

the pulse



NHS
Blackpool Teaching
Hospitals
NHS Foundation Trust

Staff Magazine

Issue 13, March, 2017



Thanks for the memories...

Staff take time to help patients explore Memory Corridor — Page 3

People Centred

Excellence

Compassion

Positive

Welcome

Hello and welcome to The Pulse staff magazine.

As we head into the spring, this edition of The Pulse staff magazine is bursting with news and features from around our Trust.

Clifton Hospital has had an amazing boost thanks to fundraisers and volunteers. A special variety show at Lytham's Lowther Pavilion, raised £30,000 for the Peace of Mind Appeal which will be used to start Phase 2 of Clifton's gardens project, upgrading the space to become dementia friendly. We also have a special feature on Clifton Hospital looking at the excellent work taking place there.

Meanwhile, people have been signing up for two charity treks in aid of our Blue Skies Hospitals Fund. One is to the Grand Canyon and the other is across the sands of Morecambe Bay. Good luck to everyone who is taking part and fundraising for our Trust charity.

We have news of several initiatives including two stories on new procedures at the Lancashire Cardiac Centre and the introduction of a new Adult Cystic Fibrosis Service within the Trust. We have recently joined forces with St Mary's Catholic Academy in Blackpool to set up a new health academy for the Fylde coast. Many members of our staff were at the launch event and the academy will offer great opportunities to A level students.

Local solicitors visited the Trust recently to give talks on how best to deal with Serious Incident reporting. This sort of advice is invaluable as we have a duty to be open, honest and accurate in our reporting. Thank you to the solicitors for their assistance.

I was delighted to hear that our youth forum —Victoria's Voice — has won a top award and to see members of staff learning from school pupils about what it feels like to have additional needs when in hospital. It's so important that we make children and young people feel welcome within our Trust.

Earlier in February, the Trust marked World Cancer Day and I was glad to make a pledge along with many other members of Trust staff. The event showed that if we work together, we can diminish the effects of cancer.

Wendy Swift, Chief Executive (Interim)



In this issue

Comedy legends Cannon and Ball starred in a special fundraising show for Clifton Hospital. 'Let the Sunshine In' at the Lowther Pavilion raised an amazing £30,000 for our charity — **pages 6 & 7**



Our expert staff have been instigating new initiatives at the Lancashire Cardiac Centre — **pages 10 and 11**

The Trust has hosted lectures by local solicitors for staff involved in compiling and producing Serious Incident reports — **page 15**



Fancy walking across Morecambe Bay or even the Grand Canyon? Join our Blue Skies fundraisers — **pages 32&33**

Cover photo: Staff are supporting the greater use of the Memory Corridor for patients living with dementia — Page 3

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Memories flood back thanks to new staff initiative



Simone Anderton (centre) with members of staff who are supporting the Memory Corridor project

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 3538

Alma.Stewart@bfwhospitals.nhs.uk

The Memory Corridor at Blackpool Victoria Hospital is a wonderful resource and staff are being urged to help everyone to make even better use of it.

Simone Anderton, the Trust's Lead for Dementia, is asking staff to consider devoting an hour of work time, on a designated day once a month, to accompany patients on visits to the Memory Corridor.

Simone explained: "The Memory Corridor is a fantastic resource and we want to make greater use of it but ward staff are often too busy to be released to accompany patients to the corridor so we want to build a group of staff who could diary one hour of their time to collect patients and enable them access to the corridor.

"We have already started the project with a group of staff who have an interest in dementia. Some have a family member who is living with dementia or caring for dementia patients is part of their job role.

"We're asking people to see if they can facilitate this in their diaries, with their line manager's permission, and join the group. We're asking people to commit to one hour per month to support the group to bring patients to the corridor."

Simone and her team are working with Nigel Fort, the Trust's Head of Facilities, as part of the 'PLACE' programme to create signage directing people to the Memory Corridor and to promote it as a resource with ward-based posters.

Simone said: "We also want other patients and family members to use the corridor.

"The programme is initially supporting

wards, such as care of the elderly and orthopaedic wards, which have a higher number of inpatients who may have cognitive impairment or patients who may not have close relatives or support around them who would benefit from this time on the corridor.

"The Memory Corridor isn't just for people with a diagnosis of dementia – it can be for anybody so they can take time out of the ward environment. However, for patients with a cognitive impairment it can be beneficial as a diversional therapy and prevent escalation of agitation, aggression and other associated symptoms."

Non-clinical and administrative staff members who may be interested are also welcome to support the group.

Team members recently spent an afternoon accompanying patients on visits to the Memory Corridor on the second floor above the main corridor at Blackpool Victoria Hospital and it was a huge success.

Simone added: "The recent development of the Trust's Dementia Strategy: 'Remember the Me in Dementia', is supporting the organisation to enhance the care we deliver to our patients who have this diagnosis and to work towards being a dementia friendly hospital."

To view the Remember the Me in Dementia strategy go to this link: <http://fcsharepoint/divisions/corporateservices/qualitycommittee/Documents/20th%20July%202016/07.3%20-%20Dementia%20Strategy.pdf>

Staff members who would like to take part can contact Carol Powell on 01253 953 721 or email Carol.Powell@bfwhospitals.nhs.uk

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

News in brief

Top college role for Maggy

Lead Royal College of Nursing rep for the Trust, Maggy Heaton, has been elected onto the RCN Stewards Committee.

The Stewards Committee provides a voice for Royal College of Nursing (RCN) accredited stewards and helps to shape the RCN's policies on workplace and employment rights.

Maggy, a full time RCN rep and staff side secretary, has also been re-elected onto the RCN North West regional Board where she will serve for another three years.

The RCN North West board is the democratically-elected governing body of the RCN in the North West.

The board works with the regional director to set the RCN's regional strategic objectives and priorities and advance the RCN's aims and objectives.

The aim is to promote the art and science of nursing and the better education and training of nurses and their efficiency in the profession of nursing.

It also aims to promote the advancement of nursing as a profession in all, or any of its branches. In addition, it highlights professional standing and interests of members of the nursing profession and assists nurses who, by reason of adversity, ill health or otherwise, are in need of assistance.

Trust backs Pride

The Trust is joining forces with other emergency services to take part in Blackpool Pride from June 9 to 11.

Medical staff can walk in uniform.

If you would like to help plan or take part in this event, you can find more information @OUTatBTH on Facebook or follow on Twitter.

The nurse leading the war on skin cancer

Specialist nurse Heather Baines is no ordinary medic.

Not only has she been a nurse for an incredible 43 years, she has gained national recognition as a skin cancer specialist after more than 35 years of experience seeing patients with skin cancer issues.

She has been the Cancer Lead Nurse at Clifton Hospital for the last seven years and has no plans to stop despite having such a long career.

Training at Preston Royal Infirmary in 1974, Heather has seen many changes in health care and much medical advancement.

She said: "When I started, matron was in charge and knew everything.

"Nurses were nervous of doctors on rounds. Bed sheets had to have the correct corners. It was so different."

Although Heather says she was "rubbish" at school, she found that nursing was the right thing for her. As such, her interest took her through a diploma, a degree and a Masters level in skin cancer.

In fact, Heather is so advanced that she is able to prescribe and perform surgery. She is at the top of her career. And she still loves her job.

She said: "Sometimes I have to pinch myself and wonder how I got here! But I still love dealing with patients."

Having worked in dermatology for 35 years, Heather helped set up the new dermatology department at Chorley Hospital and the skin cancer service at Royal Bolton Hospital.

She then came to Clifton in 2010, which is not far from where she lives, to set up and oversee the skin cancer service that patients are referred to by the GP with suspected skin cancers on the two-week rule which means patients have to be seen within 14 days.

Heather diagnoses skin cancers, the results are discussed weekly with other members of her team and a plan of action is agreed. Heather can also remove certain cancers surgically.

The team is always within cancer targets.

She continued: "We are seeing an increase in skin cancers which are increasing around 10% a year.

"What was traditionally a disease for the over 60s, we are now finding patients are getting younger, usually because its 'fashionable' to have a sun tan."



Clifton-based Cancer Lead Nurse, Heather Baines

When the service was first set up, Heather was able to manage alone.

With the increase of patients, the team has now grown and includes Tony Eaton, Clinical Nurse Specialist and Michelle Forsyth, a Macmillan-funded care-co-ordinator who helps with new patient clinics and goes into the community to educate about skin cancers and how to stay safe in the sun.

Heather added: "People using sunbeds, letting themselves burn in the sun, are putting themselves at risk. People need to be sensible and use at least Factor 30 sun cream, even in this country.

"We continue to spread the message about being safe in the sun. Hopefully, our programme will help to reduce skin cancer. It won't be easy, but we will give it a damn good shot."

After such a long and interesting career, what is the secret to Heather's success?

"It's all about being patient focussed." She said: "You have to show patients you care and treat them as you would like yourself to be treated."



Trust launches health academy

A pioneering health academy set up by St Mary's Catholic College and the Trust, will offer Fylde coast A level students an incredible opportunity to pursue a career in healthcare.

The initiative, believed to be one of the first of its kind in the North West, also has the potential for the Trust to "grow its own" staff.

St Mary's Catholic College and the Trust launched the health academy on January 23.

Various clinical teams had information stands demonstrating a huge variety of career opportunities and Marie Thompson, the Trust's Director of Nursing and Quality, gave a talk.

A level students who join St Mary's Health Academy will have placements in nursing, medicine, allied health professions, biomedical sciences and radiography.

Tracy Burrell, Trust Lead for the Health Academy and Assistant Director of Nursing and Quality, said: "I think it's really exciting and a fantastic opportunity for young adults to gain practical experience that will support their A level learning and help their future careers.

"It gives the students a chance to see what they can do in the health service, develop personal skills and hopefully reaffirm their chosen career pathway in the NHS. I wish I'd had an opportunity like this!

"St Mary's Health Academy will give us the opportunity to work across the local community to support our young adults and give them access to potential NHS employment on their doorstep.

"Hopefully, it will also give the students an allegiance to our Trust in their future careers and give them exposure to many different avenues within the NHS.

"They will get targeted support for their chosen areas and undertake a care certificate qualification which is a recognised qualification in healthcare.

"The skills and attributes the students gain will also assist their university applications and the academy will also be able to identify students who may want follow a NHS career via other pathways

such as apprenticeships. St Mary's approached us to see if we'd be interested in setting up the academy as we had worked with the college before on our 'Youth Health Leaders' project. The Youth Health Leaders project empowers young people to give out positive health messages to their peers."

Tracy said the students will do their A level study at St Mary's Sixth Form College and one day a week during term time they will be on 'day placement' within the Trust.

In their second year with the academy, some of the students may also have the opportunity to apply for health care work with the Trust.

Simon Eccles, Head Teacher of St Mary's, said: "I'm proud of the partnership with the Trust and hugely excited about the wealth of opportunities this offers our sixth formers. We are looking forward to welcoming students from all local high schools as well as from St Mary's to be part of our very first Health Academy."

Jeremy Mannino, Assistant Head of St Mary's, said: "St Mary's Health Academy pathway will enrich the personal skills and attributes of students.

"Meaningful work experience is difficult to find. Our partners at Blackpool Victoria Hospital are offering a rotation of placements that will open doors to future careers and improve lives. I'm thrilled to be part of it."

To be eligible, students must attain a minimum of five GCSE passes at grade C or equivalent (including at least grade 4 in English and Maths).

Students will select three subjects for academic study, including at least one of: Health and Social Care, Applied Science, Biology and Chemistry. This is in addition to the Health Academy pathway.

