



Our golden stars Celebrate Success

Awards recognise Trust's amazing members of staff — Pages 22-30

Welcome

Hello and welcome to The Pulse staff magazine.

I'd like to start by saying congratulations to the winners and runners-up in our Celebrating Success Awards.

Our annual awards event, which was held recently, recognised excellent work by our staff and I was delighted to see so many worthy winners. We also held an event to recognise everyone who was nominated for an award and it was inspiring to hear their stories of great care and compassion.

It is heartening that in such tough times for the NHS, our staff remain positive and passionate about what they do.

I'd also like to thank each and every member of Trust staff who goes the extra mile in their work to care for patients and their families, day in, day out. You are making such a difference to our patients — thank you for everything you do.

We have also had ceremonies to recognise long serving employees and members of staff who had achieved additional qualifications. Again, well done to all involved.

I was delighted to hear that our flu awareness campaign had hit the national target of 75 per cent of frontline staff being vaccinated. Congratulations to everyone involved in this campaign and many thanks to our staff for supporting the campaign. There's still time to get vaccinated so that you can protect your patients, family, friends and yourself against the flu. Just contact Occupational Health to make an appointment.

And finally, we've had some major events over the last three months including the launch of a dementia-friendly garden at Clifton Hospital, an opening ceremony for our new Outpatients' reception area, the planting of a tree and a major photographic exhibition to mark Blackpool Victoria Hospital's 80th anniversary, a Butterfly Ball to raise funds to enhance care for patients with dementia, the opening of a new shop staffed by our volunteers and much more. We are a successful and dynamic Trust thanks to our dedicated, positive and compassionate staff.

Wendy Swift, Chief Executive (Interim)



In this issue

The target for our flu vaccination campaign has been smashed with more than 75 per cent of frontline staff having a jab. Read about this successful campaign — **pages 4 & 5**



A Butterfly Ball was held in Blackpool to help raise funds to enhance care for people living with dementia — **page 6**



Staff and members of the public raised money for a dementia-friendly garden at Clifton Hospital — **page 8**



A new Outpatients area was officially opened at Blackpool Victoria Hospital and a tree was planted to mark the site's 80th anniversary — **page 20**

Cover photo: Anthony Freestone receiving one of his awards at the Celebrating Success Awards ceremony — **Pages 22-30**

Put your finger on it...

Latest News.....	3-15
Fab NHS Change Day	15
Viewpoint.....	16
Trust Strategy.....	18
Celebrating Success Awards.....	22-30
Information Governance.....	36&37
Counter Fraud.....	38
Workforce.....	39
Christmas stories.....	40&41
Blue Skies Hospitals Fund.....	43&44
Volunteer Voices.....	45
Under the Spotlight.....	46
Away from the Trust.....	47
Competition.....	48
Recipe.....	48

Charly's dream is to return home to her family



Your Comms team

For advice and assistance with communications, promotional activities, stories and photographs email:

Communications@bfwh.nhs.uk



Derek Quinn,
Head of Communications
01253 95 6941
Derek.Quinn@bfwh.nhs.uk



Alison Bott,
Communications Officer
01253 95 3059
Alison.Bott@bfwh.nhs.uk



Ingrid Kent,
Communications Officer
01253 95 6875
Ingrid.Kent@bfwh.nhs.uk



Alma Stewart,
Communications Officer
01253 95 3059
Alma.Stewart@bfwhospitals.nhs.uk

Staff have been working with a patient who tragically had to have parts of her hands and lower limbs amputated.

They have been supporting brave and devoted mum, Charly Johnson, 41, from Blackpool, who is desperate to get home to be with her son Shaun 12, and daughter Katie, 10, but can't until a suitable property is found.

Charly is showing great resilience and good humour during her treatment at Blackpool Victoria Hospital after she developed sepsis and needed to have major surgery.

She said: "All I want is to get home to my two babies. They give me hope every day.

"They are missing their mum so much. I want to get home and to be reunited with them.

"They have been brushing my hair and feeding me. They are such good kids. They are lovely. I just want to leave hospital and to get on with it. I want to get settled – that's all I want to do now. Nobody wants to be in hospital. I want to get on with my life."

Charly is now hoping to have a hand transplant if it is medically possible.

She said: "I have already been on my new prosthetic legs. It was scary but amazing. I was six feet tall when I first put them on!

"They will adapt them for me as I'm usually 5ft 2 inches. The kids modelled one of my legs each. The hospital tries to get the kids involved as much as possible."

The operation on Charly's legs was carried out on September 20 and the operation on her hands took place on October 22 in Preston.

Charly said she believed her nightmare started when a little scratch on her knee became infected. She was on a shopping trip in Preston in June of 2016 when she started to get severe lower back pain.

She explained: "I couldn't even walk. My teeth were chattering and I felt sick.

"At that time I was working as a cleaner in a bakery and I had to ring in sick. I just felt that I wanted to sleep and keep warm. The next morning my son came in and said 'woah!' My daughter said I needed an ambulance."

Pneumococcal sepsis (blood poisoning) had set in and Charly had to be on life support for 23 days. When she woke up her hands and feet were black and she had no feeling in them. She needed to have part of her left arm, three fingers on her right hand and both of her legs below the knee amputated.

Charly's mum Linda and dad Christopher have been a great help as have her sisters Louise, Vicky and Yvette.

Charly, who is from Blackpool and has lived in the resort her entire life, needs a bungalow or similar sort of property and is waiting to see if this will be possible.

Friends and family have been fundraising for Charly so that she can return home as soon as possible.

Charly added: "Every little bit helps. The support I have received has been overwhelming.

"I have been very emotional. What people have done has been so heart-warming. It has brought everyone together. I can't say thank you enough."

News in brief

Trust boosts research in North West

Blackpool Teaching Hospitals is proud to be doing its bit to offer patients the opportunity to take part in research trials in the North West.

The Trust is among the six top recruiters in the region.

Michelle Stephens, Head of Research and Development for the Trust, said: "The Trust is highly research active and we know that the quality of care is higher than in Trusts that are not actively promoting and conducting research trials.

"Over the years we have developed more research in the Trust and strive to open new studies each year across all of our clinical specialisms.

"By offering research we are at the forefront of learning new techniques and treatments which will be offered to future patients.

"We would like to thank all of our patients – more than 12,500 since 2008 - who have joined one of our many studies."

NHS organisations in the North West showing the most significant increase in the number of recruiting research studies being undertaken during 2015 and 2016 also include Five Boroughs Partnership NHS Foundation Trust, Lancashire Teaching Hospitals NHS Foundation Trust, NHS Wirral Clinical Commissioning Group (CCG) and Blackpool CCG. The Royal Liverpool and Broadgreen University Hospitals NHS Trust recruited patients to the highest number of studies.

A league table published by the National Institute for Health Research (NIHR) Clinical Research Network (CRN) shows that the North West had a total of 1,381 studies for 2015/16. These studies led to more than 30,000 patients taking part in research studies.

Jabs? Nothing to fear!



Kerrie Chesters and Caroline Spence from Occupational Health have been urging members of staff to have a flu vaccination

Staff at Blackpool Teaching Hospitals who administer flu vaccinations say there's nothing to fear and everything to gain by having a jab.

Kerrie Chesters, Occupational Health Sister for the Trust, said people are often concerned that they might get flu from having a jab but this is medically impossible.

Kerrie explained: "We see a lot of people who have heard bad things about the flu jab but we can set people's minds at rest.

"People often worry that they will get flu from the jab but this is impossible. It's not a live vaccine – there are no live components within the vaccine. The worst thing people can experience is an

immune systems, can easily pick up illnesses that are going around."

Kerrie has worked for the Trust since 2008 and was initially a District Nurse in the St Anne's area.

She has now worked in the Occupational Health department for two years and recently became a Sister in the department.

She said the Trust's 'Peer Vaccinators' are an enormous help in making sure as many members of staff, students and volunteers as possible have the opportunity to have a flu jab.

She said: "Our Peer Vaccinators come from the Trust's clinical teams.

"They have training and then they go out with lots of vaccines into different areas within the trust.

"Peer vaccinators are also available to community based staff, where staff can't easily leave work to have a jab. They do a fantastic job."

Caroline Spence, a Clinical Administrative Assistant who works with Kerrie on the Trust's flu vaccination programme, added: "Most members of staff are up for having a jab.

"Personally, I get it done to protect myself and my colleagues. I also come into contact with patients and members of the public so I do it for them too.

"I wouldn't want to be off work with the flu."

Kerrie and Caroline said members of the public should contact their GP to enquire about flu vaccination.

Staff can book a vaccination with Occupational Health by contacting the team on 01253 957950.



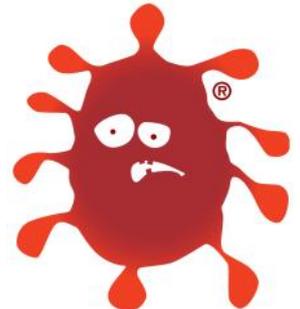
Wendy Swift, Chief Executive (Interim) has her flu jab with Kerrie Chesters and Caroline Spence from Occupational Health

aching arm. If people do have flu symptoms this could be due something other than the jab. They may already have picked up a virus.

"I think staff have a duty of care to protect patients within their care and should access the vaccination. You can carry the virus and not have any symptoms but then pass it on to patients, colleagues or family members.

"Being vaccinated means you can protect yourself, family, colleagues and patients who may be poorly or immuno-suppressed.

"For example, poorly or immuno-suppressed patients such as cancer patients with lowered



Flu campaign smashes national target

The Trust's annual flu jab campaign has smashed the national target of having 75 per cent of frontline staff vaccinated.

We were one of the first Trusts in the North West to hit the target thanks to the hard work of the 'Flu Fighter' team and to members of staff who decided to be vaccinated.

The campaign has had a particularly glamorous feel this year with a video featuring a drag queen and the Head of Resuscitation lip-synching to a re-written disco classic.

Disco diva Gloria Gaynor's famous song 'I Will Survive', was re-written, re-recorded and lip-synced by health staff wearing wigs and feathers to stress the importance of having a flu jab.

The Trust's Communications team was lucky enough to have the input of professional singer, Helen O'Neill, who kindly recorded the re-written lyrics free of charge. Members of staff from various departments were keen to be involved, dressing up and dancing to the disco classic.

Communications officer, Alma Stewart, re-wrote the lyrics to the song and organised the filming. Videographer, Lee Rayner, also from the Communications team, did the filming and production work at no cost to the NHS.

Anthony Freestone, the Trust's Head of Resuscitation and Luke Sumner, a charge nurse in the Cardiac Intensive Care department who once worked at Funny Girls in Blackpool, are the leading lights in the cheeky video which has a very serious underlying message.

Anthony, who is based at Blackpool Victoria Hospital, said: "I think it's essential that members of staff get a flu jab.

"By having a jab you can protect yourself, protect patients and protect loved ones. We want to get this message out to the maximum amount of people.

"The video is hilarious but it has an important message. It's about making sure that people stay safe this winter. It's about preventing staff from having to take time off sick and reducing admissions into hospital which will save money for the NHS."

Anthony also helped to promote the campaign at drop-in sessions at The Restaurant at Blackpool Victoria Hospital.

The Occupational Health department has the responsibility for vaccinating people in the following areas: corporate staff; clinical support and facilities management staff; student groups; volunteers and the National Artificial Eye Service (NAES).

The NHS Employers' FluFighter campaign can be followed on



Above: Charge Nurse Luke Sumner (right), with his mum, Liza Waring, and (right), Anthony Freestone, Head of Resuscitation for the Trust performing in the flu jab awareness video



Anthony Freestone, Alma Stewart and Lee Rayner

Twitter @NHSflufighter or go to the website: www.nhsemployers.org/campaigns/flu-fighter

To watch the Trust's flu video go to the link below:

<https://www.youtube.com/watch?v=bxFn9YTrf7U>



Staff from Whitegate Drive Health Centre performing in the video



Francesca Hall (left) and Shelley Cooper at the Butterfly Ball at The Hilton Hotel

Staff put on Butterfly Ball to enhance dementia care

A charity evening successfully fluttered by as hundreds of people attended a Butterfly Ball in aid of Blue Skies Hospitals Fund.

The ball, which was inspired by the Butterfly Scheme – a national initiative to identify patients living with dementia in a sensitive and discreet way – was held at the Hilton Hotel, Blackpool, on October 21 and raised a magnificent £6,750.

It was organised by nurse Francesca Maria Chiappe Hall, a Dementia Champion at our Trust, and Shelley Cooper who works for the Trust's strategy team.

The proceeds from the event will go towards Blue Skies' Peace of Mind appeal, which aims to enhance the care patients living with dementia receive across the Trust.

Guest of honour was the Butterfly Scheme's founder, Barbara Hodgkinson, who said: "What a fabulous evening of celebrating dementia care excellence we had. It was superbly organised by Francesca and Shelley and ably supported by the wonderful 'Team Butterfly' - but my overwhelming impression came from the constant stream of people coming up to talk about their passion for dementia care. Imagine that - at a ball! It was just brilliant."

Special guests on the night were Anne Nolan and Bobby Ball, who helped draw the raffle and entertained guests. Entertainment was provided by local band Touch The Pearl, and DJ and Compere Paul O'Brien who donated his time free of charge.

Francesca and Shelley said: "We were absolutely overwhelmed with the support we had for this event, especially as this was the first time we'd ever tried something like this.

"We're still on cloud nine – we're so pleased with how the event went and how much we've raised for this very important charity. It wasn't just about raising money; it was also about raising awareness of dementia and promoting the Butterfly Scheme which enhances care for patients with dementia whilst in hospital as well as promoting our hospital charity.

"We had more than 300 guests on the night, all of whom donated generously by taking part in the raffle and charity bingo. We were

also very grateful for sponsorship for the event which came in from medical suppliers Urgo, Medline, Turun UK, Ramblegard, and from Beaverbrooks the Jewellers' Blackpool Branch.

"We must also say a huge thank you to SF Taylor who printed our posters and tickets, to local photographer Steve Drummond who donated his time for the event, and also to our Trust Communications Officer Ingrid Kent and her husband Mark who also took photos for the event free of charge. Dave Hughes kindly filmed the night free of charge too.

"A very special thank you to Clare from Once Upon a Time Events Blackpool for kindly donating the beautiful chair covers which made the room look stunning. She even came the night before to cover every chair for us."

Francesca and Shelley also made special mention of 'My Stage Company' who provided Butterfly show girls for the event to welcome guests free of charge, Jill Clayton from Balloon Designs of Lytham, the NHS Choir and West Coast Lighting and all the local businesses and organisations who donated an array of raffle prizes.

They added: "We've had some really great feedback from the night, and to have raised so much certainly makes all the months of planning and hard work worth it. Thank you to everyone who has helped make such a difference in local dementia care. The Hilton did a superb job of making everything perfect for us on the night, and they've even donated 10 per cent of the bar sales to Blue Skies."

Blackpool Teaching Hospitals Chief Executive (Interim), Wendy Swift, said: "Thank you to Francesca and Shelley for their hard work in putting on such a fabulous evening and to everyone involved for their contributions and kind donations towards Blue Skies' Peace of Mind Appeal."

Photographs from the event can be viewed on the Blue Skies Facebook page – search Blue Skies Hospitals Fund. Copies can be purchased from the Blue Skies Office for £3.50.

All proceeds will go towards the Peace of Mind Appeal. Pictures can also be viewed on the Trust website.

Diabetes clinics launched



The diabetes team from Blackpool Teaching Hospitals

A new service has recently been developed by the Children and Young People's Diabetes Team and the Adult Diabetes Service at the Trust.

The service has used existing resources and is offered to all young people with diabetes. The transition process is planned from the age of 12 years and is essential for positive outcomes for young people with diabetes.

