

the pulse



NHS

Blackpool Teaching
Hospitals
NHS Foundation Trust

Staff Magazine

Issue 14, May, 2017

Calling all our NHS heroes



It's time to get your entries in for Celebrating Success 2017 — Page 6

People Centred

Excellence

Compassion

Positive

Welcome

Hello and welcome to The Pulse staff magazine.

This edition of The Pulse shows that our members of staff have a huge amount to be proud of.

From life-saving operations to charity events, our staff are always doing things for the good of others.

I'm delighted to say that our Celebrating Success Awards 2017 are now open for entries and I hope you will all consider nominating colleagues and teams that you think deserve recognition.

The Celebrating Success Awards scheme provides an opportunity for excellence to be highlighted so let's make this a bumper year for entries!

One of the biggest things coming up in May is our Dementia Awareness Week. Events and activities will be taking place across the Trust from May 15 to 19. See page 15 for more information.

It will be a good opportunity for staff, patients and the public to find out more about the work we are doing through our dementia strategy and also to find out about sources of support in the community.

Another initiative taking place in May is 'Learning at Work Week' and the 'Festival of Learning' from May 15 to 21.

Trust staff will have the chance to get back into learning by trying out a variety of taster sessions. Take a look and see if you'd like to sign up for a session.

From a fundraising perspective, members of staff, volunteers and the public have been busy raising money for our Trust charity — the Blue Skies Hospitals Fund.

Lots of events are lined up and the charity has recently welcomed a new member to the team — Lauren Codling. There are exciting times ahead as fundraisers are preparing for an epic Grand Canyon Trek. Good luck and thank you to everyone taking part!

Wendy Swift, Chief Executive



In this issue

A heart surgeon and his team members have been praised by a grateful patient after a high risk operation

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Dementia-related awareness events and activities will take place across the Trust from May 15 to 19

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We have an in-depth feature on Trust Chaplain and Imam, Ashfaq Patel. Read his life story and find out about his job

— pages 16 and 17



Our Bowel Cancer Awareness month events were backed by an employee who is recovering from the disease

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Cover photo: Trophies from last year's Celebrating Success Awards on display in the Winter Gardens' Empress Ballroom

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A lorry driver who became gravely ill on the M6 thanked the Trust heart surgeon who saved him when he was just minutes from death.

Douglas Coutts, 51, from Springburn in Glasgow, started to suffer chest pain when he was travelling south on the motorway with a fellow truck driver.

At first he thought he was having a heart attack but it turned out to be an even more serious and life-threatening problem - a torn aorta - also known as aortic dissection.

Douglas said: "I was minutes from death. The surgeon who operated on me saved my life. He's a great man. I feel overwhelmed now. I'm just so grateful."

Douglas didn't realise he had a heart problem until he started to feel unwell: "We had just left Glasgow on March the 21st and were on the M74. I took a drink of water but it felt as if it had gone down the wrong way because I had a sharp pain.

"We work continuous shifts so there are always two of us in the cab and we drive from Glasgow to Birmingham every night. We always have two drivers. We had a three-and-a-half hour journey to Charnock Richard and the whole way I knew something was not right. I said to my colleague, Rob Wyllie, 'I think I'm having a heart attack'. He ran across to the service station at Charnock Richard to call an ambulance and I was taken to the Royal Preston Hospital.

Douglas said: "The doctor at Preston told me I was at death's door. The next thing, I was in an ambulance heading for Blackpool."

On arrival at the Lancashire Cardiac Centre

at Blackpool Victoria Hospital, Douglas was introduced to Consultant Cardiothoracic Surgeon, Mr Nidal Bittar.

Mr Bittar said: "When I spoke to Douglas and his wife, they were in shock and said we trust you will do your best.

"I had never performed heart surgery on someone over 25 stones and I was nervous but I am really pleased that we were able to get him through this and back to his family. It was a challenging operation. It took eight hours under deep hypothermic circulatory arrest during which we managed to replace Douglas' aortic valve, his ascending aorta and repair the tear in the arch.

"Aortic dissection - a tear inside the aorta which forces the blood through a false lumen and causes excruciating pain - results in 40 per cent of patients dying immediately before reaching hospital and one per cent die every hour making early diagnosis and surgery a priority. The surgery itself is risky and carries mortality up to 30 per cent.

"The team was geared up to deal with routine surgery on the day. Following the phone call from Preston hospital and within few minutes, they made the required adjustment and were able to accommodate such a high risk patient. Douglas survived surgery thanks to the dedication of my excellent team including theatre staff, Cardiac Intensive Care Unit staff, Ward 39 staff, physiotherapists and anaesthetists."

Douglas added: "Mr Bittar was a gentleman. I am so grateful to him and the team."

Do you think a team such as this deserves recognition in our Celebrating Success Awards? Go to the main intranet page to nominate.

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

Enter Celebrating Success to be an NHS hero



The Celebrating Success Awards 2017 are now open for entries and we are hoping for some excellent entries reflecting the exceptional work done throughout the Trust.

We are grateful to our award sponsors who make this event possible and EMIS Group who have become our main sponsor again this year. Our thanks also go to Radio Wave whose presenters support this event every year.

Last year saw us break all records with more than 400 nominations and the standard of submissions was very high.

Celebrating Success embraces the theme Together We Care and we have aligned each category with one of our values and remind staff to check the criteria for each award when entering to ensure they show how their nominee embodies our vision and values. The Information Pack can be accessed on the intranet site.

And this year we have a new category, Volunteer of the Year, which will recognise the amazing support and expertise we receive from our growing band of volunteers who make a significant contribution to the work of the Trust.

The awards open to applications from staff this year are:

- **Clinical Team of the Year – sponsored by Medstrom**
- **Non-clinical Team of the Year – sponsored by JE Harrison**
- **Unsung Hero – sponsored by Hempsons**
- **Innovation and Service Improvement – sponsored by Medirest**
- **Employee of the Year – sponsored by Allcool**
- **Volunteer of the Year – sponsored by G2 Speech UK**

There are two additional awards, The Weightmans' Patients' Award and the Chairman's Award, which require no nomination.

We are delighted to be able to reward excellence within the Trust through the Celebrating Success Awards and now all you have to do is nominate yourself, your team or a colleague for special recognition. All categories will carry a £500 reward, except the Chairman's Award which has a prize fund of £1,000 and the Volunteer of the Year which will have a special prize. All prize money is to be reinvested in the Trust.

The deadline for applications is Wednesday, June 21, 2017. The Judging Panel, which will consist of the Chairman, Chief Executive, Director of Operations, a staff side representative, a public governor and a representative from Radio Wave, will meet on Wednesday July 19th 2017 to decide a winner and two runners up for each category. The shortlist will be announced later that week.

This is your chance to receive recognition for the excellent work you and your colleagues do. Full details of all of the award categories, including the criteria and how to apply, are detailed on the Celebrating Success intranet site.

The winners will be announced at the Celebration Ball on **Friday October 6** in the prestigious Winter Gardens Empress Ballroom. Tickets for the event will go on sale in July.

