 mile challenge in 12 hours as part of a group organised by Alfresco Adventures,” Michelle explained. “I thought I might as well try to raise some money for the Snowdrop Centre and Donna’s Dream House while fulfilling a lifetime dream.

“It was very tough. The views were amazing, but it was blisteringly hot. We were at the top of Penyghent by 9am and we could see stunning dales views for 360 degrees. Even though the challenge was very hard, the feeling of achievement at the end is unbelievable.



Michelle Boland at Blackpool Victoria Hospital



Michelle Boland with her three peaks certificate

“Most of the money raised was pledged by families I have helped through the Snowdrop Centre and I took their sponsor forms with me so I felt I was taking my families with me.

“However tough this challenge was I just thought about what the families go through. Twelve hours out of my life is nothing compared to a lifetime of grief.

“I raised £400 in sponsorship for the walk which will be used mainly for the annual Snowdrop Remembrance Service which is held every February at Lytham Hall.

“This event has meant such a lot to bereaved families. For those families who do not have a place to go to remember their child it is of particular significance.”

And Michelle’s walking challenges don’t stop there.

In September she takes on the Shine Night Walk – a 26 mile full marathon walking through the streets of London at night to raise money for Cancer Research.

Michelle is taking on this challenge in memory of her beloved mum who died from bowel cancer in 2005.

She said: “I have to raise £260 minimum which Cancer Research asks each participant to collect in sponsorship.

“I am so proud to have taken on both these challenges and to have raised money to help very worthy causes. The physical challenge has also improved my fitness and I’ve lost two stone since last October!”

If anyone would like to sponsor Michelle they are asked to contact her either via her work mobile on 07920138112 or by email at [michelle.boland@bfwh.nhs.uk](mailto:michelle.boland@bfwh.nhs.uk).



Executive Director of the Prince's Trust, Paul Kilhan; Sharon Carter, Assistant Team Leader Groundwork; Stroke Ward Manager, Rachael Bailey; Frank Tate, Bobby Walsh, Alex Jones, Jean Sherrington, Jonathan Tate, Katie Holmes, Charlie Sherrington and Prince's Trust Team Leader, Steve Hughes

# Stroke survivor opens hospital garden in memory of daughter

**A stroke survivor officially opened the Sherrington Gardens at Blackpool Victoria Hospital in memory of her daughter.**

Jean Sherrington was invited to cut the ribbon in the upgraded outdoor space that young members of The Princes' Trust, the youth charity that helps disadvantaged young people turn their lives around, worked hard to complete.

In conjunction with Groundwork, a charity that works to improve green space, the team voted to work on the hospital's community project and raised money doing bag packs which was spent improving the garden. They cleared weeds and worked tirelessly to move three tonnes of soil. This resulted in raised beds full of colourful flowers that stroke patients can sit outside and enjoy.

Jean's daughter Paula suffered a stroke at only 43 years old. She spent 13 weeks on the former stroke ward and during that time enjoyed sitting outside in the fresh air. She made it her mission to improve the outdoor space as a member of the Stroke Patient Forum the Trust consulted during the planning of the new stroke unit.

Two years after suffering from her stroke, mum Jean also suffered the same fate whilst in a GP's consulting room. Luckily, the effects were mild as it was spotted so early by the doctor. Jean then had to recover from her stroke whilst also caring for Paula.

Jean said: "I recovered from my stroke very well as I had to in order to help Paula. We helped each other through with a lot of laughter. Even though Paula was wheelchair dependant, she did not miss one meeting about the upgrade of the garden – she was very passionate about it."

Although the garden had been completed three years ago by Laing O'Rourke who also built the new unit, it became overgrown and a lack of proper watering system meant that plants had died. Sadly, Paula died in January 2013 and the garden finished in July 2013 so she never got to see the completed space. Following her death, the family were told the garden was to be named the Sherrington Garden.

Jean, her husband and their friends and family maintained the garden but the lack of water supply meant the garden was hard to sustain. Unfortunately Jean had further health problems last year which made getting to the garden harder. However, a watering system has now been set up and workers were invited in to revive the space in order for patients to enjoy the flowers and sunshine.

Steve Hughes, Princes Trust Team Leader at Groundwork, said: "Team 12 have thoroughly enjoyed completing their Community Project at the Blackpool Victoria Hospital Stoke Unit gardens, as they can instantly see the benefits of their labours to improve the garden space, and also recognise the potential benefits to staff and patients alike.

"It has been a pleasure to help and we hope the Trust reaps the benefits for years to come."