A NHS England report has found that diabetes can have a significant impact on the life of a young person and their family or carers. Good management and support through insulin

management, education and psychological services are essential to promote lifelong management of the condition and positive outcomes. Engagement with transition and adult services is crucial to achieve this and can fall down at times of transition, sometimes with serious and lasting consequences.

The Transition clinics have been designed to provide an integrated, seamless, high quality, patient centred service bringing a range of specialist services together, in order to provide a 'One-stop shop'. The project is also being evaluated by a Patient Experience Officer.

Double celebration for lucky Lise



Advanced Practitioner Lise Cross

The odds of winning the staff lottery are probably a few thousand to one but the odds of winning it the last time it is drawn before you leave the Trust are even higher! Lise Cross did just that.

Having played the staff lottery for years and never having won anything, she scooped more than £600 two weeks before she moved to another role.

Lise said: "It's amazing and completely unexpected as I am one of those people who

doesn't win anything. It's such a nice leaving present!"

After 26 years in the cardiac centre, Lise is moving on to her next challenge out in the community, working in a GP practice where she will be treating a variety of patients as an Advanced Practitioner. Qualifying in 1990, Lise has worked her way up and has covered every area of cardiac care and although she is sad to leave, she is looking forward to a new challenge.

She added: "I've made loads of friends while I've been here – 26 years is a long time. I'll be keeping in touch with the staff as I will only be down the road at Glenroyd.

The staff will be glad to know that part of my winnings will be going on saying goodbye!"

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



Lise and the CITU team

News in brief

Sessions for senior doctors and consultants



Members of the Palliative and End of Life Care Team with Dr Harriet Preston (third from left)

Senior clinicians are highlighting the importance of taking part in Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) simulation sessions at the Trust.

The sessions are facilitated by Consultant in Palliative Medicine and Clinical Lead for End of Life Care for the Trust, Dr Harriet Preston and have been well received by participants.

The next session for consultants, ST3+ doctors and GPs is on January 26 from 1pm to 5pm in the Simulation and Skills Centre at Blackpool Victoria Hospital.

Anthony Freestone, Head of Resuscitation for the Trust, said: "This course empowers people to communicate effectively and to have a greater awareness of the issues.

"The sessions are great because they cover communication and current legislation including the European Convention of Human rights Act (Article 8).

"Everyone brings something unique to the sessions and we share best practice."

To book a session, go to oneHR on the intranet and look under the courses section on the Resuscitation Department page.

You can also call 01253 95 7778.



Dementia garden is launched

A special garden which extends hospital care to the great outdoors has been opened at Clifton Hospital as part of a fundraising appeal by Blue Skies Hospitals Fund.

Blue Skies, the charity for Blackpool Teaching Hospitals NHS Foundation Trust, launched its Peace of Mind dementia appeal in November 2014 to raise money to enhance dementia care.

Part of the appeal was to create a dementia-friendly garden at Clifton Hospital and a garden party has been held to celebrate the completion of the work and launch the garden to the community.

The garden, which forms phase one of a two-phased project to make the whole courtyard at Clifton Hospital, off Clifton Drive South, Lytham, dementia-friendly, has been funded thanks to the efforts of hospital staff, visitors and volunteers, and grant funding from HSBC.

It features planting areas where patients can get their hands dirty while remembering a time when they might have tended their own garden, outdoor seating in a specially-made gazebo and a potting shed.



The new garden

The £20,000 project has been completed by Scarisbrick-based garden design company, Eden Play.

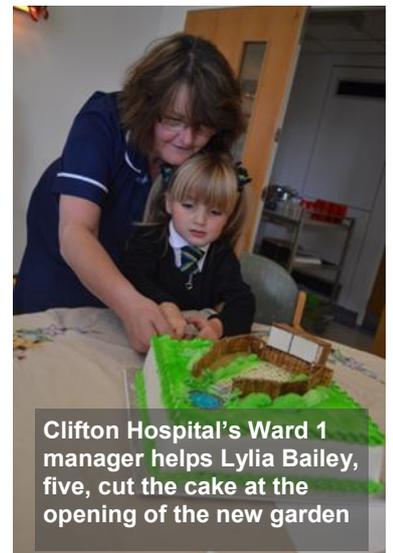
Officially opening the garden, Trust Chairman Ian Johnson, said: "The sun always shines on Lytham and there's no better place to be when the sun shines than in the garden."

"Last time I was here I put a spade in the ground to cut the first sod. Since then a lot of people have been very busy getting this garden to look as good as it does. Thank you to all the volunteers and staff and to HSBC who have all helped to make this project a reality.

"This has been a fantastic project and I think everybody who gets to use this garden will really appreciate it – it really makes a difference to have an environment like this. The work that has gone into this garden has truly made it a dementia-friendly space."

A cake made especially for the occasion was cut by five-year-old Lylia Bailey, who has helped out at fundraising events, including Christmas and summer fairs since the Peace of Mind Appeal was launched.

Head of Service at Clifton Hospital, David Kay, said: "I would like to thank all the staff and volunteers who, over the past few years, have given so much of their own time to enable the garden to become a reality. I would also like to thank Blue Skies and HSBC who have made valuable contributions to help ensure this phase of the project was completed."



Clifton Hospital's Ward 1 manager helps Lylia Bailey, five, cut the cake at the opening of the new garden

Staff open Carers' Cafe

Harvest Festival unites staff and patients



Housekeeper Debbie Drummond and ward clerk David Rafferty at the Carers' Café at Clifton Hospital

Staff at Clifton Hospital have set up a new café to provide support and companionship for carers.

The Carers' Café was launched on September 27, and carers of people living with dementia gave it the seal of approval.

Pauline and Jack Davies from St Annes, who have been married for nearly 20 years, were at the launch of the café.

Jack, a retired chartered accountant, was diagnosed with Alzheimer's disease two years ago and Pauline, who worked in catering and retired recently, is his carer.

Pauline said: "It's nice to go to the café and meet people."

"Friends don't always want to know. It's just the two of us most of the time. We do everything together."

Jack added: "It's good to get out because it's

usually just me and Pauline. I have enjoyed coming here to the café."

The café was the brainchild of Linda Broadbent, the manager of Ward 1 at Clifton Hospital.

Linda explained: "We already do a lot for our patients but we wanted to do more for carers."

"We could see that there were people out there in the community who needed help and support."

"I thought, 'why don't we set up a little café'. It's mainly for carers of people living with dementia but anybody can come. We won't turn anyone away."

"One woman came to see us and she was crying and needed support. We gave her a brew and had a chat. It's good to be able to help people. We are trying to make life easier for carers."

"A lot of people don't understand dementia. We know what makes people feel better and how to support them."

Volunteers from the Alzheimer's Society were present at the launch of the cafe to provide information and support.

Lynn Sumner, Tesco's community champion, was also at the event as the company has supported Clifton Hospital with fundraising activities on many occasions.

The Carers' Café will be open on the last Tuesday of every month from 2pm to 4pm in Clifton Hospital's canteen and refreshments will be served.



Staff at Clifton Hospital collected groceries for homeless youngsters and held a special Harvest Festival service for patients.

The event for patients, carers and families was held at the hospital near Lytham on September 27.

Tins and packets of food brought in by staff were donated to the charity Streetlife which supports homeless people under the age of 25 in Blackpool.

Jenny Nicholas, a healthcare assistant on Ward 1, has links with the charity and gave the food to Streetlife.

Clive Lord, a Chaplain for Blackpool Teaching Hospitals NHS Foundation Trust, conducted the well-attended service on Ward 1 of the hospital.

Val Gulwell, a sister on Ward 1 who has worked for the Trust since 1988, said: "Jenny suggested giving the food hampers to Streetlife."

"We feel we are giving something back to the community. They help us with fundraising so we want to give something back."

"The service was very well attended. Clive blessed the food and led the hymns. We hope to put on more events like this."

"The patients really enjoyed themselves. I love working with my elderly patients."

"It's a really nice place to work. The staff are passionate about the care of the elderly, otherwise they would not get so involved in fundraising."



Pauline and Jack Davies (centre) with patient Peter Lyttle at the first Carers' Café at Clifton Hospital

Clifton care co-ordinator is to be national charity's ambassador

Clifton Hospital's Skin Cancer Care Coordinator, Michelle Forsyth, is set to become a regional ambassador for a national charity.

Michelle is to use her skills to benefit Skcin, the Karen Clifford skin charity, which raises awareness through education, promoting prevention and early detection.

She said: "It is nice to be recognised and be invited to be an ambassador, as my main role is to raise awareness about skin cancers as everyone is at risk."

Following a big rise in referrals for possible skin cancers, Michelle is funded by Macmillan to educate the public about skin cancers.

She organises a lot of outreach events, visiting individuals or groups who will benefit from having more information on skin cancer and she also welcomes people popping in to see her at Clifton Hospital.

She is currently visiting care homes, GP practices, beauty therapy colleges and nurseries as well as holding sessions in more public arenas, such as garden centres and leaves attendees with a pack containing information and sunscreen samples. Completion of her one hour basic awareness courses results in a certificate.

Michelle said: "The training session I lead was put together by lead skin cancer nurse Heather Baines and I and part of the session covers identification of lesions. Whilst we don't expect people to be diagnosing skin cancers noticing a change and seeking medical advice is paramount as early detection ensures the best outcome.

"Raising awareness is a huge part of my varied role. I am fortunate enough to still provide support within a clinical setting which I love.

I also provide support and assist Heather and the Clinical Nurse Specialist Tony Eaton."

Skin cancer is the UK's most common cancer and over 80% of them are caused by over-exposure to the sun and/or sunbeds making the majority of all skin cancers preventable.

She added: "Car windows, conservatories etc, are no barrier to the damaging rays of the sun and this affects everyone. We don't advocate anything less than a factor 30 anymore and that it's important that people are protected against UVB and UVA rays.

"The star rating should be over 4. It doesn't have to be expensive as long as it provides that protection."

Michelle works with lots of accredited charities and companies to help her provide literature and free samples including the British Association of Dermatologists, Cancer Research, Sunsense, La Roche-Posay, and of course Macmillan.

She added: "I can be available to visit any school or business as we would all benefit from learning about prevention and early detection."

For further information, you can contact Michelle by emailing Michelle.Forsyth@bfwhospitals.nhs.uk.



Michelle Forsyth, Skin Cancer Care Co-ordinator

New hospital shop proves popular with visitors

A new volunteer-led shop at Blackpool Victoria Hospital is proving a great success.

The shop, which is based in the hospital's new Outpatients department, is run by volunteers to help raise money for the Trust's Blue Skies Hospitals fund.

Paul Davies, who oversees the shop, said: "The shop sells everything from newspapers to sandwiches and drinks.

"It has been extremely popular, especially the healthy options we stock.

"It is being really well used by visitors and staff and all the profit raised helps the Trust's fundraising efforts.

"We have been really fortunate to get great support from our volunteers who have been amazing and local businesses who have sponsored some of the equipment in the shop.

"We are delighted with the way things have gone so far."



Volunteers Mira Burton, Jane Dickinson, Ann Burgin and Eamonn Bourne at the new shop

The shop's opening times are: Monday to Friday, 8.45am to 4.45pm and Saturday and Sunday, 9am to noon.

Operation TLC

Staff teams across the Blackpool Victoria Hospital site have been working together to create healing environments for patients and staff as part of a special project.

Operation TLC aims to improve patient and staff experience through better use of heating, lighting and equipment.

Research shows that the conditions in a hospital – heat, light and noise – can have a big impact on someone's experience and recovery.

People often complain about the temperatures in hospitals so the team kicked off Operation TLC with a focus on creating more comfortable temperatures.

The team worked with ward staff to improve temperatures and give them more control over their comfort levels by recommending actions they can take to change temperatures.

Staff are now taking simple actions, such as wearing an extra layer or closing doors. They are also more aware of the actions they can take to help patients be more comfortable.

Staff in all inpatient wards worked hard to switch off lights when possible. The team's lighting campaigns focused on increasing natural light on the wards throughout the day, having 'Quiet Times' in the afternoon to allow patients to rest and having a set 'Night Time Switch Off'.

The team also asked the Senior Nursing Team how to embed Operation TLC in the hospital going forward and they had lots of ideas on this. On the wards, housekeepers will be helping to keep campaigns such as 'Quiet Time' and 'Night Time Switch Off' running smoothly, with the support of the ward managers.

The team has also been working to get Operation TLC helping in non-clinical areas around the hospital, including the labs and theatres. Staff in these areas are working to switch off equipment when it isn't in use and over weekends.



Team wins top award

Staff at Blackpool Teaching Hospitals NHS Foundation Trust are celebrating after winning a top regional award.

The Procurement department, based at Blackpool Victoria Hospital beat off competition from 17 other nominations to win the Supplier Engagement Award at the 2016 Excellence in Supply Awards organised by the North West Procurement Development organisation.

Head of Procurement at the Trust, Rajan Sethi, said: "These are particularly prestigious awards and we are delighted to have been recognised in such a way.

"The award is testimony to a strong and committed procurement team for the Trust and the overall North West region that continually strives to deliver the best for the patients we serve.

"I would like to thank all the members of staff who

have worked so hard to win the award and also thank our partners for their invaluable support."

Tim Bennett, Deputy Chief Executive at the Trust, said: "Quite rightly the focus in the NHS is on front line clinical services but behind the scenes support functions have a vital role to play as well.

"This award is due recognition of the excellent service the procurement team here at the Trust provides."

The 2016 Excellence in Supply Awards demonstrate the team's passion and commitment. It was also an endorsement of the NHS working in partnership and recognition our achievements at the highest level to deliver better patient care.

The Trust's Procurement department also collected a certificate for becoming one of the first in the region to be awarded a Level 1 accreditation from the Skills Development Network.

Youngsters stage Takeover Day bid

Young people from across the Fylde coast took over the running of Blackpool Victoria Hospital for a day.

The youngsters, many of them current patients at the hospital, took over the running of several departments as part of the Children's Commissioner's Takeover Challenge.

Takeover is a fun, hugely successful and exciting engagement project which sees organisations across England opening their doors to children and young people to take over adult roles. It puts children and young people in decision-making positions and encourages organisations and businesses to hear their views. Children gain an insight into the adult world and organisations benefit from a fresh perspective about their work.

One such person was Alex Sagar from Lytham High School.

The 15-year-old said: "When you think about

hospital you only really see doctors and nurses but the benefit of days like today is you see the wide range of jobs on offer that you didn't always know existed."

Other youngsters taking part included Morgan Leather, 14, who spent time with staff in the children's unit. She said: "It was good fun to interact with people and exciting and I really enjoyed it."

Another person taking part was Hannah Fletcher, 17, a student at Blackpool Sixth Form who worked with the hospital's Patient Experience Team.

She said: "It's good to get to see what staff do at work and also see patients and their experiences in hospital."

Andrew Health, Head of Patient Experience, said: "It's a real-life opportunity for students to experience work experience. It also helps to understand a young person's perspective better."

Therapist wins top award for using technology to boost care

A therapist has scooped a major award for her use of technology to improve patient care and outcomes.

Speech and Language Therapist, Veronica Southern, has been honoured by the North West Skills Development Network for her outstanding work in cutting across traditional boundaries with the use of IT leading to better patient care, enhanced patient experience and improved efficiencies in her organisation.

From a shortlist of five, Veronica, who is Clinical Lead in Telesolutions at the Trust, won the Clinician in Informatics 2016 Award at the Network's conference held at Blackpool's De Vere Village Hotel.

The award is given to a clinician who has excelled in the use of technology within their organisation or health economy. Veronica said she was thrilled to receive the award and the recognition it brings to the work she is doing to encourage healthcare workers to evolve and modernise their practices using technology.

Veronica designed, developed and delivered, with the help of Trust IT technicians and her Speech and Language Therapy colleagues, the Teleswallowing approach. Teleswallowing is an innovative use of telemedicine allowing a therapist, using a tablet, laptop or computer, to remotely, rapidly and accurately, assess a patient's ability to swallow without the need for face-to-face assessment.