A pioneering new team

Clifton Hospital has a new team that is bridging the gap between hospital and home, and is the first service of its kind across the Fylde coast and the Trust.

The Clifton Outreach Support Team (COST) was introduced as a pilot in December 2016 and has demonstrated successful outcomes as an alternative to bed-based services.

The team consists of nursing staff, therapists and health care assistants who provide support for patients experiencing delays in returning home from a spell in hospital.

The team provides packages of support for up to two weeks until the patients, either existing or new, have a package of care or 'reablement', support in place.

With an increasing number of patients, this outreach team visits eight to ten patients in their own homes to help bridge the gap and get them home, freeing up hospital beds and improving patient flow. They are also saving money and bed days. The COST team is constantly changing to be responsive to the demands of services and as the team encounters new issues.

This service mirrors the patients' needs that are identified by the social workers. The team also works with other services such as the Rapid Response Team, A&E and the Early Supported Discharge Team. Because the COST team can meet interim need for those waiting for a care



Clifton's pioneering COST team

package, they are helping to reduce the need for readmission to hospital.

COST team coordinator, Hannah Goddard, said: "This is a really positive scheme. We are learning and improving all the time to bridge the gap between hospital and home.

"The service has so much potential. We are gaining a better understanding and learning other ways of working. It's really important to get a medically fit patient home as the longer they stay in hospital, the more they can lose confidence and become institutionalised. One patient even offered to pay for us to continue."

Head of Service at Clifton, David Kay, said: "The service has been well received by patients and their families and has provided opportunity for staff development. It has proved to be cost effective and we are now in the process of evaluating the service and drafting a business case."

Duo slim down for Trust charity



Kimberley Fisher and her mum Lesley Murray

A mum and daughter team from Fleetwood are raising funds for a new day room for patients on the Stroke Unit at Blackpool Victoria Hospital.

Kimberley Fisher, who works as a healthcare assistant (HCA) and is a student at the hospital, said they were raising money as her grandmother, Harriet Frith, was being cared for on the unit.

Kimberley and her mum, Lesley Murray, who is also a HCA at the hospital, are doing a sponsored slim through the Blue Skies Hospitals Fund to go towards a new day room for patients.

Kimberley said: "My grandmother had a stroke on February 4 so we want to raise money for a day room to help everyone on the unit.

"It would be nice for the patients to have a place to go and have a change of scenery where they can have chat or watch telly."

Lesley said: "When someone has a stroke it can be very hard to deal with.

"It's a big change for the whole family. My mum was very independent before she had a stroke. It's very frustrating for her now. It would be nice for patients like my mum to have a day room to go to. The staff on the unit have been great. They are lovely. They are always making mum smile."

If you would like to sponsor Kimberley and Lesley please go to their Just Giving page at: www.justgiving.com/kimberley-lesley or email Kimberley on Kimberley.fisher@bfwhospitals.nhs.uk or Kimberley.fisher1990@hotmail.co.uk

Baby boom for midwifery team

Midwifery staff have been celebrating after five members of the same team all gave birth within weeks of each other.

Attending a special belated baby shower with the hospital's birthing centre, the famous five Lucy Atkins, Sarah Banks, Kirsty Barcock, Jenny Fogg and Cathryn Parkinson were amazed when they all found out they were pregnant around the same time.

The babies: Ella, Oscar, Percy, Ellie and William were all born between January and March.

All of them were born before their due date and all are being breast fed.

Midwife Lucy Atkins, mum of Percy said: "Some of us are first time mums and a couple are second timers.

"It was funny to see us all wobbling around at the



Team members with their babies

same time. The techniques we use with our patients we used ourselves as it has been really drummed in and it now being mums ourselves makes understanding what our patients are going through much better.

"Strangely, all of us used to sit on the same recycling bin at our handover between shifts. Everyone's avoided it since!"



Twinning project boosts innovation

The Trust has set up a 'twinning' project with German healthcare professionals to share technological innovations.

As part of the 'Transfer of Innovation Project', a delegation from Cologne visited the Trust to see how 'Telehealth' – the use of computer technology to treat patients in their place of residence - can be used to the greatest effect.

Stefanie Berger, Head of Business Development for M.Doc, a German healthcare company and project managers Judith Brehm and Hannah Muranko from the 'Regional Innovation Network: Healthy Ageing' based on Cologne, met with staff and watched a series of presentations by experts from the Trust and across the North West.

The Transfer of Innovation Project arose from an application to the European Innovation Partnership on Active and Healthy Ageing. The German delegates said they would use what they had learned to make positive changes within their organisations and a delegation from Blackpool will visit Cologne in May.

The visitors were welcomed in an official address in German by Matt Cartwright, a Health Informatics Developer for the Trust, who lived and worked in Germany earlier in his career. They were told that the main aims of the Transfer of Innovation Project were to share knowledge, promote best practice, take up challenges, support innovation and strive for safer and better care.

Veronica Southern, Clinical Lead for Telesolutions for the Trust, said: "It was a great opportunity to share our innovations and developments in Blackpool.

"The Innovation Agency contacted me to see if the Trust would like to bid for European Union funding. Our colleagues in Cologne said they were interested in sharing innovation. We were honoured that they would be interested in a home grown project like ours. They were pleased that the day was so informative and they heard about so many exciting projects."

The day featured a live link-up to demonstrate 'Teleswallowing' – a technique developed by Veronica whereby patients can be assessed in a care home or in a clinic with the aid of computer technology. Veronica, a Speech and Language Therapist by profession, led the consultation with a patient and nurse specialist at

a clinic in the community.

Veronica said: "The delegates were very impressed and could see how they could use the Teleswallowing system to their advantage."

The Teleswallowing demonstration illustrated the ways in which Speech and Language Therapists can rapidly and accurately assess a care home resident's ability to swallow, without the need for face-to-face

assessment. Teleswallowing has been proven to work as a highly efficient clinical tool in Blackpool Teaching Hospitals' Speech and Language Department.

Initial results show that Teleswallowing removes the need for patients to have a care home visit, thus reducing admissions and achieving a wide range of additional benefits.

Steve Bloor, the Trust's Chief Information Officer, said: "Our Trust has a strong foundation in technology. We have many innovative ideas. We need to innovate because people are living longer and with more long-term conditions. We have named our vision 'The Workplace of the Future'. It's about wrapping the service around the patient. We want to make greater use of remote assessments (through computers) and apps. We want to enable remote working and to share skills and knowledge between professionals."

Benefits of Telesolutions include improved waiting times for patients, cost savings, less travel expenses and a reduction in 999 calls.

Steve added: "We will improve patient care and save money – efficiency is a by-product."

Do you think staff working on initiatives such as this deserve recognition in our Celebrating Success Awards? Please go to the main intranet page to nominate.



Stefanie Berger, Judith Brehm and Hannah Muranko from Germany and (above) staff with the German visitors

Artwork commemorates former leader of Trust

Staff reunite baby with toy



From left: Karen Crowshaw, Non Executive Director; Karen Ditchfield, Charlotte Cooper, Abigail Thornton, Rachel Cooper and Wendy Swift, Chief Executive at the unveiling of the new artwork to commemorate the former Chairman of the Trust and, inset, Beverly Lester



A baby has been reunited with his favourite toy thanks to the kindness of two Health Care Assistants at Blackpool Victoria Hospital.