Ward Manager, Rachael Bailey, said: "It's all amazing. It's the reason why I do my job – getting patients talking together in the sunshine. I wouldn't be anywhere else."

Jean added: "It's wonderful. It's just warmed our hearts for patients to be able to sit out and socialise. Paula would be ecstatic."

# Research team is top recruiter



Some of the members of the research team, from left: Respiratory Consultant, Amrith Bhatta; Consultant in Acute Medicine, Mazhar Alam; Microbiology Research Nurse, Natalia Waddington; Lead Pharmacist for Clinical Trials, Andrew Potter; Consultant Physician Specialising in Infectious Diseases, Dr Peter Flegg; Head of Research and Development, Michelle Stephens; Principal Investigator; Dr Achyut Guleri and Head of the Acute Medical Unit, Dr Venu Kollipara

**A hospital team has been recognised as the highest recruiter in the UK for a research trial on an infectious and potentially life-threatening disease.**

The infection research multidisciplinary team at Blackpool Teaching Hospitals NHS Foundation Trust has recently received recognition for recruiting the highest number of patients for a study on a treatment for Clostridium difficile infection (also known as CDI or c-diff).

CDI, caused by an overgrowth of bacteria in the lower part of the bowel, usually after an antibiotic treatment, can result in severe diarrhoea and episodes of recurrent infection.

Dr Achyut Guleri, chief investigator for the study in UK and principal investigator for Blackpool Teaching Hospitals, said: "Blackpool Teaching Hospitals enjoys an excellent reputation nationally for high numbers of recruitment to infection trials.

"When a new infection trial comes to the UK, pharmaceutical companies know that they will get much better patient recruitment if they approach Blackpool ahead of other tertiary hospitals."

Dr Rashmi Sharma, one of the trial leaders from the Trust, said: "Infection research studies benefit from a multi-disciplinary input from consultants Dr Peter Flegg, Dr Venu Kollipara, Dr Mazhar Alam and Dr Amrith Bhatta; the research nursing team led by Natalia Waddington; the Pharmacy team including Andrew Potter and

Stacey Donaldson; staff from the infectious diseases ward and are actively supported by very proactive Research and Development staff including Jo Howard, Helen Spickett and Amanda Finch."

Dr Guleri explained: "It has been a challenge to recruit people because c-diff tends to be a disease that affects frail and elderly patients with a number of attendant comorbidities (complex conditions).

"The nature of the infection is such that if you have had c-diff once, your chances of having it again increase and more so in frail, elderly patients."

A total of 14 patients participated in the study at Blackpool Victoria Hospitals' Clinical Research Centre – more than any other research centre in the UK and one of the highest in Europe.

Dr Peter Flegg, Consultant in Infectious Diseases at Blackpool Teaching Hospitals, said: "Clostridium difficile is a major health concern so anything that can contribute to the prevention and treatment of it is extremely important.

"We are keen for the Trust to be recognised for the research work that it does."

Natalia Waddington, Microbiology Research Nurse said: "It is a good feeling that the team has been recognised for its work.

"C-diff is a very complex condition. When you contract it, it's not just

about managing the infection; it's about managing the person as a whole and managing their needs.

"They are often elderly and have complex conditions (comorbidities). Their treatment requires a lot of knowledge, expertise and teamwork. The team is excellent. I can't thank them enough.

"We have given patients access to the most advanced treatment available."

Michelle Stephens, Head of Research and Development for the Trust, said: "We are very grateful to the patients who participated in this study.

"It's good that we are recognised at Blackpool Teaching Hospitals for our research work, particularly in the area of infectious diseases."

Jim Baldwin, Affiliate Study Lead for Astellas Pharma, said: "It has been a real pleasure working with Blackpool Clinical Research Centre and the infection research multidisciplinary team.

"They have done an incredible



Natalia Waddington



Dr Achyut Guleri

job, ending up one of the highest recruiters in Europe and the top recruiting site in the UK.

Their achievement is yet another example of why sponsors should be choosing the UK to carry out their clinical research.

"It is also an excellent example of true partnership working of NHS and the pharmaceutical industry."

## Artificial Eye Service marks 100th anniversary

The National Artificial Eye Service has held two open days to mark its 100 year anniversary.

Patients and interested parties visited from all areas of the country to get behind the scenes tours of the building and meet the staff with excellent feedback.

One patient, Mario Thompson, travelled from as far as Oxford to see the work of the specialists at the centre. Mario, who is totally blind, enjoyed a tour of the site with his wife Judith and was given a talk about the history of the service.