"Swallowing difficulties can cause pneumonia, malnutrition and poor rehabilitation. Delays in the identification, assessment and management of the condition can cause the deterioration of a patient's health and possible hospital admission which could have been avoided if it had been assessed and managed earlier."

Veronica explained: "Our patients can use their phones, tablets and even their watches now to access goods and services. We need to be ready to deliver our healthcare services, where appropriate, using technology."



Veronica Southern, centre, receives her award from Juliette Kumar, Innovation Agency Associate Director for Improvement and Education and Gary Leeming, Director of Informatics, Greater Manchester Academic Health Science Net

Earlier this year Veronica and her IT colleagues also won one of NHS England's Challenge Prizes for their innovative technology ideas in a bid entitled "The Workplace of the Future: It's not where you go, but what you do."

The bid was to enable clinicians to deliver services via video conferencing and the use of apps allowing healthcare professionals to remotely share knowledge and experience rather than having to travel to attend meetings and training. Judges at the North West Skills Development Network described Veronica as not only having clearly demonstrated the vision but also having had the ability to share that vision with colleagues and make it a reality.

"With the use of technology, Veronica developed a solution that directly improved patient care and experience and enhanced her organisation which has been recognised as highly commended nationally," they added.

The North West Skills Development Network (NWSDN) provides an innovative learning and development infrastructure which supports continuing development of staff across the North West.

Dementia café proves to be a great success



Members of the Far North Neighbourhood Team at the Dementia Café event

Staff from the Far North Neighbourhood (community nursing and therapy) team staged a hugely successful event for dementia patients and their carers.

The dementia café event at Cleveleys Methodist Church, which was organised by Lucy Leonard, Team Leader, with support from her primary care partners at Cleveleys Health Centre, proved to be a great success. It proved to be a great example of partnership

between the NHS and other services such as the police, fire service and the council with everyone coming together to provide information and raise awareness of the support available for those with dementia.

The event also saw the launch of a new Dementia Buddy scheme where those with dementia wear a wrist tag or keyring that is linked to a phone contact where they can alert loved ones if they need their help.



Screening team expands service

The Trust's Lancashire Bowel Cancer Screening team has been successful in a bid to expand its services.

The team won a bid to run Bowel Scope screening services across Lancashire in 2014, commencing in Blackpool and will begin to treat its first patients on the Burnley General and Chorley and South Ribble sites in November.

It is another major step forward for the team (pictured above), which also runs the Bowel Cancer Screening programme across Lancashire.

This development has seen further recruitment of specialist screening nurses and administrative staff.

From November people aged 55 in Burnley and Preston will be invited for a one off flexible sigmoidoscopy procedure. This is a bowel scope screening test for any abnormalities such as polyps.

Louise Newton, Lead Specialist Screening Practitioner from the Service, said: "The team currently runs the programme in Blackpool, Fylde and Wyre and has provided an excellent service.

"Following the original successful bid, the planned phased roll out will now provide the same service in Preston and Burnley.

"This means there will be a major expansion for the service run by the Trust which is testament to the hard work and skill of the staff who have been involved so far."

The Bowel Scope Screening (BoSS) programme aims to reduce incidence of left-sided colorectal cancer by 50% in those who attend for screening after 10 years and in this way reduce mortality from colorectal cancer.

This programme is designed for prevention where the current Faecal Occult Blood test (FOBT) programme is designed for early detection.

Staff support national organ donation campaign

The Trust supported Organ Donation Week by urging everyone to join the national Organ Donation Register.

Staff took part in the campaign in September urging more people to 'Turn an end into a beginning' by adding their names to the register and talking to their families about their decision.

Every day across the UK around three people die while waiting for a lifesaving organ transplant and there are currently 6,500 people waiting for a transplant. Last year 74 transplants were received by patients in Lancashire but sadly 13 people in the county died before they received the organ they desperately needed.

Lee Coulthard, Specialist Nurse for Organ Donation at the Trust, said: "Organ donors do save lives. In many cases family members may not be aware of their relative's decision to donate their organs and it makes supporting donation extremely difficult. I would also ask people to really think this week whether they could be an organ donor."

Lee was helped by Jo Haythornthwaite who donated her husband's organs and lung transplant recipient Rosie Neath who told their stories at a special well attended public seminar. The three also worked together to hold awareness sessions for staff and visitors including one session with a giant Operation style interactive game at Blackpool Victoria Hospital which was an innovative way of publicising the subject.



Lee Coulthard, Rosie Neath and Jo Haythornthwaite

For more information about organ donation please visit the Organ Donation website www.organdonation.nhs.uk

Ward pulls out all the stops to give couple special wedding

Staff enabled a very special wedding to take place on a ward at Blackpool Victoria Hospital.

It was Tony Walton's dearest wish to tie the knot with his partner Andrea Clowes but sadly he was too unwell to leave hospital.

When ward manager, Lorna Heath and staff nurse, Janet Henshall, heard about the couple's plight they stepped in and, with just a day's notice, arranged for the wedding to take place on Ward 24 on Friday, October 28.

Lorna, Janet and other members of staff did a wonderful job of decorating the day room on Ward 24 so that Andrea, Tony and their friends and family would have a day to remember.

The couple had been due to get married later in November so the registrars kindly brought the date forward and conducted the ceremony at the hospital.

Andrea said: "We'd like to say a massive thank you to everyone on the ward for what they did for us.

"It was amazing. We could not have asked for anything better.

"The whole family said it was perfect. Tony did so well. He wanted to do it more than anything."

After the ceremony Tony went back to his bed which had been beautifully decorated with flowers by staff nurse, Karen Green. Everyone on the ward cheered as Tony walked in.

Lorna said: "We wanted to do it to give them that little bit of happiness.

"When I came in the staff had already started decorating the room. Janet brought a cake and we had a super buffet. It was a team effort that made it possible.

"Tony and Andrea's happiness was the most important thing to us.

"The registrars were really helpful – they arranged it as soon as possible."

Janet added: "It was so nice to be able to organise the wedding for Tony and Andrea.

"It's part of the care we provide and it's what nursing is all about.

"It doesn't always have to be hands-on; it can be psychological and emotional.

"Relatives need that care and compassion as well.

"Andrea and Tony didn't know what we had prepared – they said it was lovely."

Tony has sadly passed away since the wedding.



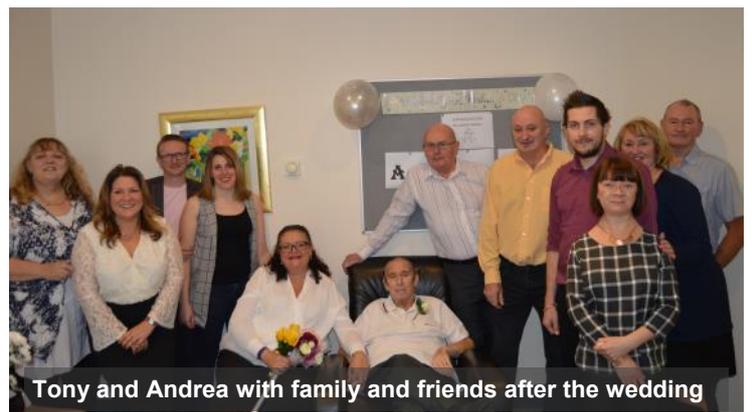
Andrea and Tony Walton with Lorna Heath (front) and Janet Henshall after the wedding ceremony



Staff nurse Karen Green who decorated the area around Tony's bed on the special day



Janet Henshall with the cake she decorated for Tony and Andrea



Tony and Andrea with family and friends after the wedding



Staff shine on Fab Change Day

The work of teams across the Trust was celebrated on NHS Fab Change Day.

Members of staff who had been making positive changes for patients were featured on social media throughout October 19.

The Trust's Acute Pain Team was one of the teams featured on the day. This team is responsible for educating hospital staff in dealing with patients in pain, monitoring specialised pain management techniques and intervening in the management of severe pain for patients who can't be managed by non-specialised teams within the Trust.

Dr Andy Ng is the Lead Consultant Anaesthetist for acute pain, Lisa Doughty is the Lead Nurse Specialist for Acute Pain and Angela Nield and Jenny McDonald are Clinical Nurse Specialists with the team.

Paula Vernon, the Clinical Matron who manages the Acute Pain Nurse Specialists, said: "The anaesthetists will plan to manage the patient's pain post operatively by prescribing painkillers or initiating a specialised pain management technique. The nursing team will ensure the technique is effective and monitor any manage any unwanted side effects.

"Although pain is predictable after an operation, there can be times when the medication or technique requires changes to aid its effectiveness. The nursing team will manage this to ensure patients are able to participate with physiotherapy. All monitoring is audited and the team benchmark their service with other acute pain services around the United Kingdom."

Another team which was featured on the day was the highly dedicated Nurse Practitioner Team. This team has found an innovative way of cutting the amount of time patients have to wait for a pre-operative assessment before they can be added to a theatre list.

Clinical Matrons, Jo Marshall and Paula Vernon, jointly lead the team which includes orthopaedic nurse practitioners, general surgical nurse practitioners and Gynaecology nurse practitioners.

Dr David Hume is the lead Consultant Anaesthetist with the team. There are 12 qualified nurse practitioners and two trainees. Some of the nurse practitioners have a dual role and also provide a trauma co-ordination service for emergency orthopaedic patients.

Paula explained: "We wanted to avoid 'peaks and troughs' in different clinical teams and through combining the services we have

managed to reduce routine waiting times to an average of three to four weeks rather than eighteen.

The focus of combining the two areas was to improve the quality of care for patients. It has also increased our revenue by £347,000 in 2015/16 due to ensuring all the increased activity was coded."

Also featured on the day was the Colorectal Cancer and Stoma Team which has achieved some fabulous results for stoma patients before and after they leave hospital.

Mr Thu Linn is the Lead Consultant Surgeon for Colorectal Surgery at Blackpool Teaching Hospitals. The nursing team also includes four Band 7 members of staff and three part-time Band 6 staff. The service covers Fylde and Wyre and the Blackpool area.

The Colorectal Cancer and Stoma Service offers support pre and post-operatively to patients diagnosed with colorectal cancer, which can require bowel surgery and/or oncology/radiology intervention.

Another team to be featured was the Enhanced Recovery Team which helps patients to leave hospital sooner and recover at home. Patients are spending less time in hospital due to a team approach in following enhanced patient pathways. As a result of this patients are able to be discharged from hospital more quickly.

The Enhanced Recovery Team also endeavours to pre-empt any issues that may arise at the pre-operative and post-operative stages to ensure patients have a smooth discharge from hospital. Patients and carers are asked to actively agree to participate in their enhanced recovery pathway.

Paula Vernon, Clinical Matron for the team, said: "The team works hard to reduce length of stay, to get patients home earlier and to prevent unnecessary readmissions."

Mr Jonathan Heath is the Lead Consultant Surgeon and Dr David Hume is the Lead Consultant Anaesthetist for general surgery. Mr Anthony Walker is the Lead Consultant Surgeon and Dr Helen Saunders is the Lead Consultant Anaesthetist for the Lancashire Cardiac Centre. Sister Jo Hartley is the Lead Enhanced Recovery Nurse for the team based at Blackpool Victoria Hospital. Sister Caroline Costello has started a secondment with the team to assist in rolling out the enhanced recovery programme within the cardiac centre.

The work of each of these teams will be featured in detail in subsequent editions of The Pulse



Viewpoint

The opinions of our executive team



Wendy Swift
Chief Executive (Interim)

As the festive season is upon us I would like to wish all members of staff a very Merry Christmas and a Happy New Year.

I would like to take this opportunity to thank all staff for their hard work; 2016 has been a very busy and challenging year and I am constantly reminded of how caring, committed and hard working our staff truly are.

We are all working hard to make sure that the Trust remains sustainable for the future and continues to be a great place for people to work and provide patients and their families with the best possible care.

Thank you for your continued support and hard work.

Have a great Christmas and a Happy New Year.



Prof Mark O'Donnell
Medical Director

According to the meteorologists, winter began officially on the 1st of December. Those of us working in clinical areas question where the Met Office gets its information from as it feels that winter and its pressures didn't ever stop in the last year.

The past year has been the hardest I can remember in my time working in the NHS and I do not foresee next year being easier. We have been set challenging targets for efficiency saving without any loss of quality and I know that all staff are working hard – very hard! – to achieve both of these aims.

I want to take the opportunity of the last Pulse of the year, on behalf of myself and our patients, to thank all staff, whether clinical or non-clinical, in acute or community settings, for their hard work over the past year and to wish you and your families a Merry Christmas and Happy New Year.



Marie Thompson
Nursing and Quality

I am delighted to share some good news on the quality front and safe staffing levels. A team from the Trust has successfully recruited 75 registered nurses from the Phillipines who will join in a phased arrival from Spring 2017. This will be a great boost for the Trust and thanks to everyone involved in the recruitment process. I'm delighted to also report that the Trust has been selected as an early test bed for the development of the new Nursing Associate Role from April 17. We will be supporting 13 placements in conjunction with the University in Central Lancashire, with placements that will cover community and hospital. More information will be shared in the new year. I would finally like to thank everyone in my areas for their hard work this year thanks those who will be working over the Christmas period to make sure our patients get the best care possible.



Pat Oliver
Director of Operations

The Trust has been extremely busy over the last few months and the challenges have been huge for everyone. In an effort to help we have been working on our Delivering Excellence programme which has seen us focus our attention on several key areas of work which we believe will have an impact on improving the delivery of care. We have made some real progress in various areas and we will continue with this programme and look at refining it to introduce some extra measurements which we hope will give us even more information about areas where we can improve. It has been busy but once again I have seen some fantastic work across all departments and I would like to thank staff for their efforts to make sure our patients get the best care possible. We know we are set for another busy few months so please keep up the fantastic work and have a happy Christmas.



Nicky Ingham
Workforce & Organisational Development

As a Trust we have many things to be incredibly proud of every day. I have spent the last few months continuing to engage with staff. We have celebrated the end of the first cohort of our Senior Collaborative Leadership Programme, Pioneer teams shared their staff engagement journeys, from Good to Great with the Executive Team and keen enthusiasts for the next cohorts. We had our recognition event celebrating academic achievements of staff along with staff who have long service in the NHS. We have received feedback on this event which was positive but also how we can improve. We held our annual Celebrating Success Awards which was a huge success and I would like to thank the Communications Team for all their hard work in pulling the night together which is no easy task. I continue to do my walkabouts and have observed compassion in practice by all our staff in dealing with very challenging times.



Tim Bennett
Interim Deputy Chief Executive

Health informatics is defined as: "The knowledge, skills and tools which enable information to be collected, managed, used and shared to support the delivery of healthcare and promote health." The recent Wachter review stated: "In order for the NHS to continue to provide a high level of healthcare at an affordable cost, it simply must modernise and transform." This transformation will involve enormous changes in, however, none of the changes are likely to be as sweeping, as important, or as challenging as creating a fully digitised NHS. In Blackpool we have brought together accommodation and share a data centre with Blackpool Council, introduced a comprehensive PC replacement plan, upgraded our networks and implemented new systems as well as creating a new five year strategy. We are looking forward to the future bringing better technology to support high quality effective care delivery.

Strategy campaigns highlight the need for partnership work

The Trust has launched its new **Together we can... strategy** recently and this is now a good time to show how it fits into the national, regional and local context of the NHS.

Nationally there are two major pieces of work, the Five Year Forward View (FYFV) and the Carter Review.

Regionally we have the Lancashire and South Cumbria Change Programme while locally we have the Fylde coast Local Delivery Plan, all of which fit into our own strategy.

Together the message is that we cannot now just focus on what we do as a Trust.

We have to look at all areas of health and social care in all areas that can work together in a far more joined up and integrated way across patient pathways than ever before to provide seamless care for people.