Sally Kilgallon was in the Outpatients department at Blackpool Victoria Hospital recently and left behind her eight-month-old son Casey's favourite toy, called 'Captain Kal'.

When she returned home she had a phone call from the hospital to say they had found the toy and would return it to her address.

Toy and boy were reunited thanks to the detective work of HCAs Amanda Nuttall and Nicola Hansford who not only found the much loved teddy but made a special journey to deliver it personally to Sally.

Nicola said: "We found the toy in the outpatients department and after a bit of detective work found out who it belonged to and wanted to make sure we got it back to its owner as soon as possible. As soon as we knew it was Sally we gave her a ring and I drove round to Sally's house after work and dropped it off personally."

Sally said she was "touched" by the gesture.

She said: "It is a toy that has real sentimental value to the family as it was one of the first ever toys I bought for my daughter and it was passed down to Casey. I was beyond touched to be honest. So many people would have just left it. They were so sweet and went above and beyond and I am so grateful for what they did."

A special piece of artwork to honour the memory of a leading local NHS figure has been erected at Blackpool Victoria Hospital.

The intricate glasswork was produced by celebrated local artist Karen Ditchfield in memory of Beverly Lester, the former Chair of the Trust who sadly died in 2015.

It now takes pride of place in the chapel at Blackpool Victoria Hospital.

Speaking at a special ceremony to hand over the artwork, Beverly's daughter Charlotte Cooper, who attended the event with her sisters Abigail Thornton and Rachel Cooper, said: "It is a beautiful piece of art and I know my mum would have loved it.

"It is fitting that it is in the chapel as that was a facility she really fought to get in the Trust as she said it would be a place for patients, carers and staff to be able to use and enjoy.

"We are really grateful to the hospital for putting it here and for everyone who made it possible.

"She was totally dedicated to the NHS and the family is really proud of everything she did."

Talking about the piece artist, Karen Ditchfield, said: "Every piece of glass was specially selected. We knew the effect we wanted and the colours we wanted.

"It was very labour intensive but we wanted to make sure we ended up with the finished product exactly as we wanted it.

"The hope is that when people look at it they will interpret it individually and see what they want to see in it."

The Chief Executive of the Trust, Wendy Swift, added: "It really is a beautiful piece of art that I know will be enjoyed by everyone who sees it.

"It is an excellent tribute to Beverly because she was committed to ensuring our healthcare services provided the best care possible for patients and the best experience possible for the staff who worked here."

Beverly was Chairman of Blackpool, Wyre and Fylde Community Health Services NHS Trust from 1998 to 2002 and from 2002 to 2012 was Chairman of Blackpool Teaching Hospitals NHS Foundation Trust, before her retirement on March 31st 2012.

Mum thanks surgeon for helping her to have ‘miracle baby’

A young car crash survivor returned to Blackpool Victoria Hospital to bring the baby she was not guaranteed of carrying, to meet the surgeon who saved her life.

Sandra Nevison, 28, brought baby Alexa, eight months, into the Lancashire Cardiac Centre to meet life-saving Cardiothoracic surgeon Mr Andrew Duncan.

In July 2014, Sandra (Sandy) was walking her dogs with her cousin, Jessica Quayle along a quiet lane in their home town of Ulverston, when a car crashed into them.

Tragically, Jessica, 19, was killed and Sandra, then 25, was airlifted to Royal Preston Hospital with life-threatening injuries.

From there, she was transferred to the Lancashire Cardiac Centre for immediate treatment on her heart.

Sandy was so badly injured that the ambulance driver who took her from Preston to Blackpool drove with her fingers crossed for the whole journey.

By the time Sandy arrived, the surgical team were ready and waiting to operate.

Mr Duncan, had already worked all day but stayed to operate on Sandy for 15 hours, repairing her aortic transection and saving her life.

Mr Duncan, said: “Sandy sustained a ruptured or transected aorta (the main artery in the human body, originating from the left ventricle of the heart and extending down to the abdomen) when she was hit by the car in addition to serious internal pelvic injuries and a femoral fracture.

“This is an immediately life-threatening situation and many patients will die before reaching hospital.”

Sandy had also suffered a shattered pelvis which in itself could have killed her. It was thought she may also be paralysed and she was wheelchair bound for three months. Sandy has a 10 year-old son, Kieran, and it was never certain that she would be able to carry another baby because of the severity of her injuries.

As soon as Sandy was well enough, the former beautician realised the enormity of what had happened and how Kieran would have been left without a mum if she had died.

Her various surgeons were all wary about the possibility of her trying for another baby, such was the extent of her injuries, but she found that she was pregnant in November 2015.

She was heavily monitored both in her local hospital, Furness General, and in Manchester. A healthy Alexa Grace was born four weeks early by C-section last summer.

Sandy said: “The last three years have completely changed my outlook on life.

“You never know when your time is up – you have to enjoy every day. I am so grateful that Mr Duncan was still at the hospital on the day of the crash. He is a miracle worker.



Sandy Nevison with Mr Duncan and baby Alexa

“There are no words that can describe how grateful I am to him. I really would not be still here had it not been for him and neither would Alexa.”

Mr Duncan, added: “I was delighted to see Sandy today with Alexa – it’s fantastic that she has recovered so well and been able to have another baby.

“She has come through a lot and still has more surgery to face.

“I have great admiration for her fortitude and the determination that has got her through the past two years.

“I was very happy to see her and her family. This sort of visit really makes our task seem worthwhile.”

Follow the new leaders



Members of staff who completed the leadership programme

The Trust's second cohort of our Senior Leadership Collaborative Programme has been a great success.

Staff who participated in the programme completed the year-long programme recently and shared openly with members of the Board of Directors about how it had changed the way they work.

Topics highlighted included collaboration, networking, self-understanding, negotiation and delegation common themes.

Dr Alison Seed was one of the participants in the latest programme.

She said: "The programme certainly gives you a better understanding of the organisation and the collaborative approach you have is enlightening and at the same time humbling. The tools I have

learned on the course have given me and my team greater understanding and strength and I would like to thank everyone who helped me along the way."

Chris Clarke, from the Trust's finance team, said: "It has made me more conscious of my own style and made me realise that there are times when you have to look at how you would naturally deal with issues and decide whether that approach would be appropriate or not."

Executive Director of Workforce and OD, Nicky Ingham, said: "I was humbled by the creativity of those people who too part on the programme and would like to thank everyone who took part.

"It is important that we give our leaders the tools they need to help drive the organisation forward in a positive and collaborative way."

Help us to keep our Trust sites smokefree



The Trust prides itself on being smokefree and encourages everyone to support this mission.

As of Wednesday, April 19, 2017, staff have been able to refer patients to the community stop smoking service using an e-referral link on the intranet page.