He said: "I was brought up in India and had a glass eye when I six years old.

"That was a million miles away from the eyes that are made here and when I heard there was an opportunity to come and visit where they are made I was really happy to visit."

Another visitor was Peter Johnson from Chester.

He said: "I lost an eye in a car accident when I was 19 but I have always had excellent service from the artificial eye service and really wanted to see what goes on behind the scenes to learn how the eyes are made.

"It's been absolutely fascinating to be honest."

Helen Lever, Operations Manager for the service, said: "We wanted to give people the opportunity to see what we do here and it was great to give some of our patients the chance to go behind the scenes."

The NAES dates back to the First World War and was originally known as 'The Army Spectacle Depot'. However, as injured soldiers



Visitors enjoy the National Artificial Eye Service open day

returned from the front, the focus changed to the provision of artificial eyes for wounded and blinded men.

Until shortly after the Second World War the provision of artificial eyes was only available to service personnel and war pensioners, but with the arrival of the National Health Act in 1948, the specialised treatment involved was extended to all qualifying NHS patients.

Manufacturing of artificial eyes takes place in the Blackpool Victoria Hospital HQ.

Teams of technicians take the wax models and specifications provided by the Orbital Prosthetist (OP) and turn them into an artificial eye which matches the patient's natural eye.

# Learn and Let Live

*Lessons Learned from speciality mortality review meetings*



**Although specific things we do, or fail to do, during the treatment and care of patients are rarely considered to be direct causes of avoidable death, multiple additive episodes of 'less than best care are likely to contribute to the eventual mortality of vulnerable patients with significant pre-existing medical problems.**

Trust-wide, speciality based, mortality governance meetings are undertaken regularly in Blackpool based on reviews of the case records of deceased patients. In addition to unique incidents, some common themes in relation to sub-optimal care continue to be identified through this process. It is hoped that learning from this will continue to enhance Trust-wide patient care and contribute to a reduction in avoidable mortality.

## **One Common Diagnosis - Wide Range of Severity**

Chronic obstructive pulmonary disease or COPD is a common diagnosis recorded in the case notes of both medical and surgical patients.

Those patients where COPD is the principle reason for hospital admission are usually suffering at the more severe end of the spectrum of the disease and in the most extreme cases will be reliant on chronic hypoxaemia (low oxygen in the blood stream) to drive their respiration. Whilst this group of patients are undoubtedly important to recognise they do form a relatively small proportion of the total number of patients in hospital at any one time.

In contrast, the number of patients with 'COPD' listed as a co-morbidity in the case notes is much larger, so much so as to almost be considered commonplace in the elderly. Whilst the variety and potency of regular inhaler or nebuliser therapy may be a guide as to where, on the spectrum of COPD, any given patient lies, the diagnostic label often appears as an 'also ran' co-diagnosis without any indication of severity and sometimes without any evidence at all of confirmatory diagnostic investigations.

Therein lies the problem ... the majority of patients with a COPD co-morbidity label still retain the normal carbon-dioxide drive to respiration and only become hypoxaemic as a result of new pathophysiology.

If relative tachypnoea (rapid respiration) and/or low level hypoxaemia are falsely attributed to the patient's underlying COPD, when in fact that patient usually has normal blood oxygen levels, important warning signs of deteriorating physiological function may be missed. In addition, such patients may be exposed to acute low level hypoxaemia because of a false belief that, if they've COPD then hypoxaemia will be their norm.

The message is that, before assigning COPD patients to the subgroup who exist on an hypoxic drive, take the time to search out solid evidence for that extreme diagnosis before exposing them to unwarranted hypoxaemia and/or attributing relative tachypnoea to their COPD, thereby missing early signs of physiological deterioration resulting from some other pathological processes.

## **Hepatic and Renal Dysfunction - Care with Sedation**

Disorientation and delirium are common features of many disease processes, particularly in elderly patients, some of whom will have a primary or comorbid diagnosis of dementia.

Such patients often become confused and, in some cases, disruptive when admitted to the unfamiliar environment of an acute

hospital ward. Having evaluated the patient carefully for contributory organic causes of their delirium, and having addressed those contributory causes where appropriate, some form sedation is often considered necessary by responsible healthcare practitioners.