We cannot underestimate how huge this challenge will be for everyone involved because the timescales we need to do this are extremely tight but it will also bring opportunities for us to deliver better care for patients. The Trust's strategy has focused on this in recent months with the last two work streams - partnerships and collaboration - highlighting the importance of working closer together with partners.

We are already at the forefront of two Vanguard projects with the Extensive Care programme across the Fylde coast and Better Care Now in the North and it is vital that we work in partnership with other parts of the health and care system to address the gaps we have in services currently.

To meet the needs of our strategy and all the national and regional models for change that we are part of the message is we can't now just focus on what we do as a Trust.

We have to look at all areas of health and social care and see where we can work together in a far more joined up and integrated way across patient pathways than ever before to provide seamless care for people.



Together we can...

Partnerships

New models of care across the local health economy to deliver high quality care affordably

Blackpool Teaching Hospitals NHS Foundation Trust

The executive sponsor of this work programme is **Tim Bennett**, our Deputy Chief Executive, who says:

"Working in partnership with other parts of the health and care system is fundamental to how we address the gaps referred to above. The health and well-being gap is one that requires more than just a health service intervention but includes much broader issues such as employment, education, housing and other social factors. Likewise improving the quality of care we provide can be significantly enhanced if we start to provide services seamlessly and get rid of artificial organisation boundaries. The finance and efficiency gap will also need close cooperation and working across the whole of the health and care sector. For example if we are to reduce inappropriate admissions to hospital we need to make sure we have primary, community, social and voluntary services all lined up to deliver comprehensive packages of care with no overlaps and no gaps in provision."

Alongside **Tim**, **Karen Crowshaw** – Non Executive Director – is supporting this work programme.

"Our plans will only be delivered if we work with others in the area, that's why the Board and the Trust teams have been working on joint plans. This month saw the CCC's and The Trust hold a joint AGM, a good example of us all working to the same objectives - better patient care. You will also start to hear about the Healthier Lancashire project which looks at how we deliver to our patients across a number of providers."

Throughout November, we are focussing on the 'Partnerships' work programme currently being implemented as part of the Five Year Strategy.

This aims to **enhance the patient experience**, reduce inappropriate demand for acute services and provide a more integrated approach to care through partnership working to enable larger scale transformational change.

We will do this by undertaking a joint review across commissioners and providers to agree a matching of commissioner requirements and services offered.

This work programme aims to address 3 fundamental "gaps" in the way in which we currently provide services, set out in the Five Year Forward View by Simon Stevens (CEO, NHS England) as a clear challenge for the whole of the health and care sector.

These are:

- A Health and Wellbeing gap – we need to have clear plans to improve outcomes and quality of life for all our citizens. We know that in parts of Lancashire life expectancy is significantly lower than elsewhere and the proportion of people living with chronic diseases is some of the highest.
- A Care and Quality gap – aiming to reduce mortality rates, shorten waiting times and improve on the overall experience individuals have of the health and care system.
- A Finance and Efficiency gap – if we do nothing the health and social care sector in Lancashire will have a shortfall of nearly £700m by 2021.

www.bfwh.nhs.uk/togetherwecan

...and let us know your thoughts about **#BTHtogether @BlackpoolHosp**



Together we can...

Collaboration

Lancashire-wide redesign to deliver high quality care affordably

Blackpool Teaching Hospitals NHS Foundation Trust

The priorities for the Lancashire and South Cumbria and Fylde Coast plans are aligned: -

Priority 1: Implementation of population public health models – the Trust, and Fylde coast health economy, will be working with our Lancashire-wide partners to support the development of a single public health strategy across the region.

Priority 2: Maximise learning from Vanguards: As a partner in two Vanguards, Extensive Care and Morecambe Bay, the findings from our local implementation will be used to support new developments across the Fylde coast and Lancashire.

Priority 3: Sustainability through acceleration of priority national NHS Initiatives such as Carter, RightCare and Vanguards

Priority 4: The Trust is a partner in the Lancashire & South Cumbria Acute and Specialised Services workstream and is fully committed to collaborative working that will enable the provision of safe and effective services across the region.

Priority 5: Understand the Impact and participate in the implementation programmes for Technology, Workforce & Estates that will bring economies of scale, achieve best practice and reduce duplication and variations across organisations.

Throughout December, we are focussing on the 'Collaboration' work programme currently being implemented as part of the Five Year Strategy.

The executive sponsor of this work programme is **Wendy Swift**, our Chief Executive (Interim)

Alongside **Wendy**, **Mark Cullinan**, Non-Executive Director, is supporting this work programme.

Link to STP The Trust strategy was developed during 2015/16 and has commenced delivery in 2016/17, with the strategic ambitions reflecting the focus on clinical and financial sustainability; i.e. achieving an improvement in quality, safety and patient experience within the context of significant workforce and financial challenges.

The Trust has been a key participant in the development of the Lancashire & South Cumbria Sustainability and Transformation Plan (STP), with its own organizational priorities forming part of the Fylde Coast Local Delivery Plan (LDP), which in turn forms part of the STP. The vision for the STP is to improve outcomes and experience for citizens within the context of limited resources. This is fully reflected in both the Fylde Coast LDP and the Trust's five year strategy.

The Trust, working in collaboration with our Clinical Commissioning Group partners in Blackpool, Fylde and Wyre, has developed five key priorities which align to the Lancashire & South Cumbria Sustainability and Transformation Plan (STP).

Find out more at www.bfwh.nhs.uk/togetherwecan and let us know your thoughts using hashtag **#BTHtogether**

@BlackpoolHosp

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 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 Values

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

PEOPLE CENTRED

Serving people is the focus of everything we do.

POSITIVE

Having a can do response whatever the situation.

COMPASSION

Always demonstrating we care.

EXCELLENCE

Continually striving to provide the best care possible.

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

Our Ambitions



www.bfwh.nhs.uk/togetherwecan

#BTHtogether together@bfwhospitals.nhs.uk

Together we can...

Trust holds first joint AGM with clinical commissioning groups

Fylde coast residents heard about the latest developments in local NHS services at a special event.

For the first time ever, Blackpool Teaching Hospitals NHS Foundation Trust, which provides services including Blackpool Victoria Hospital and the Blackpool and Fylde and Wyre clinical commissioning groups, which plan and buy services across the Fylde coast, joined forces to stage their annual meetings on the same day at the same venue.

The event gave the organisations the opportunity to look back on some of their successes and highlights of the past year and also incorporated the formal presentation of each organisation's annual report and accounts.

One of the main presentations was from Dr Andrew Weatherburn who spoke about the success of the new Extensive Care programme which has recently been expanded across the Fylde coast.

A number of health and social care partners also held stands to promote the excellent work they do in the community.

Chairman of Blackpool Teaching Hospitals NHS Foundation Trust, Mr Ian Johnson, said: "This was the first time all three organisations 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 Clinical Commissioning Group said: "I was really pleased with the evening.

"It was a good opportunity for the three organisations to come together to share the excellent work that is going on around the Fylde coast to provide the best possible healthcare for patients.

"I would like to thank everyone who was involved including the exhibitors and the members of the public who attended."

Mary Dowling, chair of Fylde and Wyre CCG, said: "We are very pleased with the level of interest and participation in the Fylde coast health event and annual general meetings.



Ian Johnson, Mary Dowling and Roy Fisher at the Fylde coast NHS Annual Meeting

"This was the first time we have had such an event and it couldn't have gone better. We look forward to continue partnership working between all the NHS organisations on the Fylde coast."



The panel, from left, Dr Andrew Weatherburn, Dr Amanda Doyle, Roy Fisher, Dr Tony Naughton, Mary Dowling, Wendy Swift and Ian Johnson



Members of the Fylde Coast Falls Car team gave demonstrations on techniques they use to assist patients



Anne Lloyd and Stan Chapman from the Extensive Care Service



Ingrid Kent and Derek Quinn from the Trust's Communications team



Danielle and John Barnett unveil the memorial plaque in the Outpatients department watched by Trust Chairman Ian Johnson

Launch of new Outpatients area

Patients at Blackpool Victoria Hospital are benefiting from a new £408,000 outpatients area after it was officially opened this week.

The new development was given the green light after Blue Skies Hospitals Fund allocated £200,000 to the project, made possible thanks to generous donations to the Trust charity and was opened by the High Sheriff of Lancashire, John Barnett MBE DL and his wife Danielle alongside Ian Johnson, Chairman of Blackpool Teaching Hospitals NHS Foundation Trust.

The scheme modernises the outpatients area at the hospital with a new entrance and reception area and will help patients find their way around the hospital easier with one dedicated reception area supported by Trust volunteers.

Performing the official opening, Mr Barnett said: "Danielle and I are immensely proud to be here in our local hospital seeing the wonderful innovations that are taking place.

"This is a wonderful place for patients to come and they will feel more relaxed in this modern, open space.

"It was 25 years ago that Danielle and I had a conversation with Les Dawson about the hospital's scanner appeal and we promised him then that we would support all the hospital's appeals. We have been involved with such appeals as the Macmillan Windmill Appeal when

Danielle was invited to cut the first sod. It is a wonderful honour to still be involved with the hospital and we are so proud of you all."

Wendy Swift, Chief Executive (Interim) said: "This is really fantastic, so many staff and volunteers have been involved in this project and I want to say a big thank you to everyone who made it possible. Blue Skies have really supported us and this is a success because everyone has worked together."

Doug Garrett, Chairman of Blue Skies' Charitable Funds Committee, said: "Blue Skies has been able to make this large contribution to the outpatients development thanks to an extremely generous legacy which has been left to the charity.

"This scheme just proves how important the charity is to the Trust's work, and how all donations from Blue Skies are used purely to benefit patients and to make their visit to hospital as stress-free as possible."

"This really is fantastic. So many staff and volunteers have been involved... thank you to everyone who made it possible."

Wendy Swift



Danielle and John Barnett with Ian Johnson at the tree planting

Chairman, Ian Johnson, linked the opening to the 80th anniversary of Blackpool Victoria Hospital and added:

"It is a special day today, being our 80th birthday and opening a new Outpatient centre.

"While 80 may be the new 60, there is nothing elderly or frail about this institution which is so forward thinking in its care for patients."

The Trust's patients panel members were also praised for their role in the development of the area. In a unique partnership members of the panel were involved in the new building from its initial concept to its final design, coming up with some excellent ideas such as how high desks should be and how many wheelchair spaces should be allocated in the clinics.

Trust marks its 80th birthday with special events

A series of great events took place as part of Blackpool Victoria Hospital's 80th birthday celebrations.

An exhibition of vintage photographs, equipment and uniforms was displayed at the hospital from September 26 to 30.

The display was courtesy of the Lancashire Archives, where many photographs and other items have been housed. The Lancashire Museum also allowed to borrow an old nurse's uniform and medical artefacts.

Tour guide and volunteer at the hospital, Denys Barber, also ran history tours around the site.

Denys, who also runs regular tours as part of The Friends of Layton Cemetery, conducted the tours for three days. The route encompassed original features and described how the hospital had changed over the years.

Denys is still running these tours on a monthly basis, with the next tour planned for January 8 at 2pm. Please check our Facebook and Twitter sites for further updates.

Former and current nurses who lived in the quarters on the hospital site over the years were given the opportunity to have a tour of the modern accommodation.

As part of the celebrations, an Acer tree was planted near the outpatients department and a vinyl photograph, 'Window to The Past', depicting a prize giving ceremony in the 1950s, was placed over the archway that would have led into the original hospital entrance.



Alma Stewart with one of the volunteers who helped out during the exhibition and a model of a skeleton wearing an old nurses' uniform



Sister Elaine Fishwick with the 'Window To The Past' on the main corridor at Blackpool Victoria Hospital



Part of the exhibition of old photographs and artefacts



Denys Barber with visitors on the Hospital History Tour

Celebrating Success



The Trust's Head of Resuscitation, Anthony Freestone, who won the Together We Care Award and the Chairman's award and (inset) Anthony is pictured with Trust Chairman Ian Johnson and Martin Bell from Emis Group

Golden stars of the health service were honoured in the 10th annual Celebrating Success Awards organised by Blackpool Teaching Hospitals NHS Foundation Trust.

This year's event broke all records with more than 450 entries including 150 in The Gazette's Patients' Award category which sees people who have received treatment nominate both clinical and non-clinical staff.

The event had an Olympic theme of 'Going for Gold' and the finalists truly shone. Funded entirely by generous sponsors, the ceremony was held in the Empress Ballroom at the Winter Gardens in Blackpool on Friday, November 25, and included staff from across the Fylde coast and North Lancashire.

Wendy Swift, Chief Executive (Interim) of the Trust, said: "Our Celebrating Success Awards recognise the exceptional work that is carried out by our staff. We are privileged to have these highly committed members of staff who strive for excellence and are constantly working to provide the best care possible for our patients."

Chairman of the Trust, Ian Johnson, added: "This year's winners demonstrate the breadth of talent within our Trust. I wish to congratulate all of our finalists for their dedication to patient care and for constantly striving to improve the services we provide."

Voted for by the public, the highly coveted Gazette's Patients' Award was won by Mr Jawad Islam, a Consultant Urologist for the Trust.

The wife of a patient with major health complications praised Mr Islam for his honesty and for instilling confidence in all concerned. She was particularly impressed when Mr Islam visited her husband while on annual leave. Another patient described Mr Islam as understanding, approachable and calm. His care for the whole family was greatly appreciated.

The runners-up in this category were Ward 7 (now part of Ward 15B) and the District Nursing Team, Lytham.

More than 20 patients took the time to nominate Ward 7 for providing exceptional care in a warm and friendly environment. Patients wrote of the importance of being kept informed of how their

Celebrating Success



Mr Jawad Islam makes his way to the stage to collect The Gazette's Patients' Award and (inset) Mr Islam is pictured with Deputy Editor of The Gazette Andy Sykes, Chairman Ian Johnson and Chief Executive (Interim) Wendy Swift

treatment was progressing and how this was delivered in an empathetic and compassionate way.

The District Nursing Team, Lytham, was described as unfailingly professional, cheerful and caring. One family member said the nurses had enabled her and her husband to make the most of everyday life by helping to solve problems, giving practical advice and offering the best support possible.

The Trust's Head of Resuscitation, Anthony Freestone, was the winner of the Together We Care Award which reflects the organisation's vision and values.

Anthony won the award for constantly striving for excellence and for embodying the Trust's values of being people-centred, positive and compassionate. His overwhelming desire was to improve himself and the service for patients and the public. In highly stressful situations he was able to show kindness and compassion to patients and relatives.

Runners-up in this category were Dr Peter Hayes and the Specialist Continence Service and Home Delivery Team.

Dr Peter Hayes has dedicated much of his career to the Trust and was described as an extremely positive and people-centred leader. As Deputy Divisional Director of Unscheduled Care, he was praised for providing support and direction to all staff and for masterminding significant improvements in patient care.

The Specialist Continence Service and Home Delivery Team was nominated for working to fulfil the Trust's values of being people-centred, compassionate and positive as well as providing a rounded service to meet the needs of all. The team was also praised for breaking down stigmas and for offering a caring service.

Dr Venu Kollipara won the Trust's Employee of the Year award for his unstinting work as Head of Department on the Acute Medical Unit (AMU). He led the team by example during the creation of the Trust's Ambulatory Assessment and Combined Assessment and Triage Units. He was described as a great role model who truly embraced the team spirit. He also inspired AMU staff to constantly strive to improve patient safety and patient flow.

The runners-up in this category were Rachel Ebert, a medical secretary and Gill West, a Specialist Nurse Practitioner in the Sexual Health Department.

Rachel was honoured for making a valuable contribution to the cardiac team and the Trust through her positive attitude and determination to succeed. Her team described her as a kind, considerate and compassionate member of staff who was always ready to assist others and who devised innovative ways of working to save time throughout the year.

Gill was described as the epitome of an excellent manager, oozing warmth, concern and genuine care for staff, patients and the service. She was said to demonstrate the utmost professionalism with her clients, members of staff and visitors.