For more information and to register an interest, go to info@6thform.co.uk or www.st-mary.blackpool.sch.uk

Our photograph shows Tracy Burrell (fourth from the right) with speakers at the launch event

Stars come out to shine for our

A special fundraising show was held to help raise money for Clifton Hospital's patients' garden. ALMA STEWART reports

Sell out show Let The Sunshine In, held in aid of Clifton Hospital's patients' garden, wowed the crowd at the Lytham Pavilion and raised a mammoth £30,000.

Stars, including comedians Cannon and Ball, Stu Francis, Johnnie Casson, Ted Robbins, Coronation Street and Mount Pleasant actress, Sally Lindsay and drummer, Steve White, all gave their time to entertain and support the cause.

The show was organised by local comic Bobby Ball and his wife Yvonne along with Fylde Borough Councillor Brenda Blackshaw following their involvement in last year's Dementia Awareness Week events at Clifton Hospital.

Yvonne and Brenda also gathered a wealth of donations and prizes for a raffle and auction to raise funds for the Peace of Mind Appeal, which will help patients living with dementia. The appeal is run by the Trust's Blue Skies Hospitals Fund, which is overseeing the garden makeover at Clifton Hospital.

The show was hosted by comedian, Stu Francis, and actress, Sally Lindsay, and the night also included local singers, Peter Anthony, Mark Jay, Diva and the Preston Musical Comedy Society choir.

Cannon and Ball were still on top form after 54 years together and had the crowd howling with laughter.

Tommy Cannon, whose mother-in-law lived with dementia, said: "What a fantastic night — £30,000 is a tremendous amount and what a great cause."

Sally Lindsay, who is an ambassador for the Alzheimer's Society following the death of her grandmother from the syndrome, said: "This has been one of the best charity nights I have ever done."

"It was emotional, personal, funny and amazing. It was an honour to be here."

The money was raised through ticket sales, a raffle and auction donations and organisers praised the generosity of local businesses who donated a wealth of prizes.

Brenda Blackshaw said: "Yvonne and I are overwhelmed. The people of the Fylde are amazing."

"We have loved every minute and can't wait to see the patients' faces when the garden is complete."

Head of Service at Clifton Hospital, David Kay, said: "The Clifton garden project was a vision set out many years ago and Phase 1 of the project was completed last year."

"To fund raise for Phase 2 was always going to be difficult to achieve due to the size of the project, but the hard work and dedication of Bobby and Yvonne Ball and Brenda Blackshaw has enabled Phase 2 to become a reality."

"I am overwhelmed by Yvonne, Bobby's and Brenda's support, the support of our local community and all our staff to raise an unbelievable £30,000."

The show ended with a standing ovation. Yvonne presented the £30,000 cheque to David Kay, the Trust's Chief Executive, Wendy Swift, and Clifton's Clinical Matron, Courtney Bikerdike.

Interim Head of Fundraising, Ann Hedley, said: "What a fantastic

night with such positive feedback. We couldn't do what we do without people like Bobby, Yvonne and Brenda.

"£30,000 is such an amazing amount and it will help patients, staff, volunteers and families both in hospital and in the community.

"We can't thank them enough."

Comic Bobby Ball, whose mother lived with Alzheimer's, added: "I'm so chuffed that everyone has pulled together. They all wanted to get on board and go for it."

"The support from the public has been amazing and we are delighted."

You can follow the progress of the garden on Twitter @CliftonHospital.



TOP: Cannon and Ball; LEFT: Yvonne Ball and Brenda Blackshaw; ABOVE: Ted Robbins

patients' hospital garden



TOP: Cannon and Ball; LEFT: The Blue Skies team sells raffle tickets; MIDDLE: Clifton Head of Facility, David Kay addresses the crowd; BOTTOM: Johnnie Casson; ABOVE: Sally Lindsay

Pamper therapy a hit at the Vic

Life is hard enough for women who have cancer, but losing eyebrows and hair can make things feel even worse.

Luckily, local charity volunteers provide free skincare and make-up workshops at Blackpool Victoria Hospital each month.

Originating in America, the Look Good Feel Better charity currently runs 90 workshops in hospitals and cancer centres all over the country.

With more than a combined 30 years in the beauty industry, Dawn Zerbinati and Anne Smart have co-ordinated the workshops at the hospital for the last four years.

Various companies, such as Boots No7 and Clinique, donate make up and skincare goods which each lady receives to keep in a special bag.

Dawn, Anne and a couple of helpers demonstrate how to apply make-up especially around eyebrow and eyelash loss.

The ladies each have a mirror to practice the techniques.

The group also learns about how cancer treatments affect the skin and how to help combat possible problems.

Anne said: "We love the feeling that we are making a big difference to ladies living with cancer.

"When they first come into the room, they are a bit apprehensive, but by the time they leave, you can see their confidence has grown."

Dawn added: "We get a buzz from helping the ladies have a good feeling about themselves. The workshop helps them feel feminine again and it's nice that women can empower other women."

After the workshop finishes, the group also get to speak to local hairdresser and Mirror Talk salon owner, Janet Stewart, who was once part of the same group as a cancer patient.

She said: "I was once sitting where these ladies are around three years ago.

"I have been hairdressing for 40 years and it is my passion, so I asked support manager Catherine Davies if I could participate.

"Like the ladies from Look Good Feel Better, I come into the workshop once a month to talk about hair care and hair loss.

"I'm very lucky to be able to get treatment kits

donated from hair company Wella that the ladies can take home with them."

One lady who took part in the course was 43 year-old Claire Connor from Blackpool.

She said: "I don't recognise myself anymore.

"It's so nice to be able to open up to others who understand exactly how you are feeling and that you are not on your own.

"It's nice to feel normal again. I'm glad I came."

Macmillan Cancer Information and Support Manager, Catherine Davies, said: "The workshops provide a day where ladies can come in and it's not about the cancer, it's about them.

"They can get to make new friends who know how everybody else feels. A lot meet up again further down the line to see how each other are doing. It's all really positive."

The workshops are held 11 months of the year and any lady with a cancer diagnosis is entitled to one session.

The workshop is also happy to accept ladies living elsewhere in Lancashire and South Cumbria.

For further information, please call Catherine Davies on 01253 955710.



Terri Dennis takes part in the lesson



Tracey Whiteside, Janet Grace, hairdresser Janet Stewart, Claire O'Connor and Catherine Davies



Anne Smart, Dawn Zerbinati, Michelle Weaver, Maureen Forrest with Catherine Davies



Youth event wins top award

Blackpool Victoria Hospital's participation in an annual youth challenge has won a gold award.

Young people from across the Fylde coast took over the running of the hospital late last year as part of a national campaign.

The youngsters, many of them who were patients at the hospital and members of the Victoria's Voice youth engagement panel, took over the running of several departments as part of the Children's Commissioner's Takeover Challenge.

Rebecca Addey, Paediatric Patient Experience Officer, entered the Trust for the award, having planned the Takeover Week with help from members of Victoria's Voice.

She said: "Takeover Day 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."

The Takeover week saw children and young people take part in a host of activities such as spending time in various departments, including the boardroom and a skills swap day where adult staff taught various life skills in the morning before youngsters taught adult staff how to see things from a young person's perspective.

The week also encompassed working with local Youth Health Leaders who research health problems such as smoking, drinking, depression, anxiety and dental care.

They produced leaflets and posters displays to get positive

messages to their peer groups in their educational setting.

The week ended with a Trust-wide quiz for staff to complete which challenged their knowledge on young people's issues. The week's activities matched the criteria for the gold award.

Rebecca added: "I am delighted that we have won the gold award.

"It's nice to be recognised externally that the Trust is going above and beyond to connect with young people and engage with their views, experiences and opinions.

"Being involved with the Takeover Challenge has been a real springboard into other exciting events involving young people that are planned throughout this year."

Our picture shows Rebecca Addey (third from left) with members of Victoria's Voice





Grandfather thanks surgeons for his 'miracle' recovery

A grandfather of four says he will be celebrating the “miracle” of life in 2017.

Martin Haworth, 79, from Hutton, brought in the new year by toasting a surgeon who performed a 12-hour lifesaving operation on him earlier this year.

Martin, a former administrator with Preston Council, was in his garden when he suddenly felt a severe pain in his jaw, followed later by chest pains.

An ambulance was called and Martin was taken to the Royal Preston Hospital but was soon transported to the Lancashire Cardiac Centre at Blackpool Victoria Hospital where he underwent a major emergency operation for an “aortic dissection” where a tear inside the aorta causes a flow of blood internally leading to severe pain.

The operation also included the replacement of the aortic valve in the heart and a double by-pass.

Martin's wife of 54 years, Margaret, said: “It was just a normal day really.

“Martin is very active and was in the garden when he felt this real pain. My neighbour, a nurse, immediately suggested calling for an ambulance and Martin was taken to Blackpool Victoria Hospital for what turned out to be a major operation under Mr Nidal Bittar that saved his life.

“We were warned that Martin's condition was particularly serious and the operation was a dangerous one. After about 10 hours, Mr Bittar came to see us and let us know that Martin's condition was not good but he would do all he could.

“He did that and more and got him through and I can't thank Mr Bittar and his staff enough. He performed an absolute miracle and we will never forget what he did for us. Martin spent a lot of time in intensive care after the operation and the staff there were wonderful

too. Nothing was too much trouble and when we went back to see them a few weeks ago they were so glad to see us and one of the nurses was even in tears which showed us how much they actually care for the people they look after.”

Mr Bittar, a Syrian born cardiothoracic surgeon who has an interest in aortic surgery, said: “Martin's operation was a difficult one and we almost lost him but luckily after the third attempt we were able wean him off the bypass machine successfully.

“At the Lancashire Cardiac Centre we have a dedicated aortic team, in the last few months four patients presented with a similar condition to Martin and survived surgery thanks to the dedication of my excellent team including theatre staff, CICU staff, ward 38 staff, anaesthetists and physiotherapists.”

Aortic dissection is a serious condition caused mainly (70 per cent) by poorly controlled hypertension that leads to a tear in the aortic wall forcing the blood through and causing excruciating pain.

Many patients (40 per cent) die immediately before reaching hospital and one per cent dies every hour making early diagnosis and surgery a priority. The surgery itself is risky and carries mortality of up to 30 per cent.

Mr Bittar is pictured above, on the back row — second from the right, with team members



Martin Haworth and his wife Margaret

Heart surgeons lead the way with new device

Heart surgeons working for the Trust are among the first in the region to perform a “landmark” operation to implant a new form of cardiac pacemaker.

Carol Railton, 87, from St Annes received the new “leadless” pacemaker after the first operation of its type at the Lancashire Cardiac Centre based at Blackpool Victoria Hospital.

The new pacemaker, a tenth of the size of current devices, is the smallest in the world and is tucked inside the heart itself via a catheter.

As it is self-contained, it does away with wiring into the heart needed by normal pacemakers.

And, as the surgery involved with the new device is minimal, it should reduce the danger of infections developing, while at the same time improving the speed of the patient’s recovery.

Consultant Cardiologist, Dr Grahame Goode, who performed the operation with Dr Khalid Abozguia, said: “This is a major step forward for the centre and for patients across the Fylde coast.

“Once we know the patient is suitable to have this type of pacemaker fitted there are huge benefits for them as the leadless technology means it is minimally invasive and carries fewer complications.

“Cosmetically there will be no scars and as the pacemaker is implanted there will be no visible lump in the chest. The simpler operation takes less time and patients can get back to normal in just two to three days, compared with six weeks currently.”

The device could be suitable for around a third of pacemaker operations.

Dr Goode said: “This is a big step forward in patient treatment and a milestone for the Lancashire Cardiac Centre.”