As many of you will be aware, smoking in the highest cause of preventable death and contributes to significant differences in life expectancy and quality of life years. In Blackpool 26.9% of the adult population smoke tobacco, a figure significantly higher than England's average of 19%.

Together we can create a better tomorrow for patients, staff and visitors and contribute to creating a healthier Blackpool.

If your teams would benefit from some training on providing brief interventions to patients around smoking and making the referral please contact Hannah Corless via email on bthhealthierworkforce@bfwhospital.nhs.uk

Trust backs healthy weight project

The Trust has signed up to a charter committing the organisation to promoting healthy weight.

The Trust has joined Blackpool Council in signing up to the Healthy Weight Declaration, originally developed by Food Active, a collaborative programme funded by Public Health Directors across the North West to tackle obesity.

The declaration shows the Trust's commitment to reducing unhealthy weight in its establishments and its goal of protecting the health and wellbeing of staff, patients and visitors.

The declaration commits the Trust to a number of schemes to promote healthy choices.

Tim Bennett, Deputy Chief Executive of the Trust, said: "We are committed to improving the health and wellbeing of our staff and recently became one of only eight Trusts in the country to receive a Gold Standard for Sport and Physical Activity @ Work awards.

"The declaration specifically focuses on promoting healthy weight and means we will continue that work with a solid commitment to promote health and wellbeing initiatives in our facilities.

"Areas we are focusing on include reviewing the

provision of foods in all buildings and venues to make the healthier choice more convenient and affordable, reducing the availability of sugary drinks and promoting drinking water to improve hydration.

"We will also be continuing our campaign to give our staff more knowledge about the importance of leading a healthy lifestyle and creating a culture and ethos that supports healthy weight.

"The connection between obesity and life-threatening illnesses like heart disease, type two diabetes and cancer is now apparent according to research and we are committed to working hard to make our staff and patients healthier."

Councillor Graham Cain, Cabinet Secretary for Blackpool Council, said: "We all know that it can be really hard to keep a healthy weight.

"I congratulate the Trust for doing all it can to support patients and staff to keep healthy.

"Last year we became the first council in the country to adopt a declaration on healthier weight and we are pleased to be working with the hospital trust to make it even easier to eat healthily in Blackpool."

Remember to follow our social media policy

Staff members are being reminded to follow the Trust's Social Media Policy when posting and commenting on Facebook and Twitter. The policy can be found on the staff intranet or for further advice please contact Ingrid Kent in the Communications team on 56875

Family of former patient raises cash for day room upgrade

Cancer patients on the Fylde coast are benefiting from better facilities thanks to the support of a local family.

Lee Davis Conchie, a Tai Chi master from Blackpool, died in 2013 from complications from acute myeloid leukaemia (AML) at just 45 years old but his family were so grateful for the treatment he received they helped raise money to upgrade the Haematology Day Unit at Blackpool Victoria Hospital.

Mum Pat Conchie and Lee's partner Simone Lawton visited the day room this week to see what the money had bought and were delighted at the new leather sofas, pictures and fans the funds have provided.

Lee was first diagnosed with AML after he noticed black spots on his tongue in 2011 and was put on a trial for leukaemia followed by chemotherapy.

At first the treatment looked to have been successful and Lee was even set to start a role with the hospital's volunteering team but sadly relapsed.

He then received more chemotherapy and stem cell transfusions but sadly died in October 2013.

Pat said: "Because Lee was a supporter of charity, the fundraising started with a raffle at his funeral which was so packed that people asked if he was somebody famous. We ended up with £1,000.

"Then a family member, who works at a large local company, also managed to tap into a company charity fund which released more money for the haematology ward. Tyldesley Conservative Club also raised £1,000 in Lee's memory.

"The ward suggested the money go to the new day room, colourful pictures for the corridor and much-needed fans.

"The room was very bleak before it was upgraded. We're really happy how the money has been spent."



ABOVE: Assistant Practitioner Mark Cardwell with Pat Conchie and Simone Lawton with the new pictures and (below) Pat and Simone in the new day room

Lee's consultant haematologist, Dr Paul Cahalin, said: "Lee was a real character while in the ward.

"He faced his illness with courage, humour and dignity.

"We are most grateful to Lee and his family for the kind gifts which will no doubt make treatment for other patients much more bearable."



Breast cancer fundraisers are jolly good eggs

The Hint of Pink breast care charity and the Trust's Blue Skies Hospitals Fund have benefited from a 'Choc-a-Bola' event at Blackpool Victoria Hospital.

Volunteers from Hint of Pink, which is based at the hospital's Breast Care Centre and Blue Skies staff held the fundraising event on the mezzanine at the hospital on Wednesday, April 5.

Denise Parkinson from Lytham and Lyn Kendall, Ruth Boardman and Rena Shanahan from Carleton (**pictured, left**) raised money through the Choc-a-Bola and a raffle.

Rena said: "Everyone has been absolutely tremendous. We are so grateful to everyone who donated prizes. Everything has gone!"

More than 200 prizes were donated to be raffled and put on the Choc-a-Bola stall at the event. A total of £382 was raised.



Clifton Hospital makes history with new roles

For the first time in its 29 year history, the wards at Clifton Hospital have introduced the Advanced Practitioner role.

Advanced Practitioners are registered Health Care Professionals who have acquired the expert knowledge base, complex decision-making skills and clinical competencies for expanded practice.

Registered Nurse, Lisa Hall and Physiotherapist Danielle Eastwood, have been employed to undertake the Advanced Practitioner programme since September 2015 and will qualify this August. They are both studying for a Master's degree as part of the programme. Clifton Hospital has looked at things differently in terms of traditional staffing models and by supporting Allied Health Care professionals as well as Nurses into Advanced Practitioner roles this enhances the skill mix and the rehabilitation environment.

Danielle Eastwood is a Physiotherapist currently undertaking the programme.

She said: "This is a great chance to learn advanced clinical skills in a care of the older person environment and it is an ideal opportunity to build my current skills we have brought to the role. I'm really proud to have been chosen and I am really enjoying the role."



Lisa Hall and Danielle Eastwood

Through their study and work on the ward, patients get more timely care and they will also be able to prescribe medications which take the pressure off the ward medical teams and enable the patients to receive their vital medications sooner.

They will be able to lead multi-disciplinary team meetings (where different health professionals meet to discuss the current care of individuals patients) and also formulate plans of care for patients.

Head of Service at Clifton Hospital, David Kay, said: "We are really lucky to get two people from different backgrounds who completely understand the medical and rehabilitation requirements of older people and the importance of enabling more people to be cared for in their own homes. Lisa and Danielle are being supported by the ward and medical teams here at Clifton and have already implemented positive changes."

Registered Nurse, Lisa Hall, added: "It's exciting to have the opportunity to shape the new roles and to be able to implement positive changes on the wards."

Do you think a team such as this deserves recognition in our Celebrating Success Awards? Go to the intranet to nominate.

Trust initiative takes teams from good to great

The Trust's Organisational Development department is leading its second "pioneering" staff engagement initiative.