Continues on page 24

Celebrating Success



Chief Executive (Interim) Wendy Swift congratulates Dr Venu Kollipara on winning the Employee of the Year Award and (inset) Chairman Ian Johnson, Paul Talaczyk from Allcool, Dr Kollipara and Wendy Swift

Continued from page 23

She went out of her way to mentor staff and to foster a culture of professional growth.

Ruth Boardman and Rena Shanahan were the winners of the Trust's Golden Heart Award which recognises people who have saved or changed a life.

Described by their nominee as "angels in disguise", Ruth and Rena set up the Hint of Pink charity based in the Trust's Breast Care Centre in 2010. Both are patients and former members of staff who wanted to give something back to the service that had helped them. They support others by volunteering at the Breast Care Centre every week and have raised a large amount of funds to enhance care for breast cancer patients.

Runners-up in this category were Healthcare Assistant, Paul Tilling

and Cardiothoracic Consultant, Mr Andrew Duncan. Paul was described as "a one man charity money making machine". He dedicated much of his own time to raising money for Brian House Children's Hospice through special events. His desire was to better the circumstances of as many people as possible.

Mr Duncan was nominated for going the extra mile in more ways than one! He was honoured for showing huge compassion to his patients and, along with his colleague Mr Nidal Bittar, for raising charity funds by undertaking gruelling cycle rides.

Mr Duncan was also described as a great mentor to his staff who was 100 per cent committed to his patients, often visiting them while on leave.

The title of Clinical Team of the Year went to the CT (Computerised Tomography) Department; a forward-thinking team that has

Celebrating Success



Ruth Boardman (right) and Rena Shanahan with Wendy Swift, Ian Johnson and Emlyn Williams Weightmans



The Computerised Tomography (CT) team picking up the Clinical Team of the Year Award

dramatically improved the service it provides. The efforts of administrators, radiographers and other team members have resulted in waiting times being cut dramatically by 33 per cent over the course of 12 months.

Runners-up in this category were the Emergency Department and the Early Supported Discharge team.

The Emergency Department has responded to unprecedented demand over the last 12 months with strength and determination.

The team has ensured that patients have continued to receive the best possible treatment.

Patients have a chance to go home sooner thanks to the Early Supported Discharge Team. Team members have designed an integrated model of care through which patients receive intensive therapy, helping them to regain their independence.

The title of Non Clinical Team of the Year went to the Trust's Patient Tracker

Continues on page 26

Celebrating Success



The Patient Tracker Team with the award for Non-Clinical Team of the Year



The Extensive Care Service team which won the Innovation and Service Improvement Award

Continued from page 25 Team. This multidisciplinary team devised an interactive communication tool to improve patient care. A patient's journey can now be tracked from referral to transfer or discharge through this easy to use electronic system.

Runners-up in this category were The Corporate Bench and e-Rostering Team and the Catering Department.

The Corporate Bench and e-Rostering Team has successfully

recruited more than 400 Healthcare Assistants and 300 Registered Nurses to the Trust. This has contributed to a reduction in agency spend as well as providing continuity of patient care.

The role food plays within a hospital is of vital importance and the Catering Department is dedicated to providing healthier food to patients, visitors and NHS staff. The team was praised for its work on the introduction of a new electronic meal ordering system for patients.

Celebrating Success



Alex Murphy, runner up in the Innovation and Service Improvement Award and recipient of the Chairman's Award



Chairman of the Trust Ian Johnson presents Mr Andrew Duncan with his award



Adam Dugdale receives his Unsung Hero Award from John Barnett from Radio Wave and Racquelle Morris from award sponsor Hempsons with Wendy Swift and Ian Johnson

New ways of working will be key to the success of the NHS in the coming years, so the Trust's Innovation and Service Improvement Award went to the recently established Extensive Care Service.

This ground-breaking service sees all clinical team and support staff working together to improve the health of patients with long-term conditions. Patients are helped to manage their conditions and the need for unplanned hospital stays is dramatically reduced.

The runners-up were Alex Murphy and the Fylde and Wyre Falls Car.

Alex was recognised for developing a programme to improve child development and readiness for school. The project has helped more

than 100 parents of three-year-olds and has been rolled out in Fylde, Wyre, Lancaster and Morecambe. Parents described the scheme as excellent. Staff from the Trust's Rapid Response Team and the North West Ambulance Service have worked together to create and run the Fylde and Wyre Falls Car service. The service provides an urgent response to 999 and 111 calls from people who have fallen at home or in the community and has achieved a 55 per cent drop in unnecessary hospital admissions.

The title of Radio Wave's Unsung Hero went to Adam Dugdale who works in the Trust's Filing Team. Adam was described by his colleagues as a passionate and dedicated employee who always offered

Continues on page 28

Celebrating Success



Members of the Catering Department walk to the stage to pick up the Non-Clinical Team of the Year runner up award



The Bench and e-Rostering Team members with their runner up award for Non-Clinical Team of the Year



The District Nursing Team, Lytham, with their runner up award in The Gazette's Patients Award category



The Emergency Department who were runners up in the Clinical Team of the Year category



Members of the Fylde and Wyre Falls Car team and Alex Murphy with their certificates for coming runners up in the Innovation and Service Improvement category

Continued from page 27 to help staff when they were struggling and who helped his department to develop and run smoothly.

The runners-up in this category were Directorate Manager of Unscheduled Care, Natalie Davidson and Practice Development Sisters, Sharon Vickers and Sharon Ellis.

Natalie was recognised for giving everything to her role and for her commitment, positivity and commitment to excellence in all of the areas she covers. She was said to have a tough job to achieve Emergency Department targets and was praised for working

innovatively to find ways to deliver the best quality of care possible for the local population. Known collectively as 'The Sharons', the Practice Development Sisters have provided huge support to overseas nurses and their families and have been inspirational in the work they have done with local schools and young people. They have encouraged youngsters to become Young Health Leaders, empowering pupils to deliver health messages to their peers.

The special Chairman's Award, judged by Ian Johnson, went to three worthy recipients this year.

Mr Johnson decided to award £500 to Anthony Freestone to be

Celebrating Success



Mr Andrew Duncan (right) and Paul Tilling (fourth from right) with their certificates for coming runners up in the Weightmans' Golden Heart Award category



Staff from Ward 7 (now part of Ward 15B) who were runners up in The Gazette's Patients' Award category



Gill West and Rachel Ebert who were runners up in the Employee of the Year category



Natalie Davidson (third from right) with 'The Sharons' - Sharon Vickers (second from right) and Sharon Ellis (their from left) with John Barnett from Radio Wave, Raquelle Morris from Hempsons, Wendy Swift and Ian Johnson



Members of the Specialist Continence Team and representatives of Dr Peter Hayes with their runner up awards for the Together We Care Award



Members of the Early Supported Discharge Team with their runner up award in the Clinical Team of the Year category

spent on new initiatives within his department. He also awarded £250 to Mr Andrew Duncan and £250 to Alex Murphy. A special performance was put on by the Trust Choir and the presenters for the night were Radio Wave news editor Andy Mitchell and presenter Hayley Kay. The Trust would like to thank its sponsors Weightmans, Hempsons, Allcool, Emis Group, JE Harrison Builders, CDC printers, G2 Speech, Medirect, Beaverbrooks the Jeweller and Medstrom. The Trust also wishes to thank its raffle prize sponsors

Beaverbrooks, Let's Connect, Rowley's Offside Catering, Events and Hospitality, Piper's Restaurant, The Winter Gardens, Blackpool Zoo, the Sandcastle Waterpark, Costa Coffee, Lloyds Pharmacy, Blackpool FC, Marks and Spencer and Polka Dot Pantomimes.

Members of staff can view and download additional photographs on the staff intranet on the Celebrating Success Awards mini site.

Staff honoured for excellence

A special event was held to recognise everyone nominated for one of Blackpool Teaching Hospital NHS Foundation Trust's annual Celebrating Success Awards.

The organisation's Nominations Event took place in the Education Centre at Blackpool Victoria Hospital on Thursday, November 3.

Members of staff and teams packed the lecture theatre to receive certificates from Trust Chairman, Ian Johnson and Chief Executive (Interim), Wendy Swift.

The awards categories included Clinical Team of the Year sponsored by Medstrom, Non-clinical Team of the Year sponsored by JE Harrison, Unsung Hero sponsored by Hempsons, Innovation and Service Improvement sponsored by Medirest, Employee of the Year sponsored by Allcool, Together We Care sponsored by G2 Speech UK, Weightmans' Golden Heart Award and The Gazette's Patient's Award.

The winners of the Celebrating Success Awards were announced at an awards ceremony on Friday, November 25, in Winter Gardens Empress Ballroom.

Here is a selection of photographs from the Nominations Event.





Dedicated staff from around the Trust were honoured at the annual Staff Achievements Awards and Long Service Awards.

A range of colleagues received certificates from Chairman, Ian Johnson and Chief Executive (Interim), Wendy Swift, to honour their long service and or their commitment to picking up academic qualifications to help their personal development and also provide a better service for patients.

Members of staff were also recognised for long service of 20 30 and 40 years.

Mr Johnson said: "Every day I see the fantastic work our staff undertake and I am privileged to be able to pass on my thanks to all those staff who are here today who have shown such great commitment to the Trust."



Pioneering event shows people how to live well after cancer

People living with cancer or recovering from the disease were invited to a health and wellbeing event in Blackpool.

The aim of the pilot event was to provide better access to information and support to enable individuals from the Fylde coast to live well while recovering from cancer.

Researchers have found that more and more people are surviving cancer but not everyone has a good quality of life as they are recovering.

With this in mind, the event organisers decided to provide as much information as possible so that people could find physical, mental, emotional and practical support.

More than 100 people attended the event at the Village Hotel on November 15 which was organised as part of the Living With and Beyond Cancer (LWBC) programme and involved planning from by LWBC team, Macmillan Information Manager and Clinical Nurse Specialists at Blackpool Teaching Hospitals NHS Foundation Trust.

Jessica Jones, Macmillan Clinical Transformation Lead for the Trust, said: "The event was very successful and feedback has been very positive.

"We thoroughly enjoyed helping people to get the information and support to help them live well with and beyond cancer. The events allow people living with cancer and their families to take control of and participate in their own recovery and to learn about positive lifestyle changes.

"People who attended the event have been asked to complete feedback forms to say what they thought of the event and make any suggestions. We will be putting together a full report from the feedback so that we can make the next event even better.

"Staff working in other departments and from community teams also attended the event to find out about what support is available for cancer patients. We would like to thank all of the teams, charities, organisations and support groups that have supported the event."

The event opened with the opportunity for people to browse a large selection of stalls including clinical nurse specialists from the Trust, health and social care professionals, charities and support groups. There was also a wellbeing section with information on complementary therapies, exercise and how to 'look good and feel better'.



Marion Bennie, Kerrie Newsham and Jessica Jones from the Trust's Living With and Beyond Cancer programme



Helen Bright, Maria Ronson, Sarah Royle and Jemma Gallagher



Sarah Howe, Emily Seddon, Caroline Livesey and Joanne Wild



Sandra Peet (left), Brian Peet and Pat Lord from the Phoenix Bowel Cancer Support Group

Presentations were made by health professionals including how to eat well after cancer, the importance of physical activity, advice for carers, employment support and mental health services. Participants said they found the information useful and picked up leaflets and brochures that were relevant to them.

One participant said: "It was so good to see so many staff who are there to help and support those of us with cancer." Another said "sharing information with others" was helpful. One person said it was good to have practical leaflets available to take away and read at leisure.

Another said: "I am grateful to everyone who helps with the fight against cancer. Thank you so much." A carer added: "I found the information very beneficial."

Four Health and Wellbeing events are being planned throughout 2017: Tuesday, February 21, Tuesday, May 23, Tuesday, September 5 and Tuesday, November 14. Further details will be released nearer the time.

For further information on the Living With and Beyond Cancer programme and to sign up for notifications of future events please email: LWBC@bfwhospitals.nhs.uk or call the project team on 01253 957147.

For more photos from the event see the Trust's website: www.bfwhospitals.nhs.uk

Trust staff offer Best of Health

Members of staff from Blackpool Teaching Hospitals were among those recognised for excellence in a leading newspaper's annual health awards.

Exceptional individuals and teams were honoured in The Gazette's Best of Health Awards at the Imperial Hotel in Blackpool on September 29.

Chantelle McGovern, winner of the Midwife of the Year category, earned her award for helping a woman through a lengthy labour, long after her shift had finished.

The title of Doctor of the Year went to Dr Shabbir Susnerwala, a clinical oncologist based at Blackpool Victoria Hospital's Windmill Unit.

Dr Susnerwala, who has recently retired from the Trust, was nominated by one of his patients, former mayor of Blackpool Betty Crighton, who described him as "a wonderful and caring doctor".

Operating theatre practitioner, Peter Mowbray, won the newspaper's Unsung Hero award. Peter used the torch on his mobile phone to help save a security guard's life after he was attacked in Blackpool.

Francesca Hall won the title of Nurse of the Year for her unstinting work in improving care for patients living with dementia through the 'Butterfly Scheme'.

She thanked her family and her colleagues for supporting her in her efforts to raise awareness and funds to enhance dementia care.

The Trust's Palliative and End of Life team won The Gazette's Special Recognition Award for improving care for patients and families on the Fylde coast.

Representatives from the newspaper felt the team deserved special recognition for giving patients greater choice and vastly improving care at the end of life.

Other awards on the night included Carer of the Year which was won by Liam Quinn from Blackpool Carers' Centre, Pharmacist of the Year won by Jabir Bala from Rhodes Pharmacy, Elderly Welfare Award won by Susan Forbes from Glenroyd Care Home, Childcare of the Year won by Sally Manning and Kim Barry from Grunty's Day Nursery, Therapist of the Year won by Sam Wall of Spire Hospital and Dentist of the Year won by Zuber Bagasi of Synergy Dental.



Francesca Hall with her trophy for Nurse of the Year



Chantell McGovern with her Midwife of the Year award



Dr Shabbir Susnerwala (left) with his Doctor of the Year trophy



Peter Mowbray with his Unsung Hero award



The Trust's End of Life and Palliative Care Team with the Special Recognition Award

New project supports minds

A Blackpool man who had suicidal thoughts has thanked a mental health service for helping him to turn his life around.

Stephen Thompson, 59, an illustrator who was involved in the design of the original red noses for Comic Relief, said the Supporting Minds service run by Blackpool Teaching Hospitals, had saved his life.

Stephen explained: "I was feeling suicidal and I had even chosen the tree I was going to use.

"When I was first seen by my counsellor from Supporting Minds, I was very nervous.

"I said I would rather see someone one-to-one so I could open up. It worked superbly well. My counsellor introduced himself and explained how he would like to work with me.

"He asked me how I was as a baby and then in the next session he asked how I was at school. We progressed through the history of my life up to the present day.

"What this did was make me remember all of the different things that had happened through my life. I realised there was nothing wrong with my life and that nothing was going to go wrong with my future.

"I became much more relaxed about my future and I only needed around eight sessions in the end.

"I said to my counsellor: "You have opened my mind". It was easy to speak to him – I was doing more talking by the end of it than he was. He was excellent – he was such a gentleman. I had a drastic problem and I am glad that I went for help. I would recommend it to other people with similar problems. My thoughts have changed completely. I'm feeling positive about the future now."

The Supporting Minds service is part of a national Government initiative called Improving Access to Psychological Services (IAPT). The Blackpool IAPT service relaunched itself under the name "Supporting Minds" in January 2016.

Members of the public can refer themselves to the service or it can be done through GP surgeries. The Supporting Minds leaflets are available in all GP practices.

Alison Best, Team Manager for Supporting Minds, said: "There are high levels of anxiety and depression generally within the population in Blackpool and this can impact on all areas of people's lives.