Mrs Railton said: “It feels incredible to know I am the first person locally to have this operation and I feel very privileged. I am very grateful to everyone here for what they have done for me and I can’t thank them enough for their support.”



Dr Grahame Goode, left, with the old style pacemaker and Dr Khalid Abozguia with the new lead free version. Below: Dr Goode with members of the team who performed the pacemaker operation at the Lancashire Cardiac Centre



Pacemakers regulate the heart’s rhythm and are implanted in more than 40,000 patients in England each year.

Although they have been getting smaller in recent years – the first to be implanted, in the 1950s, were the size of a small tin of shoe polish – they are still too big to be placed inside the heart itself and so are put in the upper chest.

This involves a wound up to two inches across. The pacemaker is then connected to the heart via wires, but these can be pulled out of place or snap over time.

In contrast, the new device is small enough to be ferried into the heart via a catheter that is passed up through the groin and because it is placed in the heart, there are no wires to attach.

Launch of new cystic fibrosis service



We are pleased to report that the Trust and University Hospital South Manchester NHS Foundation Trust (UHSM) have worked together to launch a dedicated Adult Cystic Fibrosis Service in Blackpool.

Over many years, Blackpool has demonstrated a strong commitment to developing cystic fibrosis services and already provides an excellent service for children. The new service will mean that patients who are due to move from paediatric to adult care and who live in or close to Blackpool, will be able to receive the same high standard of care available in Manchester at a location much closer to home. Go to this link to see a newsletter: [http://bfwnet/misc_notices/2017/Blackpool Adult Cystic Fibrosis Service Newsletter - January 2017.pdf](http://bfwnet/misc_notices/2017/Blackpool%20Adult%20Cystic%20Fibrosis%20Service%20Newsletter%20-%20January%202017.pdf)

Tin Bin supports most vulnerable

Clifton Hospital has introduced a Tin Bin in the Dermatology department in order to provide food for St Cuthbert’s Church, Lytham, which is supporting the most vulnerable people in the community.

Social media sites

The Trust now has more than 6,500 followers on Twitter and we are looking for as many staff members as possible to sign up to our Facebook and Twitter accounts. Facebook (www.facebook.com/BlackpoolHospitals) and Twitter (@BlackpoolHosp and @CliftonHospital) to keep up to date with the latest news, events and initiatives.

Neonatal Unit has new family room



Sister, Katie Lander and baby, Samuel Francis Hudson in the family room

A new family room is now available on the Neonatal Unit at Blackpool Victoria Hospital.

Formerly an isolation room, staff have decorated and furnished the room so that families can use it in many different ways.

Money was raised for the room by a number of former patients' families via the hospital's charity, Blue Skies Hospitals Fund.

Ward manager, Catherine Nash, said: "Some of our babies can stay on the unit for many weeks and parents often spend hours next to the cot side.

"We now have a lovely, bright room with a relaxing environment so parents and siblings can spend time together with the older babies in preparation for discharge home."

The room is also used for conversations between families and medical staff, proving support to mums who are trying to establish feeding, on special occasions, such as a blessing, and as a private area following a bereavement.

It has cushioned flooring to keep little players safe and also has facilities where mums can play music and read books to the babies in a more stimulating environment.

Clinical educator, Julie Kearney, who had the idea to convert the room, said: "We are delighted to have this room and are extremely grateful to the families who donated and enabled this project to be

completed. We are hoping to start delivering parent craft sessions shortly and the installation of a projector screen will assist when teaching nursing and medical teams as part of the regular simulation training delivered on the unit.

"This project has provided the opportunity to transform a previously under-utilised room into a multi-purpose area that will benefit many families at an often difficult and stressful time.

"It's a restful and playful space and we can't imagine what we'd do without it now it is here."

And one mum agrees.

Charlotte Hudson, whose son Samuel Francis was born on January 9 at slightly more than 34 weeks, said: "It's nice to have a non-clinical room to use to get away from the business of the unit to spend quiet time with your baby."

Interim Head of Fundraising, Ann Hedley, said: "This is such an asset to the unit. We are always grateful for every donation that we receive and helping families through the happy and the sad times is something that the staff do so well.

"Having a revitalised facility can support them in their work and create great memories for the families with whom they engage.

"We can't thank our donors enough for providing this fantastic resource."



Therapists use new tech to enhance healthcare

Technology is changing the way we can offer healthcare services to patients.

It is allowing more flexible care, particularly for vulnerable patients who may find hospital or clinic visits difficult.

Speech and Language therapist, Veronica Southern, identified the potential significance of using new technology such as phones and ipads to deliver remote health care a couple of years ago and has won a number of awards and honours for the work she has done.

Now, as Clinical Lead in Telesolutions for the Trust, she is pushing the boundaries out of the Trust and looking to see how technology can benefit partner organisations.

And one of the first healthcare providers to take up the programme is Trinity Hospice which has started using Telesolutions to link up consultants based at the hospice with patients and specialist nurses out in the community.

Veronica explained: "We were contacted by Nicola Parkes, clinical nurse manager at Trinity Hospice, who wanted to know more about our work in teleswallowing, which allows remote diagnosis.

"We went to meet her and other specialist nurses and between us we realised there was a telesolutions system which could benefit both patients and consultants at Trinity Hospice. Our aim is to encourage healthcare workers to evolve and modernise their practices using technology.

"We were able to show them how easy it was to connect from one specialist to another using basic equipment such as ipads and some technology infrastructure changes.

"This is innovative use of telemedicine allowing a consultant, using a tablet, laptop or computer, to remotely, and rapidly assess a patient's needs without always having the need for face-to-face assessment."

Nicola added: "I was inspired by Veronica's project

and felt that patients with life limiting illnesses needed better access to health care professionals in a timely and more efficient way.

"The landscape of palliative care is changing and I felt we needed to empower patients to live their life rather than spend time waiting for health care appointments and visits.



Main picture: The Trinity team, Dr Laura Edwards, Sarah Roberts and Facilities Manager Simon Hellawell with Veronica Southern. Above: Trinity Hospice's Sarah Roberts, clinical nurse specialist team leader and Dr Laura Edwards, community consultant in palliative medicine, talk to Veronica Southern, using laptop technology

"With community consultants being a finite resource, we felt that testing the process with Veronica was an ideal starting point. The patient is supported by a nurse, but by using remote technology, our consultant can use their time to connect with more patients. Remote technology is not to replace face-to-face contact, but it is an option to give different choices to patients needing to access health care."

Dr Laura Edwards, Community Consultant in Palliative Medicine, said: "Before we had this system I would discuss the patients with the nurse specialist at the end of the day. But with the Telesolutions system I can ask the patient questions in real time."

Workforce Advisory Service launched

The Trust's new Workforce Advisory Service is now live. In addition to the existing OneHR portal, this exciting new service provides a seamless workforce service delivery to the Trust. Contact the team on 01253 951600.

Social media policy

Please remember when you are using social media to follow the Trust policy here: <http://fsharepoint/trustdocuments/Documents/CORP-POL-220.docx>

Team has new name

The Security Team at Blackpool Victoria Hospital has been renamed the Hospital Safety Team.

All points of contact remain the same.

The Hospital Safety Manager is Matthew Grice on extension **55192** and the new Hospital Safety Supervisor is Robert Parker on extension **53063**. The emergency number to contact the team on is extension **55555**.

The main office number is staying the same - extension **53063**. The bleeps are still the same - **728** and **729**.

Discussion Board

The Trust has developed a new Discussion Board which has been established to replace the Rumour Board.

The Directors and Staff Side representatives have agreed to trial this Discussion Board in an effort to give staff a forum where they can ask questions and give or receive answers to a wide range of queries they may have.

To access the discussion click on the following link: <http://fcvmsrv161/discuss/phpBB3/> on the front page of the Trust Intranet.

Pupils teach staff about how it feels to have additional needs

School pupils showed NHS staff what it's like to have additional needs during an enlightening session at Blackpool Victoria Hospital.

The pupils from Highfurlong School in Blackpool helped staff to appreciate difficulties faced by people with limited sight and mobility as well as other conditions.

Members of frontline staff including porters and receptionists were blindfolded or asked to wear sight-limiting glasses and movement-restricting garments. They were then encouraged to undertake tasks such as threading a needle, searching for items in a bag, reading, doing a jigsaw, completing a form and travelling around the hospital.

Those who took part said they felt disorientated and frustrated and they commented on how much trust they had to put in the staff members who were supporting them. All were reliant on guidance with the tasks and said the experience made them think again about what it could feel like to have additional needs at the hospital.

The session at the hospital on February 6, was organised by Rebecca Addey, Paediatric Patient Experience Officer for Blackpool the Trust, to highlight how staff can make people with additional needs feel welcome and safe. The pupils said they had enjoyed the one-hour session because they could assert their independence and share their knowledge.

Joanne Ashton, Assistant Head Teacher at Highfurlong School, said: "We're delighted that the hospital staff have come along to take part in this session.

"We're raising awareness of what it means to have additional needs. In particular, we're focusing on what it's like for 14 to 19 year-olds who are getting to the stage where they want to be able to go to an appointment without having to have someone speaking on their behalf."

Joanne said every young person was different and the main thing that the pupils were asking for was to be treated as individuals.

She explained: "I think they have felt very important today.

"They are in a position of showing people something and being in control. This empowers them as they can explain how they would like to be spoken to and how they would like to be treated.

"Through doing this type of work they have a voice and can change things."



Pupils from Highfurlong School who took part in the session



Members of staff working on tasks with sight-limiting glasses

Rebecca Addey said: "The pupils' session put staff in their shoes and demonstrated real difficulties that some of our patients face.

"Receptionists and porters are often the first people that patients will meet when they come to the hospital; they can have a huge impact on their experience.

"It is important that we all recognise when people who use our services need additional time and support to help them access, understand and be involved in their care.



Rebecca Addey with a pupil from Highfurlong School and a member of staff

"This is especially significant for young people as they get older and move into adult services. With the right support they can be empowered to be as independent as possible. We look forward to doing future work with Highfurlong pupils."



Learning from serious incidents

The Risk Management team has recently organised training sessions for Trust staff on the investigation and compiling of reports for Serious Incident (SI) investigations.

Racquelle Morris and Helen Edwards from Hempsons Solicitors kindly undertook two training sessions on 'Investigations Following Serious Incidents' for Trust staff at Blackpool Victoria Hospital.

The Executive Team is currently looking at the Trust's Serious Incident processes. This coincides with a recently published CQC report focusing on the actions taken by NHS trusts when a patient dies in hospital, which considers how they investigate and learn from the deaths of patients under their care.

The report makes several recommendations for change, which have been accepted by the Government and will come into force on March 31, 2017.

As part of the Trust's review into its Serious Incident investigation processes, the Risk Team are identifying and sourcing additional training for staff involved in these investigations and these training sessions with Hempsons have been the first steps.

The sessions were put in place to assist staff to understand the legal implications and what staff should consider when investigating SIs involving patient harms and deaths.

The main criteria for investigating these types of incidents are to:

- improve patient safety
- create a near contemporaneous record of events
- be open and accountable
- share information and encourage learning



Main photograph: Helena Lee with Racquelle Morris from Hempsons and, above, staff listening to the Serious Incident lecture

- promote confidence in the Trust and the wider NHS
- identify actions need to prevent reoccurrence

Helena Lee, Governance, Risk and Patient Safety Manager, said: "Staff were reminded that our SI reports are disclosable and subject to scrutiny, where appropriate, by the coroner, the police, the CQC, professional regulatory bodies, claimants and their advisors, judges and the press.