Whatever the principle diagnosis leading to their hospital admission, significant numbers of patients currently present with some degree of background liver and/or kidney dysfunction. In view of this, it is essential that healthcare practitioners take time to review patients' hepatic and renal function, especially the elderly, in order to confirm that the 'standard' sedative dose of a given drug will be metabolised and eliminated without the risk of accumulation and over-sedation or other toxicity.

If in doubt, give a reduced dose of the relevant sedative agent and move towards the 'standard' dose in increments. It is always possible to give more of a given drug but it's impossible to retrieve what's already been administered if accumulation does occur.

## **'Relieved' Handoff ... or... 'Engaged' Handover**



Discussion around the question of comprehensive clinical handover between shifts of medical staff is commonly characterised by the use of the term 'hand off'.

Those of you who are familiar with rugby will recognise 'hand off' as the term used to describe a manoeuvre executed to prevent contact in all but the most superficial (albeit often painful) fashion.

## **A 'good' handoff**

From my perspective the term 'hand off' just doesn't seem appropriate as a descriptive for 'the comprehensive and fully integrated passing on of essential clinical information to ensure the effective ongoing management of patients.'

Given the frequency with which essential components of ongoing management plans for patients appear to have been omitted or neglected, as evidenced by retrospective case record review, I would strongly suggest that the term 'handoff' be replaced by the term 'handover' ... just a small subliminal nudge.

**Dr Richard J M Morgan, Trust Mortality Governance Lead**

# New governors elected to Trust

## The Trust has announced the results of its latest round of Governor elections.

This election was to fill seats due to vacancies or terms of office ending in the following public constituencies: Blackpool, Fylde, Wyre and Lancashire and Cumbria and in the following staff constituencies: Nursing and Midwifery, Clinical Support, Community Services (North Lancashire) and Medical and Dental.

The following candidates have been elected:

### Blackpool Constituency – four vacancies

Mr Bob Hudson (newly elected)

Mr Zacky Hameed (re-elected)

Mrs Beverley Clark (newly elected)

Mrs Heather O'Hara (newly elected)

### Fylde Constituency – one vacancy

Mr Anthony Winter (elected unopposed)

### Wyre Constituency – two vacancies

Mrs Sue Crouch (newly elected)

Mr Ian John Owen (newly elected)

### Lancashire and Cumbria Constituency – one vacancy

Rev David Crouchley (elected unopposed to newly established Constituency)

### Clinical Support Constituency - one vacancy

Mrs Jenny Gavin (newly elected)

### Community Health Services (North Lancashire) – one vacancy

Mr Michael Phillips (re-elected)

### Medical and Dental Constituency – one vacancy

Dr Ranjit Singh More (newly elected)

### Nursing and Midwifery Constituency – two vacancies

Mrs Sharon Vickers (re-elected)

Mrs Cherith Haythornthwaite (newly elected)

Trust Chairman, Ian Johnson, said: "I am delighted to welcome our new Governors.

"Our Governors do a great job and I look forward to working with them to help us achieve our objectives.

"I would also like to thank those Governors who chose not to stand for re-election for their support over the past few years."

The Council of Governors is responsible for representing the interests of Foundation Trust members and partner organisations in the local health economy.

The Council has three main roles:

Advisory – to communicate with the Board of Directors in respect of the views of members of the Trust and the wider community.

Guardianship – to ensure that the Trust is operating in accordance with its Constitution and is compliant with its Provider Licence.



Sharon Vickers is one of the Trust's governors

## Students get opportunity to learn surgery skills

An innovative scheme which gives medical students experience of heart surgery early in their training has been praised.

The Lancashire Cardiac Centre, based at Blackpool Victoria Hospital, is one of the first such specialist centres in Britain to offer the experience to medical students in an effort to help them gain valuable experience in cardiothoracic surgery early in their training.

Cardiothoracic Surgeon, Mr Antony Walker and Cardiothoracic Registrar, Miss Gillian Hardman, decided to set up the course to encourage more students to think about heart surgery as a career. Mr Walker and his team have two students at a time so the young people get a valuable insight into what it's like to work as a heart surgeon. They sit in on operations, learn bypass surgery skills, spend time in A&E and observe Mr Walker and his team at work.

Mr Walker said: "This is the second year that we have run this course and it has proved extremely successful. It gives students an insight into what we do every day of the week. It's not just about practising skills – it's more about seeing if you might want to do this. The skills the students learn can also be used in other types of surgery."

Daniel James, a fourth year from the Lancaster Medical School, said: "It has been an amazing week. To get the chance to be a part



Daniel James and Mariam Gaddah with Cardiothoracic Consultant, Mr Antony Walker

of the team and learn so much in such a short period of time has been brilliant."