The second cohort of the Pioneer Teams Programme is now underway and has got off to a great start.

The aim of the programme is to improve staff satisfaction and engagement levels at a local level.

Teams put themselves forward for the programme when they want to improve the engagement levels within their group.

The ownership of issues and topics stays firmly within the team because the people who know how to make things better are the members themselves.

The programme is overseen by Amanda Eagle, Organisational Development and Learning Manager who, along with Workforce Business Partners, is there to guide and advise teams as they need it.

Amanda said: "Each team completes an engagement questionnaire at the beginning and the end of a six-month journey, which gives them a before and after picture of their team's engagement levels.

"At the beginning of the programme, teams complete a two-day training programme which helps them to use a toolkit designed to increase engagement within their teams. Often, teams come up with their own fantastic ideas about how to make it a great place to work



Overseeing the initiative is Organisational Development and Learning Manager, Amanda Eagle

where everyone counts. We are there to help unblock any barriers and facilitate the sharing of best practice."

The current cohorts are teams from Clifton (Wards 1, 2, 3, 4), ADAS, The Workforce Advisory Service, ITU and SAU.

Amanda added: "The power of this programme is that with the right support, teams can go from good to great."

Viewpoint

The opinions of our executive team



Wendy Swift
Chief Executive (Interim)

I would like to thank all of our staff for their work over the past year. I am proud of everyone's efforts.

Although 2017 will be another challenging year, we do have a lot to look forward to. I am delighted to see that we have launched our new Cystic Fibrosis Service which means patients from this area will not have to travel to Manchester for treatment. This is a fantastic example of a new clinically-driven service. One of the major tasks this year relates to the Government's Five Year View which has identified the Fylde coast as an example of how health and social care partners have come together to help create better services for patients. We have been identified as an area with the skill to drive the changes needed to make us fit for the future and that means there are great opportunities for us develop care.



Prof Mark O'Donnell
Medical Director

We are at the start of a new financial year and I am happy to report that through the hard work of all staff we met our financial control total last year.

From my point of view whilst this is a great achievement I am more pleased that we have not taken our eye off the quality agenda. There are pressures in providing adequate medical staff cover to some areas of the Trust and I am working with Divisions, our Medical Staffing Team, and NHS Improvement to address these.

Within the near future there will be some further work to rationalise our bed base so that the Unscheduled Care Division has adequate provision for patients without impinging upon Scheduled Care's activity. I know that all staff will rise to these and other challenges and continue to offer high quality care to our patients. Thank you all.



Marie Thompson
Nursing and Quality

Every day I'm humbled by the extraordinary things our staff do in the community and hospital in doing their level best to give patients and their families personal, skilled and compassionate care.

Care-giving is complex and demanding and often we can lose sight of what 'good' looks like.

We need to take time to celebrate the 'good' in what we do.

On the theme of celebration, May the 12th is our annual celebratory compassionate care conference that showcases our nurses, midwives and therapists best practice.

It also coincides with International Nurses Day.

Happy Nurses Day to all of Blackpool Teaching Hospitals' fantastic nurses and associated staff!



Pat Oliver
Director of Operations

Most directors will mention that we have reached the end of the reporting year now and I would like to thank everyone for their efforts to provide the best care possible for our patients. Throughout March we saw some improvements in patient flow, medical outliers and delayed transfers of care, all of which helped us improve patient care. Easter was challenging so a big thank you to everyone who worked to maintain high standards of care. The aim for us all now it to maintain that progress in all areas of the Trust. I have taken on the role of stakeholder director for our new facilities company Atlas BFW Management. Thank you to all the staff in the estates team who have helped us develop this service which we believe will be an innovative one that will develop new approaches to help us make the best use of our resources, improve patient care and also make substantial savings.



Nicky Ingham
Workforce & Organisational Development

This is my last Pulse as the Executive Director of Workforce and OD before I open a new chapter in my life. I have worked for the NHS for over 24 years and always strived to ensure that staff working in the organisations I have worked in are supported to be at their best and have the best staff experience possible so that our patients' experience is of the highest quality. I have made some amazing friends for life and am proud to have led the Workforce and OD Directorate for the last three-and-a-half years. I would like to thank all of my colleagues, however, most of all I want to thank my team who have made me proud every single day. There has never been such a challenging time for people leaders in the NHS. I am proud to have been given the opportunity to champion the vital role of the profession, its profile and the need for people leaders at the boardroom table.



Tim Bennett
Interim Deputy Chief Executive

As we all know last year was a particularly challenging one for everyone in terms of demand and finances. The Trust's financial plan for 2016/17 was to break even and to do that we had to put in some tough measures such as the non clinical vacancy freeze and spending restrictions that we know were hard. As a result of these measures and the fantastic commitment of everyone we reached the break even figures we needed and we want to thank everyone for their help. Unfortunately the challenge continues and for 2017/18 the Trust has another significant Cost Improvement Plan (CIP) target so all ideas to provide better services for our patients more efficiently will be welcome. Away from finance I am particularly interested in the health and wellbeing of our staff and I'm delighted to see that work we have been doing was recognised in the annual staff survey.

How our staff are developing our Together we Can strategy

In March NHS England published an updated Five Year Forward View delivery plan setting out what has been achieved already and the changes necessary over the next couple of years to provide a more sustainable footing for the future.

Within this plan is the acknowledgement that local healthcare economies need to work much more closely together in partnership, taking on a clear collective responsibility for resources and population health.

On the Fylde coast and in Morecambe Bay we have already begun to look at how we can progress this, building upon our previous successes. To meet our health and social care challenges on the Fylde coast, we are proposing to design and implement various new models of care (some of which are already underway through the Fylde Coast Vanguard Programme) and operate as an Accountable Care System (ACS).

The ACS will see all health and social care organisations come together to transform the way care is provided and improve the health and wellbeing of people across the Fylde coast, ensuring that we get the most out of our available funding. Partner organisations will retain their own statutory status and organisational identity, but will share responsibility, risks and financial resources. The ACS would establish a single 'whole population' budget to deliver local services, with clear outcomes to be achieved. Benefits include:

- Shared vision;
- Shared responsibility;
- Shared resources;
- Shared budget with long term contracts and incentives
- Shared risks.

The basic concept of the ACS for the Fylde coast is that the partner organisations agree to take responsibility for delivery of all care for the population we serve. We have shown already in our success with projects such as Extensive Care that we are prepared to work closely together to achieve the best for our patients. This is an exciting time for the Fylde coast and we believe this is a great opportunity for staff to really transform the way we provide care for patients.



In March the Trust launched a new campaign to highlight how every member of staff plays their part in our Together we can... Strategy.

We have been producing a poster a day for the last two few months highlighting members of staff whose work helps us achieve one or more of our ambitions of improving patient experience, improving staff satisfaction, reducing mortality, improving financial sustainability and reducing length of stay.