"The importance of providing professional and factual statements as part of the fact finding process was also discussed, both for our own internal reports and for the coroner's inquest.

"The next round of training for staff will include Human Factors training relative to investigations and we will be keeping staff updated as these sessions are arranged."

Midwife's three-year pledge

Midwife, Alison Dudgeon, is set to head out to Laos to help improve conditions in the impoverished country. ALISON BOTT reports

A heartfelt desire to make a difference has led to a Blackpool midwife packing up her life and moving to one of the poorest countries in the world.

Mum of three, Alison Dudgeon, has been visiting the Southeast Asian country of Laos for many years. She fell in love with the place and its people, but was struck by the poverty and poor healthcare she witnessed.

"I've been travelling to Laos for a long time," Alison explained. "My husband's work took him to Laos and I first went there for a visit 16 years ago.

"I just fell in love with the place as soon as I saw it and the people are very hospitable. But I was concerned about the poor health provision in Laos. It is one of the poorest places on earth, but there is a lot of work going on with the World Health Organisation (WHO) and other volunteer groups who are trying to help improve health care."

Alison, 53, was shocked at the conditions some of the children living in the south of the country have to endure and now she and her husband are ready to do a three year secondment to help improve conditions in the land-locked country.

"I will be covering 10 villages, five health centres and a hospital. We are planning to build 50 toilets over the 10 villages."

Alison Dudgeon

"Last year we stayed in one of the villages and I was struck by how extremely cold it was. But the children had no clothes; it was heart-breaking to see. There were no toilets in the village and the shower was just a standpipe in the street. The children must have been frozen."

But Alison, who has been a healthcare worker for more than 30 years, and her husband Colin, are determined to make a difference and they are going out to work with an organisation called Service Fraternel d'Entraide (SFE) which is working with Laos villagers to try to help provide primary health care, sanitary construction and some of the equipment and services the people need to improve access to clean water and food.

The organisation is working alongside the villagers to find out what they want and need and to ensure the people have the skills and knowledge to become more self-sufficient and empowered to maintain equipment themselves.

"I am going to do maternity care, but I will be the team leader for the project which also looks at clean water, agriculture and health care," Alison explained. "We believe the best means of helping others is to train and empower them so the relief they receive is sustainable and transferable to others. Infant and maternal mortality rates can be



Alison Dudgeon at Blackpool Victoria Hospital

dramatically improved with relatively basic training and knowledge. We have significant experience and expertise, both practically and in education, and want to use this to help make a difference in the lives of women and babies."

Because of their love for Laos and its people, Alison, who has been a midwife since 2002, and her husband started a support group, Beautiful Hands, to help those surviving in such poor conditions. The group has set out to provide clean birth packs which can help substantially reduce neonatal mortality and morbidity from infection-related causes, including tetanus.

The kit contains simple tools to provide sanitation and sterility at the time of childbirth which not only helps save the lives of mother and baby, but can also help ensure a healthy and happy start to life.

But the couple wanted to do more, so they are both moving out to Laos on April 9 to take up the three-year secondment.

"I will be covering 10 villages, five health centres and a hospital. Some of the villages have no toilets or running water. We are planning to build 50 toilets over the 10 villages. There are some scary things with unexploded land mines, poor sanitation and malaria," Alison said.

"I've loads to learn but I'm excited about the project as well. It will be hard to go and leave the family, but Colin and I want to make a difference and if we are going to do it we need to do it now. We will be working with some very gifted people and together we can change lives."

The first three months will be spent learning the language at the Language School in the capital city of Vientiane. "I think learning the language will be quite difficult particularly as the villages all have different dialects and even different languages," Alison explained. "I am also a little worried about the food as the people eat just about anything, including rats!"

Alison would love the community at home to help with the provision of equipment: "The provincial hospital where I will work does not even have sheets on beds and they cannot feed the patients. I would really appreciate any help you can give."

Anyone wanting to support the Beautiful Hands maternity kits should contact group trustee Rita Howell on 01253 955895.

Putting the 'youth' into therapy

A long established Trust counselling service has a new name, thanks to its clients aged between 11 and 25.

Formerly known as the Connect Counselling Team, based at Talbot Road Blackpool, Youtherapy offers all the same services, but has a brand new name.

Young clients were asked for ideas for a new name before a vote took place. 'Youtherapy' was by far the winner.

Counselling Team Leader, Helen Hardacre, said: "The change of name has come about because of the centre becoming part of the Children and Young People's Improving Access to Psychological Therapies programme (CYP IAPT), which focuses on collaborative working and participation by young people.

"We are changing and expanding some of the services here so it seemed a good time to change the name.

"The change of name represents listening to the young clients, involving them in shared decision making and starting 2017 off on a positive note."

CYP IAPT is a service transformation programme delivered by NHS England that aims to improve existing Child and Adolescent Mental Health Services (CAMHS) working in the community. Youtherapy is part of the local CAMHS collaborative.

The service started around 20 years ago and was initially linked to the Sexual Health Service, offering counselling around emotional experiences such as teenage pregnancy.

Now the service has grown to include Cognitive Behavioural Therapy (CBT), Eye Movement Desensitisation and Reprocessing (EMDR) plus counsellors offering a range of interventions. Complex issues can also be referred onto other services if necessary.

Additional 'Walk and Talk' counsellors, as part of the Big Lottery funded HeadStart programme, have been added to the service. This is offered to 10 to 16-year-olds to help to build resilience and reduce mental health difficulties in later life.

With both late and early appointments available several days of the week, this popular therapy service allows youngsters to self-refer so is very accessible to anyone within this age group to get help with a range of issues.

In particular, there will also be a change to the drop-in service starting at the beginning of February on Wednesdays from 3pm to 5.50pm where two counsellors will be available to talk to youngsters. This replaces the Monday afternoon drop-in sessions.

Helen added: "Our aim is always to help our clients to do more of the things they find positive. We run a non-judgemental, confidential service that really helps our clients' wellbeing. If there is anyone out there that feels they may benefit from our help, please get in touch."

Youtherapy is on the first floor, Connect Young People's Service, 26 Talbot Road Blackpool. Tel 01253 955858.

Facebook @YoutherapyBlackpool;
Instagram: @Youtherapy



ABOVE: Some of the Youtherapy team members: Counsellors Natalie Wray and Colin Hartley; receptionist, Amy Parkinson; counsellor, Niomi Wilkinson; Counselling Team Leader, Helen Hardacre and counsellor Cathy Gregg



There's more to Clifton Hospital



Unit Manager, Jane Sanderson

An enormous amount of work and activities take place at Clifton Hospital. ALMA STEWART takes a look at the life and work of this busy hospital

You may only know Clifton Hospital as a unit with four inpatient wards, but to the left of the main entrance lies a whole host of services that serves a wide community.

Dermatology and Rheumatology Unit manager Jane Sanderson is

very proud of the various facilities that come within her jurisdiction.

She said: "This unit encompasses many functions on an outpatient and day case basis.

"Dermatology and Rheumatology covers an extensive range of treatments, some of which the general public may not be aware of."

The Rheumatology doctors are based at Blackpool Victoria Hospital, but hold clinics at Clifton and Lytham so patients can often be seen closer to home.

Rheumatoid arthritis is an autoimmune condition. The immune system attacks the lining of the joints which causes inflammation and leads to symptoms such as pain and stiffness. It can affect a person's whole immune system, including organs such as the lungs, heart and eyes.

"I like to think that all the team here go that extra mile for our patients."
Jane Sanderson

The department holds early arthritis clinics where patients are fast tracked from their GP, so they can start treatments sooner.

Some of the biologic infusions will soon be administered in patients' homes to improve patient experience. These infusions reduce inflammation by targeting the cells that attack the body's joints.

The lead nurses for this service Janice Booth and Geoff Dodd,



Staff nurse Grant Kitson with Rheumatology patient Alex Campbell

than you may realise...



Award winning Rheumatology Specialist Nurses Geoff Dodd and Janice Booth

she also runs acne clinics, supporting and treating patients with complex conditions.

There are various nurse led and consultant clinics for: Psoriasis - a skin condition that causes red, flaky, crusty patches of skin covered with silvery scales;

Acne - a common skin condition that affects most people at some point. It causes spots, oily skin and sometimes skin that's hot or painful to touch; Eczema - a condition that causes the skin to become itchy, red, dry and cracked and

Alopecia – hair loss.

Other services include allergy patch testing, phototherapy treatment for a range of skin conditions, drug monitoring, leg ulcer treatment and

received a Health Champions award by the National Rheumatoid Arthritis Society which was presented by Prime Minister, Teresa May, at the House of Commons last year.

The unit also has a dedicated clinical nurse specialist osteoporosis nurse, Helen Veevers, who runs clinics, visits patients at home and prescribes treatments that help to protect the bones.

Osteoporosis is a condition that weakens bones, making them fragile and more likely to break. It develops slowly over several years and is often only diagnosed when a minor fall or sudden impact causes a bone fracture.

The Dermatology department deals with all sorts of skin conditions and has a new triage nurse system to free up valuable doctor time.

There is a nurse-led fast track skin cancer service, headed by Cancer Lead Nurse, Heather Baines, who can diagnose and remove skin cancers surgically. Patients are also referred on to other surgeons if their case is more complex.

Part of this service includes specially trained nurses Michelle Baker, Janette Fenton and Tony Eaton who can perform skin biopsies.

Skin Cancer Care Coordinator, Michelle Forsyth, goes out into the community to raise awareness and advise on skin cancer and how to keep safe in the sun.

Other dermatology services include injecting Botox into the armpits to temporarily stop excessive sweating and guides on camouflage products to help conceal various skin conditions such as pigment loss.

Janette Fenton, the Dermatology Nurse Specialist, is the dermatology lead for biologic therapy - which works with the body's immune system to fight infection and disease – and

iontophoresis treatment which is an electrical current that stops hands and feet sweating excessively.

Unit Manager Jane has a lot to be proud of.

She said: "We like to be able to educate the patients to support themselves, whatever condition they are living with. I like to think that all the team here go that extra mile for our patients.

"As a small hospital, we really have a family feel and get to know our patients pretty well. We have had really positive feedback from our Friends and Family Test questionnaires. We get such great satisfaction helping all our patients improve their quality of life in whichever service they use."



Sister Michelle Baker performs minor surgery

Viewpoint

The opinions of our executive team



Wendy Swift
Chief Executive (Interim)



Prof Mark O'Donnell
Medical Director

Over the last few months we have seen unprecedented demand on our services which we all recognise. We know that everyone has worked extremely hard and I would like to thank every single member of staff for their efforts to deal with the huge pressures that we have faced.

We want to hear your views about how things are for you in your role and that is why I have started to do some 'Chat with the Chief Executive' sessions. You can come along and see me and other Board members to let us know how we can make things better for you. The first of these sessions was held recently and I was delighted to hear some helpful suggestions on our Trust. The next sessions are at BVH on March 15 and Clifton on March 17. Please look out for the communications to advertise these dates.

We have been experiencing extremely challenging times of late and our members of staff have been responding in a hugely positive way to ensure that care for patients remains of the highest order.

Despite the pressures we are facing, we continue to see particularly innovative work such as the opening of our new Adult Cystic Fibrosis Service and our Extensive Care team being featured on BBC television as an example of fantastic partnership work.

The financial year is coming to an end and it has been a difficult year.

I would like to thank everyone who has helped us become more efficient and who has delivered savings while often improving patient care at the same time. That need will continue over the next 12 months so please keep your good ideas coming to us.



Marie Thompson
Nursing and Quality

The Trust Strategy Quality Workstream is all about consistency of care which includes a key focus on improving the use of the clinical care pathways.