Fellow fourth year student at Lancaster, Mariam Gaddah, said: "I have really enjoyed seeing the operations and talking to patients. I have learned so much and it has been a great experience."

Mr Walker added: "I think it's important to have students here as we have so much to offer. It's good for their confidence. We are one of the busiest units in the country. It's a very dynamic unit and we embrace new technology."

## Every penny counts!

The Trust's charity, Blue Skies Hospitals Fund, is thanking its local supporters who have helped secure a £500 donation from Asda, Blackpool.

The supermarket on Cherry Tree Road selected Blue Skies as one of its three charities for customers to support throughout May and this month the chain announced the hospital charity had come out top.

Asda Blackpool's Community Life Champion, Neil Herdman, visited the charity at Blackpool Victoria Hospital to hand over a cheque for £500.

The other charities received awards of £200 each.

The winner is determined by the amount of support each charity receives throughout the month.

Shoppers are given green tokens at the tills as they complete their shop and select one of three charity boxes to show their support.

Fundraising Officer, Nicci Hayes, said: "We are thrilled that the Blackpool community has chosen to support Blue Skies Hospitals Fund through Asda's Green Token giving scheme.

"This means a lot not only to our charity but also to the patients of our Trust.

"This money will help to enhance their care, ensuring their visit to our hospitals or community services are the best they possibly can be.

"Thank you to everyone who has helped to make this important difference to our patients."



Asda Blackpool's Community Life Champion, Neil Herdman, presents £500 to Hazel Preston, left, and Nicci Hayes at Blue Skies Hospitals Fund

You can find Blue Skies at:

[www.bfwh.nhs.uk/blueskieshospitalsfund](http://www.bfwh.nhs.uk/blueskieshospitalsfund)

[www.twitter.com/BlueSkiesFund](https://www.twitter.com/BlueSkiesFund)

[www.facebook.com/BlueSkiesHospitalsFund](https://www.facebook.com/BlueSkiesHospitalsFund)

## Charity walk raises thousands for patient care

A group of four people are celebrating after an epic 50-mile walk from Manchester to Blackpool.

The walk, from Old Trafford – home of Manchester United Football Club – to the Claremont Conservative Club, Blackpool, raised more than £2,000 for local patient care.

Members of the social club, on Westminster Road, walked through the night to reach Blackpool at 8am on Saturday, July 2, having set off from Old Trafford at 3pm the previous day.

Their mammoth challenge was in aid of Blue Skies Hospitals Fund. All the money raised will be spent on enhancing patient care across the Trust.

Walker Rebecca Ward said: "We were very tired and aching afterwards.

"It got particularly hard at around midnight, and when we had to walk through long stretches of just fields either side of us."

Eddie Ashton, who is a Blue Skies Ambassador, said: "The whole reason why we are doing this is to raise money for patients who need it most, and that's what kept us going for the entire walk.

"To be honest, we all felt like packing up. But we kept on going because we had to – we were doing it for such a great charity. The worst point was probably around midnight, and during a stretch of the A6 where our support driver, Jim Hobson, was three miles away so we just had to keep on going!



Jim Hobson, back left, Chris Harvey, Rebecca Ward, David Thompson, Eddie Ashton and Ryan Carroll after the Blue Skies Marathon Walk at the Claremont

"It was really muddy and the rain was pouring down but we're all so proud to have completed the walk. We just didn't let it beat us."

The team's research shows that the last time the walk was completed was in 1873 by three men, possibly making Rebecca the only woman to have completed the trek.

Donations are still welcome in support of the group's marathon effort. Visit [www.iustgiving.com/Rebecca-Ward30](http://www.iustgiving.com/Rebecca-Ward30)



## Neal loves providing a friendly service

**Retired furniture sales manager, Neal Duffy, has been volunteering as a Navigator for just six months.**

He saw an article in The Gazette about volunteers and decided it would be something he would be interested in.

Having been in customer service in one form or other for 50 years, Blackpool-born and bred Neal found he missed interacting with people and so signed up to two and half hours a week.

He said "I've done all the DIY jobs I was given so I wanted to do something else!"

Neal had always had a positive opinion of the hospital as many of his family and friends had been treated here over the years: "I've only ever heard good things about the care here, especially in the Cardiac Centre," he said.

Although Neal doesn't know his way around such a big hospital yet, he has a trusty pocket guide in order to direct patients to where they need to be.

Being a volunteer is something that Neal gets a lot of satisfaction from.