The aim is that the posters, which are also featured daily on the Trust's Twitter and Facebook channels, can be displayed in offices and departments



Together we can...

across the organisation and be a constant reminder that we are all involved in delivering the strategy. We are looking to put together as many posters as possible from teams all over the organisation. If you have an individual or a team you would like to feature on a strategy poster please contact the Trust's Communications team at communications@bfwh.nhs.uk



Preceptorship programme is great for newly qualified nurses

Nurses in the early stages of their careers are being given a welcome boost by a pioneering programme at the Trust.

Set up and led by Eleanor McManus, the Trust's new Career Transformation, Engagement and Development Manager, the Preceptorship programme aims to help nurses gain skills quickly and effectively.

Every health Trust in England is required to support Preceptorship in some way and in Blackpool the newly qualified nurses are on the scheme for their first 12 months post-qualification. The Preceptors (mentors) give personal instruction, training and supervision to the newly qualified nurses.

The Royal College of Nursing has given accreditation to the Trust's Preceptorship Programme and it is believed that the Trust is one of the only NHS organisations to have received this honour.

Eleanor has introduced 'Area-Specific Skills Logs' to the programme so that the students can keep a record of what they have achieved and what they still need to do.

Eleanor explained: "The Preceptorship programme makes the clinical skills training sessions easier to access and offers a structured framework so the newly qualified nurses are better at their jobs sooner."

Nurses Laura Brookes, Lizzie Slater and Mandy Tarpey are at different stages in the Preceptorship programme and all agree that it is an excellent scheme.

Laura, 22, from Poulton, said: "I have found the Preceptorship programme really useful.

"I've had lots of support from ward managers and other colleagues, including Eleanor. I did a placement on Ward 16 as a student nurse and now I'm on Surgical High Care. We see 'step-downs' from ITU. We see patients who need epidurals or they might have had a laryngectomy.



Laura Brookes

"I have always wanted to be a nurse. I didn't get in at first so I re-sat my exams. It's nice to have finally got here. My mum, Chris Brookes, is a nurse so I'm following in her footsteps. It's nice when you can see a difference in how you have helped a patient, especially if you have stayed extra hours to help. Some patients are very poorly and it's nice to see them when they have recovered.

"I would like to specialise in the future but for now I am just seeing how it goes. I really enjoy it."

Lizzie Slater, 26, from Lytham, said: "I have really enjoyed the Preceptorship programme. I find it very helpful. There is so much



Laura Brookes, Mandy Tarpey and Lizzie Slater, with Eleanor McManus (left)

support to help you train for your role. I work in the Acute Frailty Unit on Ward 23 with Dr Mark Taylor. We mainly take patients from A&E and AMU. We try to improve the patient flow to make sure patients get the care they need when they need it. I enjoy it. It's nice to do something different. I like working with older people. You learn a lot as there are so many different conditions.



Lizzie Slater

"I have learned a lot about working with patients with dementia and we do a great deal of palliative care work. I have gained a large amount of knowledge on the ward. When you know you have helped someone to die peacefully, without pain and that you have helped the family, it's a good feeling. There is always something new to learn. It's a privilege to be able to help someone."

Mandy, 44, from Marton, qualified as a nurse in April. Prior to her training she worked for the Trust for 10 years. She decided to have a change of career and studied Nursing at UCLan.

Mandy said: "I worked as an Assistant Cardiac Physiologist for the Trust and I had got to the top of my banding and couldn't go any further. I wanted to move to a more patient-centred job so I did my Nursing degree at UCLan from 2014 to 2017. As well as studying I've been working on Ward 37 (Cardiology) for the last two years now as a HCA.



Mandy Tarpey

"We get a lot of patients from A&E. We see heart failure patients and patients from Coronary Care. It's a good team. I have a lot of involvement with patients and more responsibility. I now have opportunities to progress and go whichever way I want. I like the structure and support that I have received through the Preceptorship programme."

Eleanor said the Preceptorship programme includes competencies related to Trust values, medical devices training, professional development for NMC requirements, reflective accounts and training for revalidation requirements.

She said: "The newly qualified nurses can contact me for advice and support easily through social media. I can help them to sort out any problems. They can learn clinical skills such as venepuncture and cannulation. They also have training in assertiveness, resilience, stress management and coaching. The feedback on the programme is that the newly qualified nurses enjoy it and it is highly relevant to what they do."

Do you think staff such as this deserve recognition in our Celebrating Success Awards? Go to the intranet to nominate.

Join us at our dementia awareness week events



Blackpool and Clifton hospitals are once again holding dementia awareness days as part of the national Dementia Awareness Week which runs from May 15 to 19.

Clifton Hospital will be holding its Fylde Coast Dementia Hub on May 18, which will be opened by comedian Bobby Ball at 10am.

Blackpool Victoria Hospital will be holding an open days with a 1950s theme on May 19.

Entertainment at Blackpool will include dancing displays from Blackpool's JLC Dance, Hospital History Tours, a display of 1950s hospital photographs, a photobooth, vintage nurse uniforms and a 1950s themed menu in The Restaurant.

There will be various services in attendance offering advice and guidance from their stalls. Notarianni's will be selling their delicious ice cream in return for a donation. Representatives and players from AFC Fylde and a Trust board member will be opening this at 11am.

As well as stalls from various services, Clifton will be offering coffee and cake with entertainment from Soundwaves choir. Raffle tickets will also be on sale with proceeds going to the Peace of Mind Fund which enhances care for dementia patients.

Lead in Patient Experience and Engagement at the Trust, Andrew Heath, said: "The Trust is proud to host a series of events to raise awareness around the challenges people on the Fylde coast face when affected by dementia.

"As our knowledge of this disease process increases, so do the practical solutions that can provide help and support to people that are affected by dementia. As well as a series of smaller events being held across the organisation from May 15, many of these services and products will be available to view on May 18 and May 19 at Clifton Hospital and Victoria Hospital respectively.

"There will be themed entertainment taking place during the day in addition to AFC Fylde opening the event at Victoria and Bobby Ball at Clifton. Why not visit either of our main events to gain better insight into the various types of dementia? There be a raffle with some great prizes supplied by local businesses. All money donated will go to the appeal. There will also be a display of items bought from previous donations."



ABOVE: Last year's open event at Clifton Hospital with Mick Miller, Councillor Brenda Blackshaw, Director of Operations, Liz Holt and Clinical Matron, Courtney Bickerdike



LEFT: A list of this year's raffle prizes; ABOVE: Johnnie Casson and Anne Nolan with vintage nurses at last year's opening ceremony at Blackpool Victoria Hospital

Peace of Mind		NHS
Blackpool Teaching Hospitals NHS Foundation Trust		Blackpool Teaching Hospitals NHS Foundation Trust
DEMENTIA WEEK RAFFLE PRIZES		
32" Technika full HD slim LED TV (donated by Get A Hed, Bolton)		
£100 cash (donated by R Kirby & Sons Builders, Inskip)		
£30 voucher, Booths		
£25 voucher for Escape Room Centre, Blackpool		
£20 voucher Stringers, Lytham		
£20 voucher, Bond and Bloom florists, Lytham		
£15 voucher, The Beauty Barn, Freckleton		
Mini family photoshoot voucher, Happy Days Photography		
Colour, cut and blow-dry at Luxe Hair Lounge, Blackpool		
Meal for two and bottle of house wine, The Plough, Freckleton		
Ladies' scarf and necklace, Attire, Lytham		
Silver necklace, room sprays and soaps, Timothy's of Lytham		
Double bedspread, The Hidden Jem, Lytham		
Bottle of champagne, Co-Op, Blackpool		
Hand-poured soy candle, Blenheim Candles, Warton		
5 bottles of cabernet sauvignon		
Meal for two, Tiggis, St Annes		
Wine and cheese tasting for two, Winedown, Preston		
5 x £5 vouchers, Premier Taxis, Lytham and St Annes		

Working as a hospital chaplain is a two-way street for Ashfaq



Imam and hospital chaplain, Ashfaq Patel, says he has much to be grateful for.