"One in four people will experience problems such as anxiety or depression at some point in their lives and we want to encourage these people to get in touch."

"Some of our clients will be working and some will be off work, due to their mental health problems, or struggling to get into work.

"Addressing anxiety and depression can help people to engage more fully in their lives again.

"When someone calls us they will firstly speak to a member of our team who will take some basic details and then offer an appointment



Members of the Supporting Minds team at Blackpool Stadium

with one of our Psychological Wellbeing Practitioners. This is usually a telephone appointment that enables us to find out more about the person's problems, before deciding the kind of intervention that is most likely to help the individual."

Supporting Minds has two levels of support that it can offer people with anxiety and depression. After the initial phone contact, 'step two' involves brief psychological interventions with around six to eight sessions.

'Step three' involves more in-depth cognitive behavioural therapy (CBT) or counselling sessions of around an hour over a period of eight to 20 weeks.

At step two people can also be offered a stress control course delivered by Psychological Wellbeing Practitioners at various venues in Blackpool and Cleveleys. The courses help people to understand their problems better and offer people ways of coping with and managing anxiety and depression.

CBT is a 'talking therapy' that can help people to manage their problems by changing the way they think and behave.

Alison explained: "Often a pattern of avoiding certain situations arises when someone experiences anxiety or depression.

"CBT helps people to change the way they look at things and enables them to begin facing things again."

The service is available in several venues across Blackpool and Cleveleys, and is available to people of all ages from 16 years upwards.

Alison added: "We are delighted to have hit the Government's target of offering psychological therapy to 75 per cent of people referred into the Supporting Minds service within six weeks, which means that more people are now getting help quicker.

"We have a great team and the service could not have achieved this target without their hard work and dedication."

For more information on the Supporting Minds service call 01253 955 700 between 9am and 5pm, Monday to Friday. You can also contact your GP.



Centre gets £1M DIY SOS boost

A carers' centre with close links to Blackpool Teaching Hospitals has had an amazing £1 million make-over by BBC TV's DIY SOS programme.

The Blackpool Carers' Centre on Newton Drive now features stunning designs by Laurence Llewellyn-Bowen and the refurbishment, led by presenter Nick Knowles, was broadcast on Thursday, November 17, as part of the Children in Need campaign.

The Trust's Chief Executive (Interim), Wendy Swift and Chairman, Ian Johnson, have visited the centre and said they were deeply impressed with the transformation.

Members of staff at the Trust work closely with staff at the centre and often refer carers to the organisation. The Trust has its own carers' policy and workers from the centre go onto hospital wards to see if they can help carers.

On the DIY SOS programme, former young carers' champions, Amy Gunniss and Camilla Ball, now specialist support workers at the centre, were the stars of the show, representing the many young carers who live in the town.

Sisters Tyanna and Gracey Cartwright, 11 and 10, moved millions to tears as they talked about looking after mum, Suzanne Cartwright - a former nurse who lives with debilitating osteoporosis.

Their world has also been rocked by dad Shaun's cancer. Nick was deeply moved when he asked the girls for the three wishes they would like and none of them related to themselves.

The girls said: "Other people need them more."

Their three wishes - "for everyone who is ill to be better, mum not to be disabled and world peace" - proved to be a humbling reminder of the selflessness of young carers.

Twins Chloe and Eloise Bradley, seven, were also filmed going about their daily chores and chatting about looking after "poorly" mum Francine, who has multiple sclerosis. Francine also spoke candidly to presenter Nick about her own hopes and fears.

The carers' centre's chief executive, Michelle Smith, said: "The centre can now give people something they don't necessarily have

at home. The garden space, in particular, is very special. We will have lots of events. We want many more people and groups to come and use the centre."

Paul Jebb, Chairman of the Board of Trustees at the carers' centre, who previously worked for the Trust, said: "It's fantastic.

"It opens up new opportunities for young carers and for Blackpool itself to use such a great resource.

"We've had enormous support from Beaverbrooks the Jeweller, the local community and people from all over the country. Everyone has wanted to make a difference to people's lives."

More than 4,000 people of all ages use the services of the carers' centre and will benefit from the stunning refurbishment.

Thanks to the DIY SOS Big Build, every room is different and features bespoke furnishings designed by Laurence such as carpeting and curtains incorporating images of Blackpool Tower and wallpaper featuring the name 'Blenheim House' — the former name of the property.

Paul added: "We applied to the programme and they came and had a look and said 'we will do this'.

"The property is made up of two houses knocked together and it was in a terrible state. It had been vandalised and stripped of anything of value."

The DIY SOS team and volunteers installed a stylish kitchen where people can now prepare meals and young carers can learn to cook. There's a spectacular 'common room' with donated artworks and the 'Yellow Room' is a beautiful space where young people can take part in arts and crafts activities.

Anyone who feels they would benefit from the services of the Blackpool Carers' Centre can contact the charity at Beaverbrooks House on 147 Newton Drive, Blackpool, FY3 8LZ, on 01253 393 748 or email admin@blackpoolcarers.org

To see more photographs of the transformation of the centre go to: www.blackpoolcarers.org



Michelle Smith and Paul Jebb

Information security measures are top priorities for Trust

Blackpool Teaching Hospitals has robust information security measures in place to protect the personal and sensitive information held by the Trust in relation to our patients, staff and business.

The security of our website and electronic systems is constantly monitored by the IT Department to ensure our Trust's information assets are as protected as possible from such an attack.

In the last 12 months 97% of NHS Trusts have suffered a Ransomware information security attack.

A Freedom Of Information (FOI) request has revealed that nearly all NHS Trusts in England have been hit by Ransomware in the last year.

Ransomware is software which is designed to hold a user or company to 'ransom' by blocking access to their files and then demanding a payment.

Many ransomware attacks are delivered via 'phishing' emails, which are often well crafted and disguised to resemble something non-malicious to deceive the recipient.

Of the 29 NHS Trusts that shared information in response to the FOI, 28 (97%) confirmed they had suffered a ransomware attack in the last 12 months.

Only one NHS Trust said it had not been hit in the last year, although it did say it had been infected before that.

For the full story go to: <http://www.information-age.com/97-nhs-trusts-suffered-ransomware-attack-last-12-months-123461920/>



Blackpool Teaching Hospitals NHSFT holds personal and sensitive information which is essential for providing healthcare to our patients. If this information was lost or access to it blocked then it could have a serious impact on the ability of the Trust to provide its services.

One wrong click on a computer could allow Ransomware onto our systems; it is therefore essential that staff remain vigilant of the threat posed by phishing emails, which are the most common means of transmission.

Suspicious emails should be deleted without opening and the IT department contacted.

New Projects and Services

When arranging new projects and services with organisations outside of the Trust, it's absolutely vital that we have the correct Information Governance assurances in place.

Our Trust's information assets contain personal and sensitive information about patients which is provided to us in confidence; we also have assets containing Trust-sensitive information.

It is important that third parties with whom we share information protect it to the standards we demand.

Please contact the Information Governance team when planning new projects and services so the appropriate checks can be undertaken; the [IG Helpdesk](#) can be contacted on (01253) 953057.

Health Records Management

Please can all staff be reminded of the importance of tracing health record folders every time they are moved. The latest Health Records Tracing and Retrieval audit conducted by the Health Records Consultation Group showed 98% compliance, which is not acceptable. The Trust's required compliance rate is 99% or greater. The Health Record folders were eventually located, but not where they were traced on the HISS system. Staff are asked to adhere to the [Health Record Folder Location Recording Procedure \(CORP/PROC/498\)](#), which can be found on the sharepoint. Please use the [HISS Casenote Look-Up Facility](#) if you are not sure of a tracing code: `QLM4 > A > (name of your printer) > 10 > 13 > (name of location, eg. lv.th 7/10) > This will then display the location details.`

Information disclosure

Please can all staff be reminded that there are inherent risks in the disclosure of information if it is not fully understood what information is held within a file and how.

General guidance on safe disclosure of information has been produced by the Information Commissioner's Office: The guide is entitled: 'How to Disclose Information Safely - Removing Personal Data from Information Requests and Datasets'

This can be found at: www.ico.org.uk
> For Organisations > Guidance Index (near the bottom of the page) > Data Protection and Privacy and Electronic Communications > Subject Access (> and then the file location) Specific information relating to publishing information via the Trust internet is available in the Trust policy: 'Web Publishing Policy: CORP/ POL/542'

In addition, if you use PDF format please ensure that you are fully aware of what settings need to be applied to effectively protect the document. One widely held misconception is that by saving a document in PDF format it locks the content but without the correct settings applied, the content can still be accessed and edited. If you are using Adobe programmes for editing and sending information, rather than just reading documents, then it is important you are using the correct version in the correct way. If you are unsure about whether you are running an appropriate version of the Adobe software then the IT Helpdesk will be able to advise. If you feel that you require further guidance contact the Information Governance Helpdesk on (01253) 953057 to arrange training.

Personal patient data

The Data Protection Act 1998 states that: "Personal data shall be obtained only for one or more specific and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes."

In practice, this means that our patients provide their information to us on the understanding that it is to be kept and used for providing their healthcare, and only for this purpose. Our internal clinical audits are also covered by this.

Explicit consent is required when accessing and using patient identifiable data for any other purposes.

Some common examples of this are: research purposes, such as clinical trials, planning and commissioning of services, performance monitoring of services, such as measuring waiting times, and medication and vaccine surveillance, such as assessing

the safety or effectiveness of new treatments.

These laws specifically relate to 'identifiable' data.

For this reason, it is always preferable to use anonymised data where possible for non-clinical purposes.

As this data is non-identifiable, these laws designed to protect patient confidentiality are not applicable.

If patient identifiable data must be used, then explicit documented patient consent must be obtained.

If you require any guidance on the use of patient identifiable data then please contact the Information Governance Helpdesk on: (01253) 953057 or information.governance@bfwhospitals.nhs.uk

Closing volumes training for members of staff

It is vital that patient case notes are closed when needed.

Case notes which are over-filled, with loose information falling out, can lead to loss of patient information and harmful consequences for patient care.

Volumes are closed when needed by Medical Records staff for outpatient appointments. However, it is often on wards where a great deal of paperwork is

produced. It has been brought to the attention of the Information Governance team that more staff in ward areas need training on closing volumes.

If you are a Ward Manager and feel that any of your staff would benefit from training in this, then please contact the Medical Records Manager on (01253) 956903. You can also call the Information Governance Helpdesk on (01253) 953057 to obtain a training request form.

Information security — the insider threat

The information assets held by our Trust are amongst the most sensitive and valuable held by any organisation and this makes them a potential target for persons who may wish to use them against individuals, use them for financial gain, or sabotage services.

The 'insider threat' is someone with the intention to exploit legitimate access to the Trust's information assets for unauthorised purposes. This may be a corrupt staff member involved in criminal activity, including someone who has gained Trust employment for this purpose; it may be a disgruntled employee; or it may be staff whose integrity is being compromised by a third party, such as in the case of threat or blackmail.

Another threat is ex-employees returning and gaining access through contacts.

In identifying oneself as a Trust employee, especially on social

media, staff become a potential target for persons looking to gain access.

There are procedures in place to prevent this: pre-employment checks, on-going management of access to systems, only using Trust-supplied devices, etc.

But it is important that all staff are aware of the potential threat. In most cases, there is an observable behaviour change. It has been estimated that there is an IT footprint in 80% of such cases.

Whilst not intending to encourage distrust of colleagues, it is important that all staff are aware of suspicious behaviour and report it accordingly.

If you have concerns, please contact the Information Governance Helpdesk on (01253) 953057.

National initiative protects funds

Blackpool Teaching Hospitals NHS Foundation Trust is required by law to protect the public funds it administers.

Therefore, the Trust will be participating in the National Fraud Initiative (NFI) 2016 to 2017 exercise.

As such, the Trust is legally required to inform staff that ESR data will be provided to the NFI office.

This will enable various data matching exercises to take place.

For further information please contact John Marsden the Local Counter Fraud Specialist.

You can also consult the NFI page within the counter fraud section of the Intranet via the following link:-

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



John Marsden

Tackling agency fraud is a top priority for Trust

Agency fraud was identified as one of NHS Protect's strategic priorities therefore a new guidance document has been released so that staff are fully aware of this type of fraud.

The guidance focuses specifically on two areas of agency fraud risk, pre-employment checks and agency invoicing, and it provides a number of recommendations to help NHS organisations deal with these risks.

Individuals may use false or forged identity, right-to-work or

qualification documents to fraudulently gain employment in the NHS. This type of fraud can have very serious patient safety implications, besides financial and reputational risks for the organisations involved. For further information please contact John Marsden, the Local Counter Fraud Specialist, or consult the NFI page within the counter fraud section of the Intranet via the following link:- http://www.nhsbsa.nhs.uk/i/SecurityManagement/Employment_agency_fraud_Guidance_on_reducing_risks_v1.pdf

Scam email alert

A number of emails have been received by Trust staff which appear to be from the private email addresses of senior members of the Trust. The email asks the recipient to process a "Faster" payment or a same-day "CHAPS" payment.

Some emails, allegedly from senior members of the Trust, are now establishing Trust between the sender and the recipient by way of ongoing emails, usually on a very vague subject matter. After a few emails, the sender then requests a payment to be made.

The danger in this scenario is that the staff member already believes they are emailing with the senior management team and are, therefore, more likely to action the request. As a general rule of thumb, if you are not expecting the email, or the request appears to be unusual, always "check it out" before processing the request.

If you receive such an email do not respond. Please forward the email to the Trust's counter fraud specialist, who will take appropriate action.

Counter fraud on web

The counter fraud area of the Intranet has migrated to the SharePoint site.

All links, information, videos, posters, alerts and a new guidance document on payroll fraud are available via the following link:- <http://fcsharepoint/divisions/global/counterfraud/Pages/default.aspx>

Staff Handbook

The LCFS has updated the counter fraud area of the staff handbook, which can be accessed via the following link:-

<http://www.bfwh.nhs.uk/onehr/wp-content/uploads/2016/07/Blackpool-Teaching-Hospitals-NHS-Foundation-Trust-Staff-2016-Handbook-hi-res.pdf>

Security advice for staff members at Christmas

As Christmas is fast approaching here are some handy tips.

At the office, ward or department Christmas party please enjoy yourselves, however, think about how you are going to get home.

Organise your return transport in advance with a taxi company that that you know is reliable or, better still, with someone close that can pick you and your friends up and drop everyone back home safely.

Please also be vigilant in the workplace. As at any other time of year, please think "security". This may be the season of goodwill but not everyone subscribes to this.

Please ensure that you check that doors are closed and locked behind you. Challenge any person who you do not personally know within your area – if they are NHS staff they will have no issue with being asked to identify themselves.

Health of workforce is paramount



Main picture: Members of staff who gave advice and support at the Healthier Workforce event at Slyne Road in Lancaster. Below, right: Hannah Corless from the Trust's Healthier Workforce project, staff from the YMCA, workers from Blackpool Council's Healthy Lifestyles tem and the Quit Squad at the information event at Blackpool Victoria Hospital

Various staff health and wellbeing events have been held across the Trust in recent weeks.

One of the Healthier Workforce events took place at the Trust's Slyne Road headquarters in Lancaster. Staff were able to pick up information on health, union rights, jobs, library and information services, IT matters and much more.

Staff and volunteer health check events took place on the Mezzanine at Blackpool Victoria Hospital.

Community organisations were in attendance to speak about their services and what they could offer staff and volunteers to help and guide them to achieving good health and wellbeing.

Staff also had the opportunity to have health checks on their blood pressure, body composition and an opportunity to pick up lots of health related information.

They were also able to self-refer to weight management and smoking cessation services and have a say on how the Trust could improve staff health and wellbeing.

For more information please email the Healthier Workforce team on BTHhealthierworkforce@bfwhospitals.nhs.uk



Clifton's Christmas fair delight



Clifton hospital's Christmas fair proved popular last weekend raising over £2,500 for patient care.