Dr Gordon, our Clinical Lead, and the Pathways Steering Group, are doing a great job in understanding what is getting in the way of delivering higher pathway compliance.

We are now starting to see a step change in meeting the Sepsis Pathway and this is down to the hard work of clinical colleagues.

In particular, I would like to thank our colleagues in the Emergency Department and the Acute Medical Unit for helping to increase compliance to 40%.

The team continues to drive further improvements to support consistency and safe care — well done everyone!



Pat Oliver
Director of Operations

We have had a very challenging few months across all of our services.

We have seen some excellent examples of staff working across Divisions to support the management of our patients.

A big thank you to all staff — we do appreciate the pressure that staff are under.

We also continue to strive to improve our services such as the development of a Frailty Service with the aim of providing the best standard of care we can for this vulnerable group of patients.

Thank you to everyone who has been contributing to this important and valuable work.



Nicky Ingham
Workforce & Organisational Development

It has been an extremely challenging time for the Trust and, indeed, the NHS over the last few months. We are all in a very privileged position to care for our patients at the most vulnerable times in life — all of you members of staff have shown significant resilience and tenacity over this busy period, ensuring that we continue to care for our patients and going the extra mile in challenging circumstances.

There is immense change ahead for the NHS and we need to ensure that we support staff during this transition and uncertain times ensuring that we engage with you going forward. We are awaiting the results of our annual staff survey in the coming weeks which will tell us where we are doing well and where we need to improve to ensure that we continue to support our workforce strategy in 'creating a great and safe place to work'.



Tim Bennett
Interim Deputy Chief Executive

It seems as if you can't turn on the news or read a paper without the NHS being one of the top items. This year we have seen services under unprecedented levels of pressure through a combination of increased emergency admissions and delays in transferring patients out of hospital, all against a backdrop of the most difficult financial climate we have ever seen. If we do not achieve our financial targets then we risk not receiving the extra cash we were promised at the start of the year. We have to do everything we can to achieve break-even by the end of the year. Next year looks equally challenging but there is some good news in that the new tariffs announced in January mean that we gain slightly more than other Trusts as we move into next year and beyond. We will still need to drive forward with implementing our strategy and this includes some tough cost savings.

Strategy focuses on enabling workforce to lead change

Throughout February we focused on the 'Enabling' work programme of the Trust's 'Together we can...' five year strategy.

This workstream focuses on six key enablers that support the Trust's strategic aims, namely: Clinical Leadership, Workforce, Information, Estates, Information Technology and Communications and Engagement.

It is vital that we work hard on these areas to support the strategic ambitions of improving patient experience, improving staff satisfaction, reducing staff vacancies, reducing mortality, improving financial sustainability and reducing length of stay.

We have produced a short video, which can be found at <https://www.youtube.com/watch?v=vF3LxztOPzM>, showing how, by focusing on these enablers, staff have been able to make some excellent progress in certain areas such as the patient tracker system and the development of telehealth solutions that have helped us improve services for our patients.

The Non Executive Director overlooking the work stream is Doug Garrett.

He said: "The Enabling programme is vital to the success of the Trust's strategy as there is no doubt we have to work differently in the future in all areas of the NHS.

To do that we need a motivated and skilled workforce who are given the opportunity and the tools to lead change through the use of up to date information, innovative new technology and facilities that are fit

Our staff are poster stars

Throughout March we are featuring the work of staff and teams and how what they do on a day to day basis helps the Trust work towards achieving its goals.

The Communications team has prepared a series of posters which will be launched on a daily basis on social media over the next few months. The aim is that posters can be displayed in offices and departments throughout the organisation and highlight how we all play a part in the strategy.

Please contact the Communications team on extension 56941, 53538 and 56875 if you have a team or an individual that you would like to feature for a poster for your department.



My view...

The Senior Leadership course has "changed my life over the last 12 to 15 months.

"For me being head of department was out of my comfort zone completely. When you are a clinician you need to have a much bigger perspective. It is very important you are there as a role model. You have to walk the walk and lead by example.

"My style is now very different but the programme showed me you have to step outside your comfort zone. People say I have had a big change and I now see solutions rather than problems. It really has changed my life."



Mr Andrew Duncan
Consultant Cardiologist



for the future. Such motivation has been amply demonstrated during the recent extreme pressures experienced by the NHS.

"It is vital we communicate and engage with our stakeholders at all levels to make sure they are aware of and involved in, any changes we make so together we can ensure that the trust is best equipped for future success."

Our picture above shows a slide from the Enabling video

IMPROVING PATIENT EXPERIENCE

CURRENT	95.8%
IN 3 YEARS	98%

ROSEANNE ROGERS, CARDIAC CO-ORDINATOR

www.bfwh.nhs.uk/togetherwecan
#BTHtogether together@bfwhospitals.nhs.uk

Vintage Victoria

In the first of our new regular feature on Blackpool Victoria Hospital's past, we go right back to the beginning.

Blackpool outgrew its original hospital in Whitegate Drive and a new site needed to be found.

It was the Chairman of the Board of Hospital Management, Lionel Franceys, who favoured and fought off all opposition to get the new Victoria Hospital built on the Whinney Heys uplands which the Council had bought in 1930.

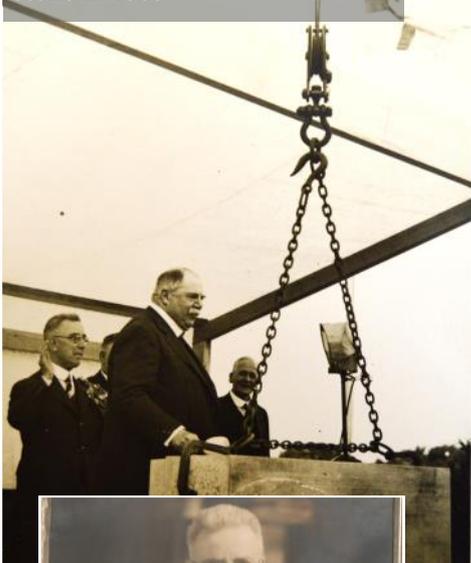
Opponents did not believe anyone would travel that far.

Mr Franceys personally supervised the move of patients, staff and equipment from Whitegate Drive on September 29, 1936, and appointed the first Matron - the legendary Elsie Maclean.

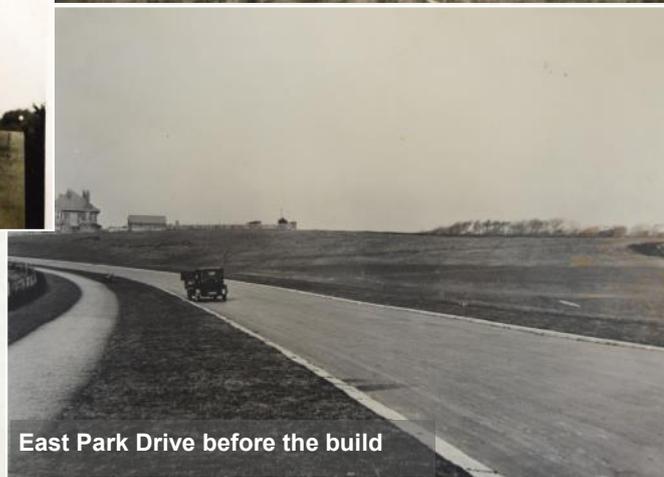
We'll find out more about that in our next issue.

If you have any vintage photos for use in future issues, please email: Alma.Stewart@bfwhospitals.nhs.uk

Lord Derby lays the foundation stone in 1933



Alderman Norman Fenton cuts the first sod in 1932



East Park Drive before the build

Gold award for healthier workforce project

The Trust has received a gold award for supporting staff to become more physically active.

Our Trust 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 of the Trust, said the Trust was delighted to receive the top honour.

He said: "Being physically active is an important part of physical and mental wellbeing, so we are very pleased to have been awarded gold status.

"The health and wellbeing of our staff is one of our main focuses of attention, 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, a weight management programme, resilience training and several health and wellbeing roadshows where staff could be tested for their blood pressure and cholesterol and picked up tips on improving their health. They have also received a healthy catering award.

Hannah Corless, Healthier Workforce Project Manager at the Trust, said: "Since the start of the project staff have been actively encouraged and supported to be more physically active and the feedback we have had has been excellent.

"It has been fantastic to see staff who have not run for years take part in 5k races and are now running regularly because of one of the classes we put on."

Sir Bruce Keogh, NHS England Medical Director, said: "There has never been a more important time for hospitals and all NHS organisations to focus on the health and well-being of their staff.

"The effects of low levels of physical activity can be seen day in, day out, in every hospital and GP practice across the NHS. As collectively the largest employer in the country, the NHS family has a responsibility to help improve the wellbeing of our workforce."



Healthier Workforce group members Hannah Corless (left) and Sandra Rudd with the gold award certificate

Theatres manager with rare condition gets to heart of matter

A dad-of-four with a rare heart condition who works at the Lancashire Cardiac Centre is raising awareness of the disorder which nearly killed him. INGRID KENT reports

Operating theatres manager, David Stott, had never come across a condition called pulmonary arterial hypertension until he had the shock of being diagnosed with the rare disorder.

David, 40, who lives in Preston with his wife Kylie and four young daughters, had always been fit and a keen runner so it came as a great shock when he was diagnosed with the condition three-and-a-half years ago. He was told by doctors that he was lucky to be alive as the condition had advanced to a point where it could have killed him.

He said: "I was taken into hospital where they said the pressure on my heart was so great that I should have died by then. It's so rare that it only affects around 6,000 people in the UK.

"They also said my life expectancy was about two to three years at that time. My colleagues at the cardiac centre are often surprised to find out that I have pulmonary arterial hypertension because I seem so well. It can affect people very badly; some people need be on oxygen and can't leave the house. It was a huge shock to find out I had it and it's still hard to get over."

David, who is the lead guitarist in Preston-based rock band Ward XVI, has bravely battled the condition since he was diagnosed and has raised more than £4,000 for a pulmonary arterial hypertension charity through gigs and running events. He is also raising awareness of the condition so that other people can be aware of the symptoms and see their GP if they are concerned.

Pulmonary arterial hypertension is raised blood pressure within the pulmonary arteries, which are the blood vessels that supply the lungs. It can damage the right side of the heart, making the heart less efficient at pumping blood around the body and getting oxygen to the muscles.

David explained: "When I was first diagnosed, I discovered it was a very rare condition.

"The arteries become clogged. This makes the heart work harder and become enlarged. I had always been very fit and did lots of sports. Exercising suddenly started to get difficult and I thought it might have been asthma.

"Doctors told me the average life expectancy for people who had gone through what I had was very low. They didn't say any more than that. I was put on medication and things got a lot better. They told me just to try to stay as fit as possible. I have four kids and I have to think about their future. There is that insecurity. The kids don't really know much about it. I just try to get on with it."



David Stott at Blackpool Victoria Hospital

David is still running and he said it helps to keep fit and active.

He said: "I go running but I'm not as fast as I used to be. With the drugs I'm on, I can't play contact sports. At first I was in denial and locked myself away. One step at a time my fitness came back and eventually I thought – I'm not dying.

"I try to run two or three times a week and keep my heart as fit as it can be. I go to the Royal Hallamshire Hospital in Sheffield where there's a specialist centre. I go there once every six months and I also see a lung consultant at Blackpool Victoria Hospital."

Originally from Birkenhead, David has worked for Blackpool Teaching Hospitals for a year and before that he worked at Lancashire Teaching Hospitals in Preston for 10 years. Prior to that, he worked at Arrowe Park Hospital on the Wirral.