He said: "Being here, I have learned that when people are unwell, they can also be confused and frightened.

"A smiling face at the front door puts them at ease.

"Patients, especially older ones are always grateful for the help we give."

And volunteering is something that Neal can see himself doing for a while yet: "While I can still walk and have my marbles, I'll look forward to coming here every week.

"Everybody is very positive and pleasant."

## Staff Lottery

To join the Staff Lottery this month go to <http://bfwnet/departments/lottery/>

Delighted midwife plans to spend top prize on holiday and DIY



August's numbers for the staff lottery were taken from the 'Armfield' machine with the button pressed by Clinical Audit team member Alison Green.

Taking home the top prize of £2,100 this month is Lesley Wilson, a Community Midwife whose colleagues were just as delighted to find about her win as she was.

She said: "I have been playing the staff lottery as long as it has been going.

"I was delighted to have won the money and will be spending it on a holiday and home improvements."

The second prize of £600 went to Gill Evans who works in the Recruitment Department.

She said: "I have been in the staff lottery for about a year.

"I was very surprised to hear that I had won – but very happy I must admit. I have just bought a house so this money will go towards that."

The third prize of £300 for August was won by Lisa Asher who works on Ward 11.

## Rambling Club

Blackpool Victoria Hospital Rambling Club meets on the second Sunday of every month.

Information on the walks can be obtained from Derek on 01772 679 153 or 07783 835 041.

# Under the Spotlight

**Dr Yassir Abdalla who works in the Emergency Department at Blackpool Victoria Hospital is 'Under the Spotlight' in this issue of The Pulse.**

**Where was your place of birth and where do you live now?**

I come from the Sudan and at the present time my home is in Preston.

**How long have you been working with the Trust and what is your present post?**

I've been here for about 10 months and I'm a GPST 1 Trainee, working at present as a doctor in the Emergency Department. I'm very much looking forward to the next stage in my training which is with the Dermatology/Rheumatology Departments.

**Who have been the most inspirational figures in your life?**

My parents and my wife. I could not have wished for better people to be with me in my formative years.

**Most frequented restaurant and absolute favourite dish?**

We tend not to dine out a lot. I much prefer to enjoy a good meal with my family; we just adore cooking at home!

**What food would you really turn your nose up at?**

I was brought up never to waste food, so I will eat anything put in front of me!

**What is always in your fridge at home?**

We always have basic foods like bread, milk and cheese in there.

**Which are your favourite sports? Do you support any clubs/individuals, or maybe even participate?**

I love football and I used to play a lot but an injury forced me to cease playing so I took up boxing for a club instead.

**What is the most traumatic situation you have been in?**

It took me a long time to recover from the death of my father, whom I loved dearly.

**Outside of the work environment, what interests do you have?**

I love walking in the countryside in places where there's peace and quiet, surrounded by the beauty of the natural environment. I enjoy listening to music as well. Music has the unique property of being able to reflect and to change the mood you're in!

**Is there anything you've ever wanted to do, or give a try?**



Dr Yassir Abdalla

I've always had an ambition to be an airline pilot, which is what my brother chose to be. Our father worked as an engineer with the National Airline and he used to take us to see what went on there. To do this I would have to give up my career in medicine, so of course it's something I will never be able to do.

**Would you class yourself as a day or night person?**

Working shifts I have to be both, though I definitely prefer to be a day person whenever possible!

**What's your idea of the perfect night/day out?**

Just being with friends and family is perfect for me. People are much more important than places.

**Which is the best film you've ever seen?**

Have you seen "Beautiful Mind"? It's an amazing film and is based on a true story. Well worth seeing!

**What was the best holiday you've ever taken?**

We had a family holiday to Syria once - which is a very beautiful country. We visited two lovely cities: Damascus and Aleppo.

**What music are you listening to at the moment?**

Anything that comes my way I will give it a try.

**What is the best advice you were ever given?**

Three pieces of advice I have found useful to me in life: Everything in life starts small and gets bigger, except sadness, which starts big and gets smaller! Never regret anything which happens to you in life. If it's good it's wonderful and if it's bad, it's an experience! Nothing is constant in life. Except change!

Interview by Denys Barber

## Lisa Jane is the Woman of the Year

Lisa Jane Brogan, who works in the North Lancs area for the Trust, is celebrating a top slimming award.

Lisa won the Woman of the Year award at her Slimming World group in Heysham. She won the award for losing more than four-and-a-half stone in just 29 weeks.