With stalls including Christmas gifts, crafts, books, cake and chocolate, visitors enjoyed a variety of festive entertainment too.

Staff and their families dressed up, baked and made gifts to sell to raise funds.

The Soundwaves choir performed Christmas carols to the crowd and there was a popular tombola and a raffle – with a host of local businesses providing fantastic prizes.

Local comic Bobby Ball attended with his wife Yvonne along with Councillor Brenda Blackshaw.

Clinical matron at Clifton, Courtney Bickerdike, said: "I want to say a big thank you for everyone's generosity and support.

"The Christmas fair seems to just get bigger and better. The support from local business was amazing and their kind raffle prize donations played a big part in the amount we raised.

"As ever, the staff worked above and beyond to put such a great day together. It was a great turnout."



Soundwaves choir



Clifton staff Emma Waterworth, Alanah Fell, Emma Robinson and Jane Sanderson

Great BVH Bake Off Job-Oree promotes flu jabs

Blackpool Victoria hospital's Great BVH Bake Off has revealed its winner!

The competition, to bake items that reflected the Trusts latest flu video, had some very inventive entries.

Baked items included a Swiss roll in the shape of a syringe, an 'achoo' chocolate cake, cheese flavoured snot cobblers and camp cupcakes. The competition was judged by Cheryl Morrison from local cake makers Too Nice To Slice, Funny Girls' Brulay and the Trust's flu video stars, Anthony Freestone and Luke Sumner.

Cheryl said: "The BVH Bake Off is a great idea and something that should be an annual event. There were some original designs but the overall winner looked good and tasted great."

Brulay, who works at Funny Girls, said: "They were all very good entries and taste won through in the end." The winner was interim Head of Blue Skies Hospitals Fund, Ann Hedley, with her entry 'cookie sneezecake'. She won a short cake decorating course at Too Nice To Slice.



Great BVH Bake Off judges: Funny Girl Brulay, Too Nice to Slice's Cheryl Morrison and flu video stars Luke Sumner and Anthony Freestone with winner Ann Hedley



Christmas Child boxes bring joy

Underprivileged children in the UK and abroad will receive shoeboxes filled with Christmas gifts from staff at Blackpool Teaching Hospitals.

Nearly 70 shoeboxes were donated as part of the Samaritans' Purse 'Operation Christmas Child' appeal which is being coordinated by Danielle Perrett, a switchboard operator at Blackpool Victoria Hospital with more coming from the hospital's Anticoagulant Team (ADAS).

Danielle's switchboard colleagues, including Telecoms Supervisor, Laura Peel, have also helped with the appeal and they are delighted that so many boxes have been collected.

Danielle bought 50 boxes with her own money for staff to fill and some employees have made up their own boxes.

Danielle said: "It's such a nice charity. It doesn't cost a lot to do a box.

"Nowadays a lot of kids get huge amounts of presents but that's not really what Christmas is about.

"There are children out there with nothing. If they get a box with a cuddly toy in it they are so excited. That's what Christmas is really about – giving to others. We have had the appeal at the hospital for several years and this is the first time that I have organised it.

"It has always been a popular appeal as the boxes are distributed in this country and around the world.

"If you buy a box you can make a £3 donation and you can track it to



Danielle Perrett with shoeboxes for children

see where it ends up. You can also choose to fill it for a boy or a girl.

"Staff at the Trust have been really great. We've had boxes from medical students, theatre staff, night nurses, district nurses and many more."

The ADAS collection was coordinated by Lorraine Stuart from the department. She said: "I saw the video for the appeal and when I saw the look of joy on the children's faces when they opened their boxes I knew I had to do something.

"I asked members of the team to support the campaign with me and the response was brilliant. Everyone came together to help and we are delighted to be able to send the boxes off. I only saw the video recently but now I know more about the campaign we will make sure we make it even bigger and better next year."



Movember draws attention to male suicide issues

Hirsute colleagues based at the Trust's Lancaster sites raised money for charity through the annual 'Movember' campaign.

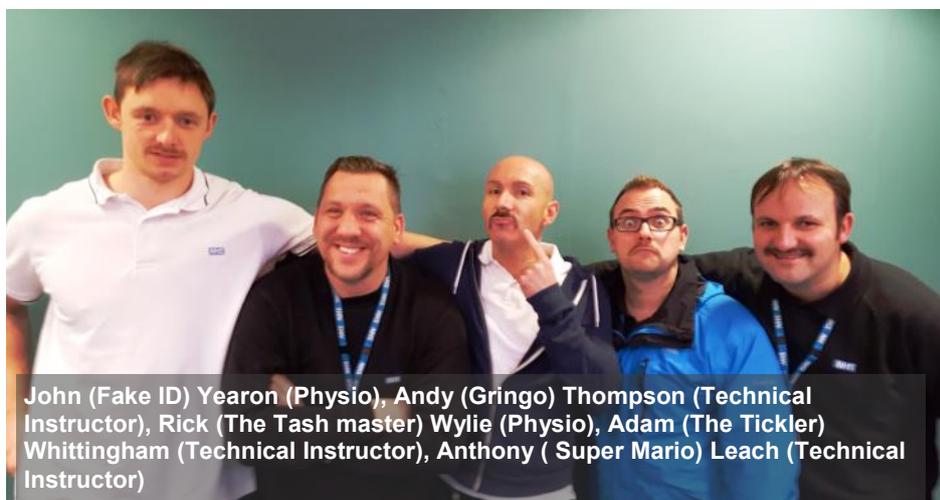
Andy Thompson, a technical instructor for the Trust (pictured, second from left), said he wanted to raise awareness of the issue of male suicide.

Andy said: "I wanted to raise more awareness in this area and was lucky that four colleagues were happy to support me and join me on this tash-growing journey.

"Globally, the rate of suicide is alarmingly high, particularly in men. Too many men are 'toughing it out', keeping their feelings to themselves and struggling in silence.

"The Movember Foundation is aiming to reduce the rate of male suicide by 25% by 2030 and I wanted to help them get there.

"There were lots of laughs through the month and lots of testosterone in the office as we compared our efforts!



John (Fake ID) Yearon (Physio), Andy (Gringo) Thompson (Technical Instructor), Rick (The Tash master) Wylie (Physio), Adam (The Tickler) Whittingham (Technical Instructor), Anthony (Super Mario) Leach (Technical Instructor)

"There is only one tash master and sadly its not me but I appreciate the support from my 'Mo Bro's' and all the donations so far."

The team raised an impressive £620 for the Movember Foundation.

Learn and Let Live

Lessons Learned from speciality mortality review meetings

Lessons learned from retrospective case records review

Although specific things we do, or fail to do, during the treatment and care of patients are rarely found to be direct causes of avoidable death, cumulative episodes of 'less than best care' are likely to contribute to the eventual mortality of any vulnerable patient 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 the foregoing case notes reviews will continue to enhance Trust-wide patient care and contribute to a reduction in avoidable mortality.

An unpleasant but important intervention

Those of you who've ever had a nasogastric tube (NGT) placed will know just how awful it can be!

NGT placement under general anaesthesia is a routine intervention as part of the peri-operative care of many surgical patients. Patients admitted in a semi-conscious state through A&E, and thence on to acute medical or critical care facilities, will commonly have nasogastric tubes placed as part of their overall care.

There are also circumstances where nasogastric tube placement is indicated as an important part of the management of conscious patients on both surgical and medical general wards, either for gastric decompression, or as a route through which nutrition and/or medication may be administered.

In cases where NGT placement is to facilitate decompression of the stomach, the manoeuvre is potentially life-saving in the sick patient with weak upper airway protective reflexes.

There can be unpleasant side effects and procedural failure against a background of lack of operator experience may result in patient refusal to consent to further attempts. This situation must be managed with care.

It may be necessary to take extra time to explain the importance of tube placement to the patient and to seek more experienced help whilst allowing a 'recovery' period before any repeat attempt is made. Clearly the capacious patient's wishes must be respected providing those wishes represent truly 'informed refusal' and that an optimal level of operator experience has been offered.

Vasopressor vigilance

The management of patients with bleeding oesophageal varices, often against a background of significant liver dysfunction, is a demanding and stressful process.

There is an understandable inclination on the part of clinicians to leave no potentially beneficial therapeutic stone unturned. In recent years the use of intravenous terlipressin as part of the management of patients with varicele bleeds has crept into routine use in the general ward environment in addition to its administration in higher dependency care areas.

It should be remembered that, in addition to a range of undesirable systemic side effects, intravenous terlipressin also acts as a powerful peripheral vasoconstrictor. Intermittent bolus doses may exaggerate this response depending upon the dose and frequency

with which the terlipressin is prescribed. In extreme cases it is possible for the circulation to hands and feet to become dangerously compromised.

Regular review of the adequacy of peripheral perfusion in patients receiving intravenous terlipressin, either by infusion or intermittent bolus, is essential if the potential loss of fingers and toes is to be avoided.

Senior confirmation of the need for its continued administration should be sought frequently and recorded in the patient's case notes. The British National Formulary suggests that intravenous terlipressin should be administered for a maximum of 72 hours before discontinuation.

What's the 'NEWS' on physiological track and trigger?

EWS, MEWS, PEWS, NEWS and many other acronyms all represent examples of physiological track and trigger systems whereby selected physiological variables (AKA 'vital signs') are attributed a numerical weighting depending upon their deviation from an agreed normal range.

These numerical weightings are then summed to give a total score. If that total score reaches an agreed trigger threshold then those front line staff responsible for monitoring and caring for the patient are expected to summon more experienced help to the bedside.

None of these systems are intended to function as predictors of outcome. Each is designed to provide an early warning of patients whose composite physiological vital signs are deteriorating thus prompting pre-emptive care and avoiding wasted potential therapeutic opportunities.

The trust has recently adopted the 'NEWS' variant of physiological track and trigger. This decision was made in order to support the principle of physiological track and trigger system familiarity between hospitals and to include SPO2 as an additional weighted physiological variable.

Just as 'NEWS' is not a predictor of outcome neither is it, in itself, an indication for admission to level 2 (HDU) or level 3 (ICU) care facilities.

The timely physical attendance at the patient's bedside, by a suitably experienced clinician, is pivotal in ensuring the overall utility of NEWS as an effective early warning tool.

In addition, a 'normal' NEWS score does not necessarily mean that all is well.

The 'gut feeling' of nursing and junior medical staff may independently suggest that all is indeed not well with a given patient.

The NEWS score may or may not support that 'gut feeling' however no nursing request for an experienced clinician to attend and conduct a bedside review of a patient should ever be ignored.

It should be noted that there may be circumstances where, as a result of medical staffing constraints, the request for urgent bedside review has to be passed on by front line ward staff directly to the relevant parent consultant.

By Dr Richard J M Morgan, Trust Mortality Governance Lead



Coast to Coast challenge



Members of the Cardiothoracic Team as they completed their Coast to Coast

A team of cyclists from Blackpool Victoria Hospital's Cardiothoracic department has completed the tougher-than-expected challenge of a coast to coast bike ride in the name of charity.

Led by surgeons Nidal Bittar and Andrew Duncan, the team of five cyclists and two support drivers set off from Whitehaven on the west coast a little later than planned at 12.30pm on September 16.

From there, after a small diversion, they reached the Whinlatter Pass in the Lake District which Mr Bittar described as the 'hill from hell'.

He said: "After that, it was a struggle. The hill up to Castlerigg Stone Circle near Keswick was steep, and we thought that was the worst it would get. But that was just the beginning!"

After Keswick, the group, which also included Donna Stringer, Lisa Twist and Victoria Holt as well as drivers Alfie Matibag and Norfrey Almira, had to navigate more diversions which added more miles to their original challenge.



Andrew Duncan judges a cake sale held at Blackpool Victoria Hospital to boost funds

The team reached its first hotel at 10pm, and after a good night's rest and a breakfast, members set off for the most arduous part of their three-day challenge.

Mr Bittar said: "That was the day we took Bradley Wiggins's route to Consett on the recommendation of the hotel owner.

"He said it was quite straight forward...instead it was a day of 40 miles of long hill climbs and exhilarating freewheeling, and then up the hillsides again. But the weather was very kind to us and the scenery and views were magnificent and well worth the effort."

The group reached Consett at about 8pm after a total of 60 miles of cycling for a hospitable welcome at the YMCA hostel, where they spent the night.

Their final day took them through Newcastle on a mostly downhill stretch to their destination in Whitley Bay on the east coast, where they arrived at about 2.30pm on September 18.

The challenge has so far raised about £5,000 for the team's charities; Blue Skies Hospitals Fund's Heart of Gold Charitable Fund, which supports the Lancashire Cardiac Centre, Prostate Cancer UK and Unicef's Syrian Children Appeal.

Mr Duncan said: "This was very much a team effort between those who took part in the cycle, and Alfie and Norfrey, who were our support throughout the ride.

"Our sincere thanks must also go to everyone who supported us by fundraising before the event. Particular mention must go to the people who organised the cake bake and raffle at Blackpool Victoria Hospital, especially Jacqui Higgins, Amanda Sharpe, Collette Remmett, Cathy Malpass and Anne Rampley.

"We also need to say a huge thank you to everyone who has donated towards our charities."

The group is still fundraising and is inviting people to make a donation now the challenge is complete.

Donations are being taken online at www.mydonate.bt.com/fundraisers/lancashirecardiaccentre.

Service brings comfort

A special memorial evening was organised by the Trust's Blue Skies Hospitals Fund to help raise money for local bereavement care.

For many families Christmas is a very sad time of year when the loss of a loved one is particularly painful at what otherwise would have been a joyful celebration.

That's why, each year, a reflective Christmas-themed service is held at Blackpool Victoria Hospital to help grieving families give thanks for the lives of those they have lost.

The Tree of Lights service included a comforting selection of poems and readings with some Christmas music and carols.

During the event candles were lit in memory of people who had died and afterwards seasonal refreshments were served while members of the Chaplaincy Team were available to talk with relatives to offer to them their sincere condolences.

This year's event took place on Monday, December 5, in The Restaurant at the hospital.

During the service a Book of Remembrance was officially opened, featuring dedications to those no longer with us.

The book will remain on display in the Hospital Chapel throughout December.

People were invited to make a donation of £5 to help enhance bereavement care across the Trust through the Tree of Lights Appeal.

The appeal raised more than £2,000 to help people across Blackpool and beyond through their bereavement.

The money is spent on providing 'comfort packs' which are given as a gift from ward staff to families who are staying alongside loved ones in their last days.

These packs are hugely appreciated and include some practical items such as toiletries, snacks, a blanket and some help with the practical aspects of spending an extended time in the hospital.

Chaplaincy Team Leader, Rev Jonathan Sewell, said: "Until you have experienced the death of a loved one, it is hard to understand the total devastation of grief.

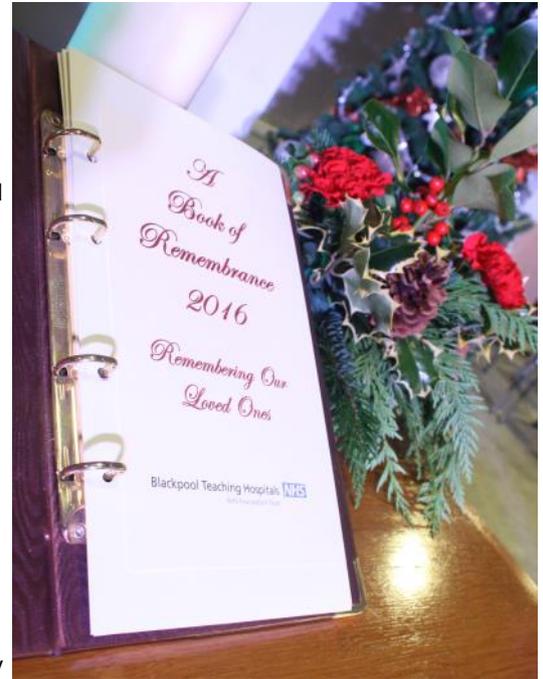
"Members of the Chaplaincy Team are available to families to be alongside them in the last hours of a loved one's life in the hospital and to be with them after a loved one has died.