When David first started working for the NHS he was an operating department practitioner (ODP) in theatres. Over time he moved into the managerial side of operating theatres.

David and some of his friends raised more than £1,000 for the Pulmonary Hypertension Association UK by staging a rock gig at Burnley Sanctuary on February 4. The charity provides advice and support to people with the condition.

He said: "I would like to make people aware of the symptoms of the condition. I was very fit when I first started having symptoms but if I'd been out of shape I might have ignored those symptoms. The symptoms can be similar to other conditions. Don't ignore your body!"

Symptoms include shortness of breath (initially while exercising), fatigue, dizziness or fainting, chest pressure or pain and swelling of the ankles and legs.

He added: "I have been quite vocal on social media about the condition. When people are newly diagnosed I try to coach them through it and try to promote some positivity.

"It's not necessarily the end of the world."

For more information on pulmonary arterial hypertension go to: <http://www.phauk.org/> A charity CD featuring Ward XVI and other bands is available by going to the following link and donating £5: <https://www.justgiving.com/fundraising/PHFest>



David with his daughters Lorien, Matilda, Megan and Abby during a fundraising event

Hospital welcomes special guests to first dementia hub

The High Sheriff of Lancashire, John Barnett and his wife Danielle, attended a Dementia Action Alliance event on February 16 — the first to be held at Clifton Hospital.

John and Danielle joined a host of agencies which were available to give out information about services that may be useful to those living with dementia and their carers.

The Alliance has more than 150 national organisations across England which connect, share best practice and take action on dementia.

Locally called the Fylde Coast Hub, partners include Blackpool Council, health and social services plus not for profit organisations and covers the Fylde coast.

Peter Brooks, Dementia Care Homes Officer at Blackpool Council, said: “We are trying to make sure that everyone who is touched by dementia gets to access services.

“We are very fortunate in this area that we have



Tesco Community Champion Lynn Sumner, Ward 1 Manager Linda Broadbent, John and Danielle Barnett and Blackpool Council’s Peter Brooks at Clifton Hospital. Below: Charlie the Pets As Therapy (PAT) dog



Danielle chats to Ward 1 patient, Gerald Pearson



John chats to Dorothy and Pat from Parkinson’s UK

some exciting things going on. A lot of people don’t realise that they are carers or how much help they can receive if they have access to the right organisations. That’s what the Alliance is all about.”

The event was open to the general public and refreshments, biscuits and cakes were available.

John and Danielle got to try some special day and night ‘Fatal Vision’ glasses to give an insight on how people living with dementia see the world.

They were also given a tour of Ward 1 by Ward Manager Linda Broadbent and took time to chat to patients.

Mr Barnett said: “We are very honoured to be involved and to come here and see the wonderful work which is being done.

“There are so many wonderful people in Lancashire who unconditionally give up their time to help others in difficult circumstances.

“To have services on offer like those here today, I am very proud to witness and I personally thank all these wonderful people.”

The next Fylde Coast Hub information day will be held at Trinity Hospice on March 17 from 2pm to 4pm. All are welcome.



Remember to do your mandatory training and keep up-to-date

Staff are being reminded of the need to complete Information Governance (IG) Mandatory Training on an annual basis.

IG training is a compulsory requirement of Trust employment for all staff.

This is irrespective of role and failure to do so is a breach of contract.

As Trust employees, we are privy to a huge amount of confidential, sensitive and valuable information and it is imperative for staff, patients and the Trust as a whole that this information is handled correctly.

Failure to complete training is a risk to the Trust.

If a non-compliant member of staff is responsible for an IG breach, then the potential monetary fine that can be levied by the Information Commissioner's Office is vastly increased.

Non-compliance will be escalated to line managers.

The IG department is currently in the process of revoking system access to non-compliant staff.

The IG department has recently contacted all staff whose training has expired or is soon-to-expire.

If you have been contacted or know you need to complete the training, then please do so as soon as possible.

Training can be completed online through OneHR, or as a paper assessment which can be obtained from the Trust intranet.

If you have a query regarding IG training then please contact the IG Helpdesk. If you are having issues using OneHR then please contact OLM.



Case notes need to be carefully managed

Unavailability of case notes at the point of care is a clinical risk which can have a direct impact on patients.

Staff failure to adhere to Trust procedure by not tracing case notes is wasting Medical Records staff's time and can have a range of knock-on effects throughout the Trust.

Please can we remind all staff to adhere to the Health Record Folder Location Recording Procedure - Version 6 - Corp/Proc/498.

If you are an administration staff member and have not received

Health Records Management Training, please complete the Health Records Management Training Request Form available on the Trust intranet.



Always double check email addresses

Double-checking email addresses when using the global address book is hugely important.

Staff are being reminded of the risks associated with sending externally.

It is also important to be diligent when sending emails internally using the global system.

There are many staff with the same name as other staff members.

Misdirected emails can cause a breach of privacy and confidentiality for the intended recipient, the sender and anyone whose



information is contained in the email, so it is in everyone's interests to be careful in this regard.

Misdirected emails can also cause errors and delays in the running of Trust business, including a clinical impact.

The listed job role and domain name on the global address book should be used to ensure emails are not sent to an incorrect recipient with the same name.

If you feel that you need extra identifiers adding to your contact details on the global then please contact the IT Servicedesk.

Advice on time management

Following a recent investigation, the Trust's counter fraud specialist, John Marsden, would like to remind all staff that the starting point for their e-roster or timesheet is when they are actually ready to commence their work, not when they arrive on the Trust site.

If the staff member's arrival or finish time is outside of their manager's usual work hours, then managerial checks should be put in place, for example, spot checks or an e-mail from the staff member at the point when they start or finish work.

Similarly, the counter fraud specialist would like to remind all staff that internet usage is recorded and can be used in evidence, should

a staff member abuse their internet use.

While it is accepted that staff can use the Internet over the lunch time period, taking into account the Trust's internet policy, such usage should not overlap into NHS work time.



John Marsden

Family members of managers must inform Trust

Please can all members of staff note that if a family member is the manager or supervisor of another family member, senior management must be informed so that appropriate arrangements can be made.

For example, authorisations of annual leave, sickness absence monitoring and attendance management. Close family members can successfully work in the same department, but the above best practices should always be followed.

Fraud policy renewed

All staff please note that the fraud and corruption policy has been updated and renewed.

The policy enforces the Trust's 'zero tolerance' stance to fraud in the NHS and can be found by the following link:- <http://fcsharepoint/trustdocuments/Documents/CORP-POL-136.pdf>

The policy has been updated throughout.

The principle change is the inclusion of a redress section (3.10) which explains how the Trust will recoup monies lost by fraudulent activity.

Counter fraud update

New counter fraud posters are available on the counter fraud Intranet site. The link to the page is as follows:- <http://fcsp.xfyldcoast.nhs.uk/C/counterfraud/Pages/Posters.aspx>

The counter fraud area of the Intranet site has been updated and now includes a video on ID fraud, which is particularly relevant for staff who have to interview applicants for a Trust job, or checking the ID of agency staff or contractors. The link is as follows:- <http://fcsp.xfyldcoast.nhs.uk/S/security/Pages/TakeAnotherLook.aspx>

Woman jailed for 16 months for identity fraud

The following case study relates to a successful ID fraud prosecution.

A woman who provided false identity documents to secure work as a student nurse was jailed for 16 months after a joint investigation by NHS Protect and the Home Office Immigration Service.

The woman, who worked for a NHS organisation in the south of England, was found guilty of four offences under the Fraud Act 2006 and Identity Documents Act 2010.

In addition to the sentence of 16 months imprisonment, the judge ordered a victim surcharge and recommended deportation stating: "The defendant devised a sophisticated method of remaining in UK.

"The use of a false passport was very serious. The use of false identity documents is taken extremely seriously by the court."

The woman secured NHS employment for eight years using forged and stolen identity documents, false employment references and fake European Union (EU) documentation. She was also awarded a NHS student bursary to fund her nursing training.

During the investigation between NHS Protect and the Home Office Immigration Service, passports and other identity documents were tested and found to be false, forged and improperly obtained.

Sue Frith, Managing Director, NHS Protect said: "These were serious offences committed over a long period of time, with the intent of diverting public money away from the NHS and other government agencies.

"The sentence reflects this and should send out a warning to those intending to defraud the NHS".



Stacey is here for abuse victims



Stacey Simpson, the Trust's new Independent Domestic Violence Advisor at Blackpool Victoria Hospital

Victims of domestic abuse now have someone on hand to support them when they are in hospital or if they are working within the health service. INGRID KENT meets Stacey Simpson, the Trust's new domestic violence advisor

Domestic violence is an insidious crime that victims are often afraid to report.

However, staff and patients within the Trust now have a highly trained person to turn to if they are suffering domestic abuse.

Stacey Simpson, a former police officer from Blackpool, has recently been appointed as an Independent Domestic Violence Advisor (IDVA) for the Trust.

This is the first time the Trust has had a health IDVA working solely with victims of domestic abuse and the post is funded by the Lancashire Police and Crime Commissioner's office. The Trust and Fylde Coast Women's Aid are working in partnership to deliver this service.

Stacey, 29, who worked as an Immediate Response Officer in Blackpool for the last seven years, says the new role is proving to be a success and to date she has been able to offer support to more than 80 people effected by domestic abuse within the Trust. This number is gradually increasing as awareness of the service grows.

Stacey said: "I am very passionate about this new position. So far, the victims I have seen in the hospital have ranged in age from 18 to 89. I have seen women and men from a variety of backgrounds.

"At the hospital I am available for all patients coming through the Emergency Department, maternity, long stay wards and any other person who has cause to visit the hospital for any amount of time. I am also available to staff who have lived with, or who are living with, domestic abuse. It is important to recognise that not all abuse will create visible injuries as domestic abuse does not always involve physical violence. Often the emotional abuse and coercive control can be equally as devastating.

"If a patient is experiencing domestic abuse or has disclosed some information, I will go to see them. Staff and patients can contact me directly as I'm on site from Monday to Friday. I also receive referrals

to see patients who have attended hospital overnight or at weekends and I will endeavour to contact them safely and follow them up if they have been discharged from hospital and back in the community."

The Home Office definition of domestic abuse is: "Any incident of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been intimate partners or family members regardless of gender or sexuality. The abuse can encompass but is not limited to psychological, physical, sexual, financial and emotional."

Stacey explained that domestic abuse affects people of all ages and all backgrounds. The current national average is one in four women and one in six men will experience domestic abuse at some point in their lives.

The cost of domestic abuse to health services in the UK is £1.73 billion per year and mental health costs due to domestic abuse are estimated at £176 million. The British Crime survey found that four out of five victims of domestic abuse don't tell the police. The crime survey also found that 51,355 NHS staff members are likely to have experienced domestic abuse in the last 12 months. This breaks down as 44,825 women and 6,530 men. Nine out of 10 victims reported improvements in safety following an intervention by a hospital IDVA.

In Blackpool domestic abuse remains a significant challenge. The latest strategic assessment states that domestic abuse accounts for 31% of all Blackpool's violent crime and 10% of all crime and on average there are approximately 14 domestic abuse incidents reported to police per day in Blackpool. This is 2.7 times the Lancashire average.

Stacey added that she has had several referrals so far from Trust staff: "As I'm independent, staff can approach me without having to go through their manager and they can seek advice in confidence.

"I can offer a safe place away from their home life where they can seek help and advice, fitting around their working shift pattern. The Trust has a really strong domestic abuse policy in place that has been set up by the Safeguarding Team. There is also an established campaign called 'You don't Seem Yourself' to help staff recognise colleagues who may be suffering domestic abuse."