She said: "I was delighted to receive the award I must admit.

"I have tried diets before but this one has been brilliant and I feel fantastic.

"I just have so much more energy and feel so much better.

"The diet is great because you don't have to go hungry at all and you still lose weight just by eating the right foods and doing some exercise.

"I have had great support from my colleagues as well and I would like to thank them for their support."

## Follow the Trust on social media

The Trust is now on Instagram!

If you use the Instagram app you can follow the Trust by searching for Blackpool Teaching Hospitals.

The Communications Team will be featuring a selection of photos from around the Trust including events, visits and news from your colleagues.

We are urging as many staff members as possible to sign up to our Facebook and Twitter accounts. Facebook ([www.facebook.com/BlackpoolHospitals](http://www.facebook.com/BlackpoolHospitals)) and Twitter (@BlackpoolHosp) to keep up to date with the latest news, events and initiatives.

We will soon be putting more internal news on these accounts with details of training courses and diary dates etc in an effort to boost our staff communication channels.

The Trust has a social media policy so if you're planning to use Twitter, Facebook or Instagram for work purposes, please have a look at the policy before you start.

# Away from the Trust...

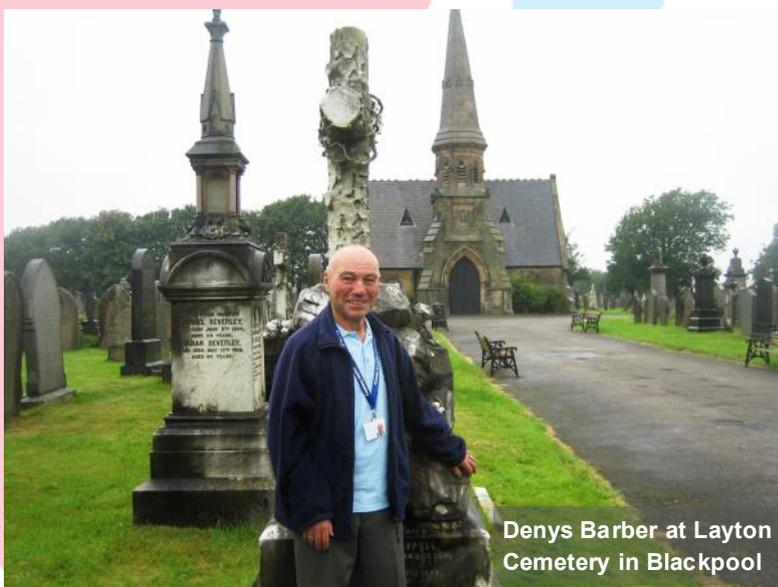
**Denys Barber is a devoted Trust volunteer and he has another rather unusual voluntary role. Here he explains why Layton Cemetery is special to him.**

"I am a retired teacher and I volunteer in the Emergency Department about 10 to 12 hours a week. Most of the time I serve meals and drinks to patients.

"However, two days a week I make my way down to Layton Cemetery where as a Friend of Layton Cemetery I help to keep the place tidy, report damage and act as a source of information to visitors – showing them individual graves, as they endeavour to build a family tree and I also conduct tours, which for me is the most rewarding part of the job.

"Layton Cemetery was opened in 1873 to replace St John's Churchyard in the town centre which was full by this time. Occupying 30 acres, Layton has more than 17,000 graves and we know the stories of more than a 100 people buried there and whose lives are closely linked to the town of Blackpool at a time when it was rapidly developing as the world's greatest holiday resort.

"Amongst these we have the grave of Sir John Bickerstaffe who had Blackpool Tower built and his cousin Robert who built Central Pier and was the town's first life-boat coxswain. We have the graves of Ada Boswell the mysterious "Queen of the Gypsies" who advised Queen Victoria how best to run the country, John Outhwaite and William Bean who built the Pleasure Beach, the Burton family whose biscuits are still world famous and the founders of Blackpool Football Club and The Evening Gazette to name but a few. There are six murdered people and two murderers buried at Layton and their shocking and scary stories we relate to our visitors providing as



Denys Barber at Layton Cemetery in Blackpool

much detail as they require. We have many hundreds of war graves as well from the Boer, Crimean and World Wars and the Indian Mutiny. In addition to sports and entertainment personalities, there are several people buried in Layton Cemetery who met very gruesome ends and their stories never fail to interest visitors.

"The next tours to take place at Layton and which are always free of charge, will be taking place during the Blackpool and Fylde Heritage Days Festival from September 8 to 11. The times will be 10am, 11am and 2pm every day. Maybe see you there!"