"For some families it is a brave journey to come back to the hospital where a loved one died and I hope that those who came to this service took comfort from it, supported others through their time of sadness and also through their generosity gave comfort to others who were travelling the same journey.

"The service was open to anyone who wished to attend and remember their family and friends."

If you would like to or make a donation to the Tree of Lights Appeal, please request a leaflet from Blue Skies Hospitals Fund at Blackpool Victoria Hospital on 01253 957381 or email blueskies@bfwh.nhs.uk.

You can also visit www.justgiving.com/Tree-of-Lights-2016 to make a tax-efficient donation online.



Sale of lamb helps to boost Trust charity funds

Blue Skies Hospitals Fund said a huge 'thank ewe' to a farmer who donated the proceeds of the sale of a valuable lamb after it made an astonishing £400 at auction.

Lisa Huddleston chose to support the Lancashire Cardiac Centre, based at Blackpool Victoria Hospital, with her donation after she underwent open heart surgery for a life-threatening condition she never knew she had.

Lisa, who lives in Wray, near Lancaster, has a sheep and beef farm with her husband, Andrew, and their two children Harry, eight, and Anne-Marie, five.

Breeding sheep to sell at auction is something she has been doing all her life, and she typically spends 16-18 hours a day delivering lambs during lambing season. This year the farm lambed 400 sheep, resulting in 650 lambs.

Of the 140 Swaledale pedigree female lambs which were born, 90 were kept for breeding and the remaining lambs were taken to Bentham Auction, where they were sold in lots of 10 or more. This

year, Lisa, 36, decided to keep one lamb back to auction in aid of the Heart of Gold Charitable Fund, which is managed by Blue Skies to support the Lancashire Cardiac Centre.

Born at the end of March, the six-month-old Swaledale fetched a price more than double of that expected.

Lisa said: "I expected this lamb to sell for about £80-£120, but the first bid was £100 and she was quickly bid up to £400.

"I would never have expected it to sell for so much, and I think it only did because people knew it was for charity. Bentham Auction agreed to waive the commission as well.

"When it got to £200 I started to get upset and when it reached £400 I was just overwhelmed."

Lisa said her donation was in thanks to the care and treatment provided by the Lancashire Cardiac Centre, especially cardiothoracic surgeon Andrew Duncan who carried out her life-saving surgery.



Dynamic duo

St Annes' Yvonne Vitty has been volunteering at the hospital for twelve years after starting with The League of Friends.

A couple of years ago, Yvonne (pictured, left), a former shop owner, moved over to being a Navigator when the Friends disbanded.

After retiring from running her business with her husband for 20 years, Yvonne had two years off, then, through a friend that took the League of Friends' trolley around the hospital, decided she would volunteer too.

She said: "As I am now a Navigator, all the years on the trolley round really came in handy!"

Yvonne enjoys being able to help people and she says that the majority are always grateful. She continued: "I can be in a shop and notice someone looking a bit lost and find myself asking if they are all right and if I can help them!"

Yvonne really enjoys the seven and a half hours a week she spends at the hospital and especially as she shares her shift with Jo Haythornthwaite. They are now firm friends, having originally met being hospital

volunteers. Jo has been volunteering at the hospital for four years. Firstly in the Chaplaincy team and latterly as a Navigator. Originally from Preston, Jo came to volunteering following the sudden death of her husband and the subsequent donation of his organs that seven people have benefited from.

She said: "The staff were so wonderful in the care of my husband and subsequent donation, that I felt I wanted to give something back. I now also chair the Organ Donation Committee."

Jo loves every minute of her of her time volunteering: "After retiring, this gives you a sense of responsibility. You never get down days, there's always getting plenty of positive support and we get treated like a member of staff."

As a former radiography student, Jo feels she has always had a connection to hospitals and coupled with her strong faith, feels that she genuinely helps patients:

"People can be so grateful for your help. Especially when then grab your hand and really thank you for your help. It's a really good feeling."

Footballers pay special visit to children's ward



Players visiting the Children's Ward

Players from Blackpool Football Club paid a special visit to the Children's Ward at Blackpool Victoria Hospital.

The squad members, who came bearing gifts, spread some Christmas cheer to children on the ward on December 5.

Goalkeeper, Sam Slocombe, said: "It is the least we can do. It's very unfortunate situation to be in hospital especially at this time of year, so if we can brighten someone's day, we will."

The team gave out a host of Blackpool FC souvenirs and even left some goodies for other children who may come into hospital soon.

Striker Jamille Matt added: "It is never nice to be in hospital. I have a little one myself so if we can offer a little support it's great to do so."

The staff were happy that the team took the time to call in.

Play worker, Hayley Nuttall, said: "I'd like to thank the club for thinking of us once again. They kindly come to see us every year and the gifts they brought really did make the children's day."

Gold sports award

A gold award for supporting staff to become more physically active has been presented to the Trust.

The organisation was one of only eight in the country to receive the gold award in the national Sport and Physical Activity @Work Awards in recognition of the ground breaking work done by the Trust and its Better Tomorrow for BTH Staff campaign

Tim Bennett, Deputy Chief Executive, said: "The health and wellbeing of our staff is one of our main focuses so this award is an acknowledgement of the Trust's ongoing commitment to help address the barriers which make it difficult for the diverse NHS workforce to remain physically active."

The Trust has implemented a number of schemes over the past 18 months including exercise classes, free bike hire, couch to 5k running groups, weight management programme, resilience training and several health and wellbeing staff roadshows.

Under the Spotlight

Dr Diarmuid Chevalier, a Junior Doctor in his first year at Blackpool Victoria Hospital, is Under the Spotlight in this edition

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

I was born in London where my family still lives but I also have relations in Ireland and Paris. I am now living near the hospital for the duration of my training.

What did you do before coming to Blackpool Victoria Hospital?

I graduated this year at the University of Dundee and I'm now in the early stages of a career in medicine. You couldn't find a better place to work and prepare for this than at Blackpool Victoria Hospital. The teaching is excellent and the interaction between senior and junior doctors could not be bettered anywhere. I'm very happy here.

Did you have any other ideas for a future career?

At one time I had my heart set on a career involving water sports in a sunny country such as a sailing or scuba-diving instructor. I'm already qualified to do both these - and I've worked in Turkey for a while as a water-sports instructor. I also wanted to follow my dream and travel as much of the world whilst I'm still young. I've already visited 35 countries, so that's a good start! I would also be happy working for Medecins Sans Frontieres and on the Mercy Ships.

Do you have any childhood memories?

Weddings and other events when the family gathered together were just brilliant and when I was very young they used to sit me on a large dog and watch me ride it!

Who has been the most inspirational person in your life?

Most definitely my mother. It was my mother who helped and enabled me to fulfil my potential. I also have a great attachment to my sister who works in a public health department in London.

Which is your favourite place to eat and most-loved food?

The TrueKitchen in Dundee. It's an amazing place. Maybe because I was the manager there for a while! My favourite food has got to be Scottish, such as haggis, with ox-tongue with masses of neeps and tatties.

From any time in history, which three guests would you would most like to invite to a dinner-party in your home?

Nelson Mandela would be my number one. He was impartial, always kept his calm, and



Diarmuid Chevalier

endeavoured to see both sides of any story. I would also invite Muhammed Ali. He's one of my super-heroes. I find Eminem inspirational and admire the way he has overcome trials and tribulations in his life.

If you could change something in the world today, what would it be?

I would completely remove corruption in public life – especially political corruption. Some politicians openly lie and are never brought to justice.

How do you spend your free time?

I go running and cycle every day and swim when I can. I'm in the Junior Doctors' football team which is great fun. I just love the adventure of walking in remote areas - often alone.

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

I tend to be a day person and love going to events, particularly smaller, more intimate music festivals. I went to see the Four Tops in concert recently. They were absolutely brilliant.

Which is the best book you've read?

I just loved reading Kensuke's Kingdom by Michael Morpurgo and I went to see the film as well. There was a lot of me in the story and action. A superb piece of work.

One item you use daily and could not live without?

That's easy. My bike!

What was the best piece of advice you have received?

Be the change you want to see and be exactly the person you wish to be.

If the world was due to end in 24 hours, what would you do?

Definitely call my mother and sister, then just go off and enjoy myself.

Interview by Denys Barber

Humans of the NHS



Hospital Chaplain Ian Baxter (left), with fellow chaplain, Clive Lord

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. The second 'Humans of the Children's Ward' candidate is Ian Baxter (pictured above, left), one of the Trust's chaplains.

"When we meet a family, our role is to respond to their spiritual needs - be it to do with their faith, or simply their need for a chat over a cup of tea. We're an objective listener - someone to share feelings with and to talk things through.

"I think sometimes people see the collar and shy away from chaplains - it can be a barrier before we have the opportunity to say hello.

"There is an assumption around chaplaincy; that we're only here for the sad moments or for the religious. For me, spiritual care is a very affirming and unique aspect of a family's care and to be involved in it is very rewarding.

"We all cope with upsetting and stressful situations differently. For some people that means finding space and quiet, time to reflect. For others it is about creating fun moments and special memories. Working as a hospital chaplain, I assumed I would have all the experience I would need to cope if I were in that situation. But when it's your own child, your own family - it is different.

"My daughter recently needed an operation and a subsequent long stay in hospital. Being in hospital as a dad I felt out of my comfort zone... you want to help but don't always know what to do. Staff who took the time to listen were invaluable."

Ian works at both Blackpool Victoria Hospital and Brian House Children's Hospice. The Chaplaincy service is available 24 hours, 7 days a week.

Away from the Trust...



Kathy James on one of her trips around the world

Kathy James is not your stereotypical Matron. In fact, Kathy is not stereotypical anything!

Young, vivacious, bubbling over with enthusiasm and ambitious are just a few of the words to describe this wonderful and extraordinary person.

"I live in Dolphinholme near Lancaster and I graduated at the University of Cumbria in 2009," said Kathy.

"In the same year I became a District Nurse in Morecambe and in 2015 I joined the St Annes Long Term Conditions team as a Community Matron."

Kathy loves to travel – but not to the universally popular Ibiza, Majorca or even Las Vegas.

She explained: "I love to travel to remote places all over the world. My first venture was to Guatemala in 2008 during an extended university vacation. I lived with a local family and worked for the charity Houses to Homes."

Along with other volunteers, Kathy set about building houses for homeless people. The trip to Guatemala led on to a visit to Belize, before she returned home - and back to university. Her imagination was fired by an insatiable enthusiasm for travel abroad.

"I've visited 59 amazing countries around the world in just six years!" she said. "India, Bolivia, Brazil, Morocco, Kenya, Nepal, Russia, South Africa, Vietnam and Egypt are just a few I've been to."

"I went to Tanzania and climbed Mount Kilimanjaro raising money for a hospital and a school I support in Kenya."

"I love the people of Taiwan – so kind, so generous and so helpful. Peru is just amazing and in Myanmar I got completely lost and a 17-year-old lad helped me and took me on bike back to where I was

staying. We became friends and over the next few days we visited waterfalls, temples and I even ate with him and his family. I had a local experience and he got to practice his English.

"My trip to Croatia was my most unexpected venture. I met up with a friend from Finland. We picked up hitch-hikers to determine where we drove to which led to a trip to Montenegro ending up in Serbia where we visited Belgrade and then onto Bosnia to see Sarajevo before heading back to Croatia."

Kathy said she had never been robbed, attacked or worse.

"People are always friendly, helpful and above all, interested in you. I travel alone, but I am never alone, if you get my point. I use the cheapest way of travel I can find and I use hostels and a couch-surfing website where you sleep on someone's floor, or settee or even a bed — if I'm lucky — for free!"

So where will Kathy's travels take her next?

"I'm hoping to go to Japan," she said. "I have a friend who works there and our plan is to travel around and live in a tent. When I leave Japan I will take a boat to South Korea. I've heard it's unmissable!"

If you want to know more about Kathy and her amazing world of travel, please contact her in the following ways:

Website: <http://walkaboutwanderer.com>

Facebook: Walkabout Wanderer

Instagram: Walkabout_wanderer

Twitter: @KathyWanderer

Email: Kathy@walkaboutwanderer.com

Words by Denys Barber

Competitions and Games

ODD ONE OUT

Shown opposite are nine images, by word association, eight of them have a linking theme. All you have to do is say what the linking theme is, and which one is the odd one out.

Linking Theme.....

Odd One Out.....

The first all correct entry drawn after the closing date below will win a £100 gift voucher courtesy of CDC Printers of Poulton. Send your entries to:
Competitions,
Communications Department,
Home 15,
BVH.

Name.....

Department.....

Contact No.....



Closing Date: March 1

The last issue of The Pulse's picture quiz did not receive an all correct entry, therefore this issue is a rollover with a £100 first prize. The answers were:

- 1 Kirsten Dunst
- 2 Tom Hanks
- 3 Harvey Keitel
- 4 Antonio Banderas
- 5 George Clooney
- 6 Jodie Foster
- 7 Scarlett Johansson
- 8 John Travolta
- 9 Angelina Jolie
- 10 Leonardo Di Caprio
- 11 Robert Downey Jr
- 12 Al Pacino

Recipe — Light and fruity Christmas pudding

Ingredients

- 250g packet dried mixed fruits with apricot and passion fruit
- 175g ready-to-eat stoned dates, roughly chopped
- 85g dried cranberries
- 1 tbsp freshly grated root ginger
- grated zest and juice of a large orange
- 100ml/3½ fl oz Cointreau or Grand Marnier
- 100g butter, at room temperature
- 100g dark muscovado sugar
- 2 large eggs, beaten
- 50g self-raising flour
- 85g fresh white breadcrumbs
- 1 tsp ground cinnamon
- 85g pecan nuts, roughly chopped
- Pecan topping and sauce
- 100g butter
- 100g light muscovado sugar
- 50g pecans
- 50g dried cranberries,
- 1 orange
- 3 tbsp Cointreau or Grand Marnier
- sprig of fresh holly
- icing sugar, for dusting
- thick double cream, to serve

Method

Put the dried fruits, dates, cranberries and ginger in a pan with the orange zest and juice, and the orange liqueur, then warm gently for 10 minutes, stirring occasionally until the juices are absorbed and the mixture looks sticky. Set aside to cool.

Lightly grease a 1.3 litre/2¼ pint pudding basin, and line the base with a small disc of greaseproof paper. Beat the butter, sugar, eggs and flour together in a food mixer or large bowl until creamy, then stir in the cooled fruits, breadcrumbs, cinnamon and nuts.

Spoon the mixture into the pudding basin, cover the bowl with greaseproof paper and foil, and tie on securely with string. Put a long strip of folded foil under the basin and bring it up round the sides so that you can use it as a handle to lift the pudding in and out. Put the basin in a large pan and pour a kettle of boiling water into the pan so it comes halfway up the bowl, then cover and steam for 3 hours, topping up with boiling water every now and then. Leave it to cool, then store in a cool place for up to 1 week or freeze for 1 month.

The sauce can be made up to a day ahead. Melt the butter and sugar together in a frying pan. Tip in the pecans and cook, stirring, for a minute or two to toast them. Add the cranberries, orange juice and liqueur and continue to bubble until rich and syrupy. Cool, then tip into a bowl, cover and chill until ready to eat.

To serve: Steam the pudding in a pan of boiling water for 1 hour, to warm it through. Put the pecan sauce in a pan, and gently warm through until melted and bubbling. Meanwhile, turn out the pudding. Peel the lining paper from the pudding and pile the nuts and cranberries from the sauce on top, and then generously spoon over the buttery sauce. Decorate with holly and dust lightly with icing sugar. Serve the pudding with the sauce and cream.