Trust's commitment to cancer care is marked with pledges

World Cancer Day was marked with a special event on the mezzanine at Blackpool Victoria Hospital. INGRID KENT was at the event to capture people's views and pledges

Staff from across the Trust joined the global fight against cancer at a special event at Blackpool Victoria Hospital.

Staff, patients and the public visited information stands and made pledges to fight cancer at the World Cancer Day awareness event on February 3. More than 100 people made a pledge and £450 was raised to be used to enhance cancer services within the Trust.

One of the leaders of the Trust's Cancer Services also backed World Cancer Day by pledging to continue providing the best possible care and treatment for patients.

Clinical Lead for Cancer Services, Mr Ian Arthur, said patients on the Fylde coast can be assured of an excellent service.

Mr Arthur, who has worked as a Gynaecologist for the Trust since 1998, said the organisation has a large infrastructure and a strong commitment to cancer services.

He said awareness events such as World Cancer Day, were important in terms of keeping the topic to the fore.

Mr Arthur said: "We set our standards high.

"Everything is followed through at the executive level. This reflects the fact that we see it as an important service within the Trust. In terms of cancer services, we follow a national model. We compare and contrast ourselves with national statistics. We have an annual assessment to make sure we are compliant and flexible when there are any changes.

"However, we're not sitting on our laurels. There is a lot of work to do. Among the population there is a relatively low level of recognition of the signs and symptoms of cancer. We realise there is a need for education and awareness of cancer. We have various projects such as the Living With and Beyond Cancer scheme to tackle this work."

Mr Arthur said within the Trust there is a highly committed team that is responsible for tracking patients on their journey through the system and they work closely with their clinical colleagues.

The aim is to work with GPs and Trust clinical teams to save more lives by helping more people to recognise the symptoms of cancer earlier. The Trust looks at the quality of its cancer services on an annual basis and is currently working with partners, including Fylde and Wyre Clinical Commissioning Group (CCG) and Blackpool CCG on a Cancer Strategy for the Fylde coast.



Members of the Colorectal Cancer and Stoma team with Nichola Ritchie (front, left) at Blackpool Victoria Hospital

Nichola Ritchie, Colorectal Cancer and Stoma Clinical Nurse Specialist for the Trust, said: "As a team we are pledging to help our patients reduce their risk of cancer recurrence through promoting active and healthy lifestyles during and after treatment.

"We were there on the day, along with the bowel cancer screening team, to offer advice and support to all. The event helped us to highlight the importance of early detection and recognition of bowel cancer symptoms. Bowel Cancer is the fourth most common cancer in the UK and each year in Blackpool, Fylde and Wyre alone we see around 270 new cases.

"Bowel cancer is treatable, if caught early, and we are capturing more early stage cancers with the introduction of the bowel cancer screening service. We urge people to participate in this service as early detection may lead to much better outcomes. Currently around 57% of patients treated are still cancer free five years after treatment."

The team provides support to colorectal cancer patients and their families at all stages of their journey from diagnosis through to surgery, chemotherapy, radiotherapy or even palliative care.

Nichola explained: "We are there for people after they have had cancer too, offering support and advice with regular clinics, telephone contact and open access to our service. We have a dedicated team of eight nurses and work very closely with other clinical nurse specialist teams, surgeons, oncologists and the wider colorectal network."

The Trust is keen to hear from patients and there is a patient group that is contributing to the Fylde Coast Cancer Strategy. The Trust has planned several 'Health and Wellbeing' events.

For more information on these events contact Kerrie Newsham, Macmillan Cancer Care Co-Ordinator for the Trust, on 01253 957147. For more information on the Living With and Beyond Cancer project please go to this link to see the web page: <http://www.bfwh.nhs.uk/our-services/hospital-services/cancer-services/macmillan-living-with-and-beyond-cancer-programme/>

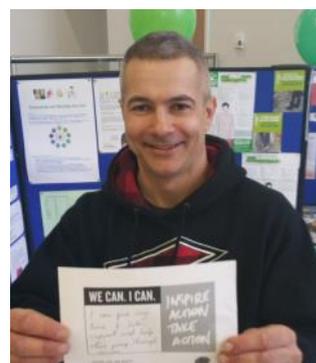
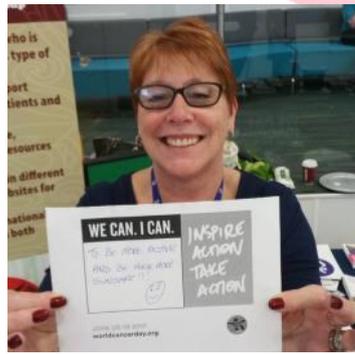
Please see the page opposite for a selection of images of staff and patients making pledges at the World Cancer Day event



Mr Ian Arthur, Clinical Lead for Cancer Services



Interim Chief executive of the Trust, Wendy Swift (fourth from right), with staff and Sadiq Patel (centre) from the Lancashire Bowel Cancer Screening Service





Nurse team cuts operation waits

The highly dedicated Nurse Practitioner Team at Blackpool Teaching Hospitals 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 teams 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.

After reviewing patient waiting times, the equity of workloads, training needs for the nurse practitioner's as well as income generated by the team versus the cost of the service, matrons Marshall and Vernon merged the two services. This has improved patient waiting times and increased income.

Paula explained: "When people are listed for surgery they are usually put on a waiting list.

"There are targets we need to meet as a Trust. If we don't meet the targets it reflects poorly on the Trust and there are costs associated with breaching the targets.

"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 18. 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 and 2016 due to ensuring that all the increased activity was coded."

A pre-operative assessment ensures that patients are safe to receive an anaesthetic.

Each patient requiring an anaesthetic needs a full assessment of his or her existing clinical conditions, symptoms and medications. Plans regarding further investigations, medication changes and additional support specific to the patient are organised before surgery.

Patients are prepared for surgery by ensuring they understand the operation they are having, managing any expectations through explaining the expected clinical pathway and discussing any potential side effects that may occur.

All the qualified nurse practitioners have had additional, advanced training. The trainee nurse practitioners are supported through their training with a clinical mentor and protected training time.

Preparation for surgery is psychologically complex and the nurse practitioner team enhances the patient experience by personalising the plan for people receiving this service.

Prior to the pre-operative assessment service, patients required an admission to hospital the night before surgery. This was to enable the anaesthetist to review the patient the evening before surgery.

Patients who were not immediately fit for surgery and required further investigation needed to have their operations cancelled, causing uncertainty and stress for patients as well as wasting theatre slots.

Through providing a pre-operative assessment service, patients are now admitted on the same day as they are due to have their surgery.

Any investigations or anaesthetic input can be organised before theatre and an appropriate plan can be organised. The anaesthetists are now more readily available to review more complex patients and deliver anaesthetic services.

Our photograph shows some of the members of the Nurse Practitioner Team who work to cut pre-operative waiting times

Harry's here to help

Manchester's Harry Williamson started his career in banking before moving over to GP practices as practice manager.

He worked for the NHS for 20 years before retiring.

When Harry came to Blackpool, his friend and neighbour had a triple heart bypass in the Cardiac Centre, and he was blown away with the level of care his friend received.

He said: "My poor friend was in intensive care and to be honest looked like he'd been hit by a bus.

"It was amazing how they looked after him. He later went on to be a volunteer Health Mentor."

Some time later, after seeing an advert in The Gazette for volunteers, Harry posted it through his neighbour's door, but suddenly thought, 'maybe I could do that' and promptly asked for it back!

After he had applied, Harry was very impressed by the professionalism involved in the recruitment process.

He said: "I had an interview and they took references, so it took a couple of months to actually start, which was a real recruitment process. It was impressive."

As soon as he was in the role, Harry found that he was made very welcome and enjoyed the company and banter of his colleagues.

"It's all the best bits of working life without the hassle," he said.

Harry finds that as a gastro patient, he can help similar patients to feel more at ease because of his personal experiences.

And he thinks that by being a volunteer, he won't get as nervous at his next appointment in a couple of years' time.

As a Christian, Harry also finds his faith helps him to help others: "I often see groups of people who have obviously heard some bad news.

"I always send a prayer out for them."

Harry says the best thing about his five-hours-a-week role is meeting people and trying to make them feel less anxious.

He added: "I'm a talker, so I love to chat.

"I've met some great people here and it's a nice atmosphere. And it's nice to be able to help people."



Harry Williamson at Blackpool Victoria Hospital

Emergency team's Enfys says au revoir



Enfys Johnson

A highly respected member of the Emergency Department team has retired from the Trust.

Enfys Johnson, who worked as a Ward Clerk for the Trust for 12 years, will be returning to the Emergency Department on a part time basis.

Enfys started working part time in the Emergency Department after taking early retirement from her career in banking.

Enfys said: "I love working in the Emergency Department.

"They're such a fabulous group of people.

"You really feel part of the team – I enjoy it so much.

"We pull together and help each other.

"It's a much more caring environment than my previous job.

"I love working with the patients."

Members of the team threw a party for Enfys on February 9 and presented her with gifts and flowers.



Enfys Johnson with the team



Enfys gets quite a surprise thanks to colleagues

Amy and Luke walk this way!



Amy Mutch and Luke Sumner. Right: Luke as his alter-ego Lulu D'Muir in the Trust's flu jab video

The star of a quirky hospital flu awareness video who once worked at Funny Girls in Blackpool, is swapping his high heels for walking boots to raise money for charity.

Luke Sumner, who now works as a charge nurse at the Trust and his colleague, senior staff nurse Amy Mutch, are in training for an epic trek through the Grand Canyon.

They are aiming to raise money for the Blue Skies Hospitals Fund which enhances care for patients across the Trust.

Luke, 35, from Blackpool, recently appeared as his alter-ego, Lulu D'Muir in the Trust's flu jab awareness video. He said he might even pose for photos in the Grand Canyon wearing an outfit like those worn in Priscilla Queen of the Desert!

Amy, 25, from Preston, is a Brownie pack leader with the Girl Guiding 9th in Fulwood.

Both work in the Cardiac Intensive Care Unit (CITU) at the Lancashire Cardiac Centre which is based at Blackpool Victoria Hospital and they are hoping to raise at least £8,000 between them.

Luke said he had recently met up with his brother in Las Vegas and was lucky enough to have an amazing helicopter flight over the Grand Canyon. The intrepid pair's trip will be take place from September 16 to 23 and each day they will walk for 10 to 15 miles in searing heat.

Luke said: "It's completely up my street. It's a once in a lifetime opportunity. It's for a great cause – the Blue Skies Hospitals Fund. The charity does a lot for every part of the Trust. They money will go to whoever needs it. Lots of people will benefit.

"My partner is 'Barry Zumba' who holds dance classes in the

Blackpool area. He thinks it's great and he's going to help me to get fit. I'll be hitting the gym and going on lots of walks."

Amy said: "It will be quite a challenge for us. We're going into training now. It's an opportunity to get fit and healthy. I will be fundraising with my Brownie pack, my family and my colleagues. The more people we can get to help with fundraising the better."

The pair did some fundraising at Funny Girls on January 27 during a special night for NHS and emergency services staff.

Luke said: "I worked at Funny girls for 10 years in some of the shows and on the bar. I have lot of friends there and they want to help us to raise the money."

Amy said she also wanted to do the charity challenge because she wanted to give something back to the Trust.

She said: "I love working here. It's a really good Trust. I always feel it's very positive to work here. I feel very valued. We have a fantastic team on CITU. We're very close and we support each other a lot. We have some very difficult situations here in CITU. No matter how bad it gets, the team is there to support you.