In his work for the Trust Ashfaq helps patients, families and staff but the organisation has also helped him and his family.

“It’s a two-way thing,” says Ashfaq who helps patients to cope with bereavement and has experienced loss himself.

“My wife and I lost a baby in the seventh month of pregnancy. Our baby was diagnosed with cystic hygroma (a cyst or group of cysts). The care we received was second to none. I give, but I have also received. I am very grateful for the care. We have also had three girls born at Blackpool Victoria Hospital.”

Ashfaq has travelled all over the world and has visited many countries including France, Spain, Norway, Sweden, Israel, Morocco, India and Africa for work experience. Now, at the age of 43, he has settled in Blackpool with his wife and three daughters.

Ashfaq’s work as an Imam at Blackpool Mosque and chaplain at Blackpool Victoria Hospital encompasses many areas of life. He recently spoke at a service in the centre of Blackpool in memory of the victims of the recent terrorist attack near the Palace of Westminster in London.

He says this was a moving event which brought the entire community together. People from many different faiths took part in the open-air service. It’s important for people of different faiths to understand each other – even if they don’t necessarily agree on everything,” says Ashfaq. “We should respect each other’s beliefs

and ways of life. I think it’s important to learn from the person, rather than just listening to what the media says. People can make up their own minds. I have experienced racist insults and Islamophobia. I think it’s because some people have misconceptions about Muslims. I try to turn that around.”

Originally from Preston, Ashfaq went to a Muslim school in West Yorkshire where he memorised the Quran and studied Islamic theology to become an Imam. He graduated in 1999 and decided to visit Gujarat in India where his ancestors once lived.

“My grandfather came to England in 1961,” he says. “At the age of 25, it was quite important for me to see where my roots were. I travelled for a year on the Indian sub-continent in 2000.

“The reason I travelled for a year was that I knew I would be returning to the UK to work with a diverse community. I wanted to see the diversity in the country that my grandparents came from. It really opened my eyes. I saw the poverty, the richness and the different ways of living. I saw god’s earth. It was just amazing. I also became ill and was hospitalised at one point. I met many good people; people who inspired me. I learned a lot from them. They were from all walks of life.”

Ashfaq returned to Preston in 2001 and went to work as an Imam at a mosque at Cheetham Hill in Manchester.

“It was a big community with a mixture of people,” says Ashfaq.

“There was gang culture so I did a lot of work with young people on gangs and drugs. I brought them into the mosque and helped them



Ashfaq Patel with 23-year-old heart patient, Mohammed Ameen Suleman, in the Lancashire Cardiac Centre at Blackpool Victoria Hospital and (below), Ashfaq (second from right) at the multi-faith event in Blackpool after the recent terrorist attack in London

to be more conscious of god. They had a lot of peer pressure so I tried to help them to get out of the gang culture. It was very rewarding work."

Ashfaq worked at the mosque for a year and then taught at a madrasa (a school attached to a mosque), in Preston.

In 2002 the late Dr Abdul Ghafoor Bhaloch – a consultant physician in the care of the elderly at Blackpool Victoria Hospital – and ENT consultant, Dr Ifty Khan, offered him work at the Central Mosque in Blackpool. At that time the Mosque was on Rigby Road and in 2004 it moved to Revoe Street.

Ashfaq said: "Dr Bhaloch encouraged me to volunteer at the hospital Chaplaincy department. I came one day a week for two to three hours.

"Now I am paid for three hours a week. I am usually here more often than that and can be called in to the hospital in the middle of the night if someone has passed away."

Ashfaq works closely with the other chaplaincy team members to provide pastoral, spiritual and religious care to patients, their relatives and the staff.

He said: "I can mediate between family members and medical staff if ethical issues arise. Ethical issues can sometimes come about when a person is at the end of life and families are raising issues about the care provided. I speak to the families and the doctors to try to find a resolution.

"Issues can also arise during times like Ramadan (a Muslim month of fasting that takes place in the ninth month of the Islamic calendar which is ten days earlier each year. This year Ramadan starts on May 26/27). A lot of medical staff will be fasting from dawn to sunset each day for a month. Muslims believe that fasting encourages people to have empathy for those who don't have anything."

During Ramadan people have a light meal at dawn at approximately 2am and a normal meal after sunset. They say a prayer called the Taraweeh that lasts for an hour and a half which ends around 12.30am. They then have a pre-dawn meal and offer the first prayer of the day at 3am. By the time people get to sleep it's about 3.30am.



"It's a spiritual detox," says Ashfaq. "The main reason for doing it is that people become more aware of god. During hunger a person can suppress his or her desires, which will then make them more aware of god."

One of the main aspects of Ashfaq's work as a hospital chaplain is bereavement care. In particular, he helps parents who are coping with baby loss either during or after child birth. He is also there to share happy occasions such as offering the Islamic blessing rituals for a new-born child.

He explains: "I work with the Trust's Bereavement Office, registrars, mortuary staff and coroners to try to ensure the early release of the deceased. It's a great thing that we have all these services under one roof.

"Muslims bury their dead as soon as possible. For example, if a person has passed away at around 7am, the family is sometimes able to have the funeral at 2pm on the same day, thanks to the services we have here. Sometimes I can be called at 1am or 2am so that a person can be buried that same day. I see it as my duty to help with this.

"The families really appreciate this service. The reason for this is that they are able to mourn their loved one properly once they have been buried. Families outside Blackpool really envy the service that is provided here. Blackpool Teaching Hospitals is a great place to work. It is full of friendly people and there is a great community spirit around the hospital."

Do you think employees such as Ashfaq Patel deserve recognition in our Celebrating Success Awards? Please go to the main intranet page to nominate members of staff.

Research Marketplace is a big hit

A unique Research Marketplace event attracted large numbers of staff, Trust members and researchers to Blackpool Victoria Hospital.

Staff had the opportunity to browse stalls and meet experts at the Grand Round event at the Education Centre at Blackpool Victoria Hospital.

Michelle Stephens, Research and Development Manager at Blackpool Teaching Hospitals NHS Foundation Trust, said: "The Research Marketplace was a way of showing staff how they could get involved in research and service evaluation projects.

"We are very good at running other people's studies and we want to do the same running our own local projects. We are trying to encourage our staff to come up with new innovative ideas and projects that meet the specific needs of our local population.