## New 'Humans of the Children's Ward' feature

**The Patient Experience team on the Children's Ward at Blackpool Victoria Hospital has started a new feature. 'Humans of the Children's Ward' will regularly feature staff on social media and on posters around the ward.**

The idea came from 'Humans of New York' on Instagram and other social media platforms. Paediatric Patient Officer, Rebecca Addey, said the idea was for patients and parents to have a better understanding of job roles within the service and for staff to be able to celebrate the work of their colleagues. The first 'Humans of the Children's Ward' candidate is MARJ GILMOUR, a housekeeper on the ward. Marj was also a finalist in the Together We Care category of last year's Celebrating Success Awards.

"I used to work with children's youth groups and in hotels for many years before coming to work at the hospital.

"I try to treat it like coming to a hotel; I welcome people and say "Hello, how are you?" to everyone I meet. I follow the same care with patients' food- presenting it nicely like a hotel meal.

"Parents have enough to deal with when they're here, without having to worry about food. If I can take one small worry away, they can focus their attention where it's most needed- with their child.

"I try to offer as much choice as possible. If a child doesn't have much of an appetite, I will offer them something else a little smaller that they can eat cold when they fancy it.



Marj Gilmour

"Each day I look out to make sure the small comforts are seen to. I might notice a parent sleeping uncomfortably on a chair, so I will find them another pillow. If I can make someone's stay a little more comfortable, I have done a good job.

"And when someone is leaving, I say to them 'even though it was a difficult time for you, I hope you have nice memories when you go home'. That's what it's all about in my job."

**Next to be featured will be Trust Chaplain Ian Baxter.**

# Competitions and Games

## BEFORE THEY WERE BIG

Opposite are twelve filmstars when they were a lot younger, all you have to do is name them?

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....
- 7.....
- 8.....
- 9.....
- 10.....
- 11.....
- 12.....

The first all correct entry drawn after the closing date below will win a £50 gift voucher courtesy of CDC Printers of Poulton.

Send your entries to:

Competitions,  
Communications Department,  
Home 15,  
BVH.

Name .....

Dept.....

Contact No.....



## Competition winner



Congratulations to Ian Carney who works in the Bereavements Office at the Vic. Ian's entry was the first all correct entry drawn for the last issue's 'It's a fair cop' picture quiz. Ian wins a £50 gift voucher courtesy of CDC Printers of Poulton. The correct answers were: Kojak, Popeye Doyle, Magnum, Carter, Serpico, Frost, Poncherello, Judge Dredd, Robocop, Lacey, McGarrett, Officer Dibble.

## Recipe — Healthy summer pizza

### Ingredients

- 100g each strong white and strong wholewheat flour,
- 1 tsp or 7g sachet easy-blend dried yeast,
- 125ml warm water
- 200g can chopped tomato, juice drained
- handful cherry tomatoes, halved
- 1 large courgette, thinly sliced using a peeler
- 25g mozzarella, torn into pieces,
- 1 tsp capers in brine, drained, green olive, roughly chopped,
- 1 garlic clove, finely chopped
- 1 tbsp olive oil,
- 2 tbsp chopped parsley, to serve

### Method

Mix the flours and yeast with a pinch of salt in a food processor fitted with a dough blade. Pour in the water and mix to a soft dough, then work for 1 min. Remove the dough and roll out on a lightly floured surface to a round about 30cm across. Lift onto an oiled baking sheet.



Spread the canned tomatoes over the dough to within 2cm of the edges. Arrange the cherry tomatoes and courgettes over the top, then scatter with the mozzarella. Mix the capers, olives and garlic, then scatter over the top. Drizzle evenly with the oil. Leave to rise for 20 mins. Heat oven to 240C/ fan 220C/gas 9 or the highest setting. Bake the pizza for 10-12 mins until crisp and golden around the edges. Scatter with the parsley to serve.

## And finally...

Three slightly 'potty' characters welcomed patients and visitors to Fleetwood Hospital during the town's Scarecrow Festival.

'Bill and Ben' and 'Little Weed' were created by two healthcare assistants in the run-up to Tram Sunday on July 17.

Lesley Christian and Deborah Steel, who work for the Trust, have created scarecrows for the event for the past couple of years.

Sheila Blade, a staff nurse at Fleetwood Hospital, said the scarecrows brightened up the entrance and gave people something to smile about.



HCA, Pam Stephenson with Bill and Ben and Little Weed