"We have recently set up a Family Focus Group for relatives of patients who come to CITU long-term. Some patients are here for months. The relatives need support and we have talks so that they don't feel afraid to ask questions. They also get a business card with a list of nurses in the team."

Luke explained that if a patients needs heart or lung surgery they go to CITU after their operation.

He said: "Many patients are in for a short time and some need to be here for months. They are here until they are well enough to move



A stunning waterfall in the Grand Canyon

onto a cardiac ward. We also deal with emergencies such as road traffic accidents, cardiac arrests and stabbings. The unit can change from minute to minute. Two people can be arresting at the same time.”

Luke and Amy are also trained in Cardiac Advanced Life Support (CALs) which means they can reopen the chest of a heart patient to perform internal cardiac massage, if necessary.

Luke added: “It can be the difference between whether a patient survives or not. You feel empowered as a nurse on our unit. I’m glad we are doing the Grand Canyon walk to support teams like ours in the Trust.”

If you would like to sponsor Amy and Luke please go to their JustGiving page at: <https://www.justgiving.com/fundraising/cardiacitu> Donations can also be made by texting: CITU99 £5 (or any other amount) to 70070.

Inspired? Why not join one of our charity hikes



Queen’s Guide to The Sands, Cedric Robinson

Blue Skies Hospitals Fund is offering staff and the public an opportunity to take part in the iconic Morecambe Bay walk with the wonderful Queen’s Guide to the Sands, Cedric Robinson MBE.

Crossing Morecambe Bay is an unforgettable experience which can only be undertaken with an experienced guide.

This famous walk is approximately eight miles long and should take about four hours to complete, depending on the route taken and progress on the day.

The walk, on Sunday, June 4, starts at the pretty and picturesque promenade of Arnside with registration between 1.30pm to 2pm.

Family, friends, children, dogs (on a lead please) and groups are all welcome.

The route takes walkers from Arnside Promenade to Kents Bank near Grange-over-Sands.

The route has panoramic views of the surrounding Lake District mountains and those of Lancashire and Yorkshire.

For more details please contact Ann Hedley or Nicci Hayes 01253

957381 or email blueskies@bfwhospitals.nhs.uk. Alternatively, you can book via [Eventbrite](https://www.eventbrite.co.uk/e/morecambe-bay-walk-tickets-30485126835?aff=es2) by clicking the link <https://www.eventbrite.co.uk/e/morecambe-bay-walk-tickets-30485126835?aff=es2>

And for those a touch more adventurous, Blue Skies is also offering the opportunity to walk the mind-blowing Grand Canyon.

The Grand Canyon walk is scheduled for September 16 to 23 and the charity will be with you all the way supporting you with training and fundraising.

They’ll also be putting on additional events this year to help you meet your fundraising target.

For more details about this exciting adventure and our launch event please contact Nicci Hayes on 01253 957904 or email nicci.hayes@bfwhospitals.nhs.uk.

Interim Head of Fundraising, Ann Hedley, said: “This is an amazing opportunity to create memories and to support your local charity.

“I’ve been on three treks so I know the questions that people will ask and Blue Skies will be there to support participants in making this journey a success.”

Under the Spotlight

In this edition of *The Pulse*, medical student, Laura Horne, is 'Under the Spotlight'

What is your present post with the Trust and what are your plans for the future?

On leaving school I decided to study medicine at Liverpool University where I graduated last July. I have another year left to complete my two-year placement at Blackpool Victoria Hospital. From the Emergency Department, I will be moving on to the Surgical, Paediatrics and Stroke Departments. My plans are to apply for a post at Blackpool Victoria Hospital, specialising in obstetrics and gynaecology. I just love this hospital and Blackpool as well. When I first arrived, people were so welcoming and assisted me to settle in quickly. Everyone's really helpful and friendly. They just want you to be happy.

Where were you born and what is your best childhood memory?

I was born and grew up in Bolton and my best childhood memory was that at home we had a garage which we never used. One day I came back from primary school to find that the garage had been converted into a play-room! My dream had come true!

Who has been the most inspirational figure in your life?

My sister Katie, without a doubt. She didn't make it into higher education first time round and she settled down to getting married and having a family. In due time, she tried once again for university - and this time she succeeded! She proved to herself and to us that given sufficient determination you can realise your dream!

What would be your first choice of an alternative career?

Definitely an airline pilot. I just love flying.

What are your interests outside the work environment?

I have done a lot of voluntary work, both here and abroad. I loved going to Marrakech in Morocco where I helped paint a school and an orphanage. My next challenge is to master sign-language which I know will help me in my future career in medicine. I also believe in keeping myself fit and healthy, so I go to the gym and the pool at least twice a week.

What is your favourite place to eat out and what is your favourite dish?

The Undercover Bar in Liverpool. It's so esoteric and the mezes can't be bettered anywhere!



And your least favourite food?

I don't like prawns.

What's always in your fridge at home?

I'm very careful what I eat. Milk, blueberries and grapes are always there.

Which three guests from any period of time would you most like to invite round for a dinner-party?

It would be really good to have one of my distant ancestors there so that I could discover some of our family history first-hand. The second guest would be Jacqueline Wilson. I read every one of her books when I was growing up. She could entertain the guests with her amazing stories. My final guest would be my mum. She's my best friend and can share the amazing experience with me!

One item you use daily and could not do without?

My mobile phone.

Best book you've ever read and best film?

I loved reading *Girl on the Train* and the best film I ever saw was *Bridget Jones' Diary*.

Which music are you listening to in the car at the moment?

I love James Bay. His music is amazing.

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

I'd like to see an end to violence, whether it be an horrific incident or the latest violent video game. On a less serious note, I wish eating chocolate would make you lose weight!

What was the best piece of advice you've received?

Don't give up first time round. If you put your mind to it you can realise your dream.

Interview by Denys Barber

Staff Lottery winners

There were no January blues for the winners of the Staff Lottery who scooped a princely amount and got the year off to a wealthy start.

John Highley, who won the second prize in December, pressed the button of the Matthews machine to start the January draw.

Taking home the first prize of £2,200, was Ruben Sumaguio from ITU.

He said: "I was astounded to know that I won the first prize. It made my day instantly!

"I can now realise my plan of going to Australia next year and I'll make sure I have an amazing time."

The second prize of £600 was won by Learning and Development's Kirsty Hollings.



She said: "I was so excited when I found out I had won. It was my first day back after being on holiday - a lovely surprise to come back to! I'm not too sure what I will spend the cash on yet."

The third prize was £300.

February's winner, picking up the top prize of £2,100, was Victoria Holt from Nuclear Medicine.

She said: "We are planning on spending the money on a family holiday in the sun. My four year old daughter is desperate to go on an aeroplane."

Second place winner and pocketing £600, was Therapy Assistant, Julie Barwise.

She said: "I may spend the money on a nice weekend away with my partner as we got engaged on February 13."

The third prize of £300 went to Lesley Wallis from Ward 37.

To enter the Staff Lottery go to <http://www.bfwh.nhs.uk/onehr/staff-benefits-expenses/staff-lottery/> or look on the main page of the staff intranet.

Away from the Trust...

He's the area's unbeaten professional boxing champion and aged just 22.

He was born and lives here in Blackpool.

And he's one of our colleagues working here at Blackpool Victoria Hospital with the Ophthalmic Surgery Waiting List.

He's the one and only Alex McCloy!

Alex is a young man in the prime of health, strength and fitness.

"When I left Highfield School I initially wanted to become a Fitness Instructor and Personal Trainer, so I enrolled at Blackpool and the Fylde College, studying Sports and Exercise Science, said Alex.

"I enrolled as this would help contribute to my boxing as it would give me a better understanding of how the body works and how to improve myself.

"I also wanted to give the opportunity to other people who may like to try the fitness and training side boxing, without sustaining any of the potential injuries."

Alex then went on to Blackpool Fightworks ABC and from the start proved to be a professional boxer with enormous potential.

He has a natural determination to win and defeat his opponent.

"I'll be forever grateful to my trainer, Jeff Thomas and to my manager, Kevin Maree, who have ensured I'm reaching the highest levels of fitness and ability so as to give me the best chance of winning my matches, while keeping me grounded and focused," said Alex.

"I train three times a week at Fightworks as well as on my own and it really is a very demanding schedule.

"We start with a jog and warm-up exercises, then it's on to the strength and conditioning machines followed by free weights and shadow boxing.

"The sparring session comes next and it's the main event of the evening, designed to practice techniques and strategies, though these will vary to suit the opponent I'm due to face in a forthcoming match."

As well as being at your peak of strength and endurance, you need fearless courage, determination and intelligence to be assured success as a boxer – and Alex McCloy has these qualities in abundance!

"I've never lost a match which makes me one of the region's limited,

**Alex is
boxing
clever**



undefeated professional boxers," he said.

To see Alex in action, just go onto YouTube and put his name in the search box.

"You'll be amazed at what you see. Alex is awesome!

Boxing is an unforgiving sport - the entire unprotected body above the waist is fair game to receive powerful punches from a super-fit person.

"I've never been seriously injured" added Alex. "Also I've never been knocked out or knocked down. A cut above my eye is the only injury I've ever sustained in my whole career."

Interview by Denys Barber

If you know of anyone who works within the Trust and has an interesting interest or hobby they would like to share with the readers of The Pulse, please contact ingrid.kent@bfwhospitals.nhs.uk

Competition and Recipe

POPTASTIC

Shown opposite are nine stills from well known 70's and 80's music videos, all you have to do is name the artist and song the still is taken from?

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....
- 7.....
- 8.....
- 9.....

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

Send your entries to:
Competitions,
Communications Department,
Home 15,
BVH.



Name.....
Dept.....
Contact No.....

Closing Date: Friday 28th April 2017

Paul is feeling IT after winning picture quiz

Congratulations to Paul Fearnley, Head of the Trust's Web Services team, whose entry was the first all correct form pulled out of the hat for the 'Odd One Out' picture quiz in the last edition of The Pulse.



Paul wins a roll-over £100 gift voucher courtesy of CDC Printers of Poulton.

The linking theme was: Major League soccer teams with the odd one out being the train image in box seven.

Recipe — Chicken and chorizo jambalaya

A Cajun-inspired rice pot recipe with spicy Spanish sausage, sweet peppers and tomatoes

Preparation: 10 minutes

Cook: 45 minutes

Easy: Serves four people

Ingredients

- 1 tbsp olive oil
- 2 chicken breast, chopped
- 1 onion, diced
- 1 red pepper, thinly sliced
- 2 garlic cloves, crushed
- 75g chorizo, sliced
- 1 tbsp Cajun seasoning
- 250g long grain rice
- 400g can plum tomato
- 350ml chicken stock

Method

Heat the oil in a large frying pan with a lid and brown the chicken for 5-8 mins until golden. Remove and set aside.

Tip in the onion and cook for 3-4 mins until soft. Then add the pepper, garlic, chorizo and Cajun seasoning, and cook for 5 mins

more. Stir the chicken back in with the rice, add the tomatoes and stock. Cover and simmer for 20-25 mins until the rice is tender.



Recipe Tip

To use up leftover Cajun seasoning, cut 2 chicken breasts into strips, mix 1 tbsp of seasoning with a little oil and rub over the chicken.

Fry for 6-8 mins until golden and cooked through. Serve with guacamole, sour cream, a tub of salsa and some flour tortillas.

Staff make a run for it!

The staff 'Couch to 5k' running programme is back on and there's still time to join in.

Runners meet once a week at Blackpool Victoria Hospital and there are also opportunities to join local park runs.

For more information, call Hannah Corless on: 01253 957 638.



Members of staff ready to set off for a run with the 'Couch to 5k' team