"The Research Marketplace shows staff there are lots of ways they can get involved in research – not necessarily to think about clinical trials. There are other research methods and study designs for our treatments and services that staff can get involved in.

"The event has got our clinical teams talking about how they can develop ideas into new local projects."

Many organisations had stands at the Research Marketplace including Lancaster University's Health Hub, the National Institute for Health Research North West CLAHRC NWC, the Trust's Clinical Audit team, QSR International BEME/AMEE, the National Institute



Greta Duyvenvoorde Oliver Brennan and Amanda Finch at the Research Marketplace event

for Health Research's Research Design Service, the Trust's Library and Knowledge Service, Clinical Key, the University of Central Lancashire, 'Up to Date' and the Trust's own Research and Development team including statistics, research and service evaluation.

There was also a short presentation by Michelle and participants enjoyed taking part in a 'Knowledge Café' where they discussed about the benefits of research to their services and how they can get involved.

Staff give girl who lost toy bear a happy ending

A little girl who was given a teddy bear when she ended up in hospital after breaking her arm, was distraught when she lost her furry friend.

But there was a happy ending when A&E staff at Blackpool Victoria Hospital presented her with a new bear.

Emma Sanders, 4, from Freckleton, first attended A&E in May of 2016 when she broke her arm.

The hospital has a scheme in partnership with local Lady Masons in which children are given a free teddy bear if they are particularly distressed when they attend the Children's A&E department.

Emma named her teddy 'Sarah Bear' and was inconsolable when she lost her toy on a recent family holiday.

Emma's mum and dad, Hayley and Will Sanders, contacted the hospital in a desperate bid to find a replacement bear. The hospital staff were happy to be able to help and Hayley and Will made a donation to the Trust's charity - the Blue Skies Hospitals Fund.

A delighted Emma said: "I remember coming in and getting the bear when I broke my arm.

"I was very scared at first but when I got there I was happy. The nurses were very nice. They had a special room with toys and they gave me a teddy. I called her Sarah Bear. I broke my left arm. They took lots of X-rays. They put a pink cast on it."

Hayley said: "Emma loved stroking the yellow ribbon around Sarah Bear's neck when she was going off to sleep.

"She was so upset when the bear was lost. We'd like to say a huge 'thank you' to the hospital staff. We're so grateful."



Emma Sanders with her 'Sarah Bear' and (below) with her mum Hayley, brother William, staff nurse Sarah Bell, student nurse Hayley Murphy and sister Caroline Gomery

When the nurses presented Emma with her new bear she said: "I'm very excited. She is going to be called Sarah Bear like the other one."

As a special gesture the staff also gave Emma's two-year-old brother William a teddy with a green ribbon.



Sending information in the post

We all have a responsibility to ensure the security of information in transit.

When sending information by post either internally or externally it is important to ensure that documentation reaches the intended recipient.

Misdirected post can lead to confidentiality breaches and affect the provision of Trust services for example patients missing appointments or admission dates.

There are a number of things to be considered to help ensure that post reaches its intended destination safely.

Always:

- Check the names and addresses are accurate, up-to-date and displayed correctly on the envelope. It may be necessary to contact the recipient to confirm their details.
- Ensure that only the name and address of the intended recipient are visible — for example, when using window envelopes ensure that only these details can be seen through the window.
- Ensure the envelope/packaging is appropriate for the job in hand.
- Try to use typed rather than handwritten names and addresses as these are delivered more quickly and are less likely to be misread. Always try to include the postcode.
- Do not use patient ID labels as these contain additional information which must not be on view — for example, date of birth and even if crossed out can be seen and looks unprofessional.
- Double check everything that you are putting in the envelope; be careful not to accidentally include other paperwork.

- Undertake a peer checking process when the content is highly sensitive; the recipient details on the envelope and the contents of the envelope should be double checked by a colleague.



Consider:

- How sensitive is the information you are sending? What is the risk to the data subject or the Trust if the information were to be lost or delivered to the wrong hands?
- Highly-sensitive or large amounts of information should be sent by 'signed for' delivery. Polylopes should also be used in these cases.
- Does the information need to be sent? If yes, could less information be sent?

External mail is marked by the post team as 'Private and Confidential' with return address details franked onto the envelope.

The above is intended to be used in conjunction with existing departmental procedures.

Senders in any doubt regarding the appropriateness of sending information by post or other delivery methods should discuss this with their line manager in the first instance. Further advice can be sought from the IG Helpdesk who can be contacted by telephone on (01253) 953057 or by email at information.governance@bfwhospitals.nhs.uk

Information Governance Mandatory Training

Information Governance training is a mandatory requirement of Trust employment for all staff. All staff must complete IG training irrespective of job role.

This includes all full-time, part-time, agency, contract, bench and volunteer staff.

All staff have some amount of access to patient information, whether it is the navigator who directs the patient to the reception desk, the clinician who treats the patient, or the secretary who types the medical notes. As such, protecting our patients' confidentiality is the responsibility of all staff.

All staff who handle patient, staff and Trust information must know how to do this correctly to ensure it is fairly and lawfully processed. The confidentiality, integrity and availability of our information assets are essential to the provision of high-quality healthcare.

IG training must be completed at the start of employment in the Trust and then every 12 months thereafter. Failure to complete training is a risk to the Trust and a breach of contract. Non-compliance with training increases the risk of an IG breach occurring and the potential punishment for the Trust. Access to systems may be revoked due to non-compliance with IG training.

There are two ways to complete IG training:

- Follow the links to the e-learning system on the OneHR site.
- Complete the paper assessment, which can be obtained from the IG team or on the Sharepoint.

The IG team are available to assist with all IG training needs.

- Regular mandatory training drop-in sessions are hosted on the Mezzanine, where staff are on-hand to help. Trust-wide communications are sent out to provide details of dates and times.
- The IG team are also provide in-house mandatory training sessions on request; training in response to incidents; and bespoke training on request.
- IG training is included in all Trust, volunteer, student and new manager inductions.

If you need any guidance then please contact the IG Helpdesk by phone on 01235 953057 or by email on information.governance@bfwhospitals.nhs.uk

For guidance with using the e-learning system, please contact Learning and Development by phone on 01253 951600, option 5.

Timesheet and e-roster fraud advice

What is it? The exaggeration or complete fabrication of entries (commonly dates and times) on a timesheet resulting in payment for more hours than were actually worked. Sometimes the authorising signatures will also be forged.

Example: A former matron at a different Trust was ordered by a Magistrates Court to repay £12,771.72 after pleading guilty to 12 counts of forgery and counterfeiting. The Matron had submitted numerous timesheets claiming payment for bank shifts that she never worked. She had also forged the authorising signatures.



Who? This type of fraud could be committed by any member of staff that is required to submit a timesheet or e-roster. It has been committed by both temporary and substantive of all grades and seniority.

Advice: It is often impractical to check every timesheet or e-roster in detail, however, a random sample should be completed. All timesheets should be filled in clearly and there should be no gaps



John Marsden, the Trust's Counter Fraud Specialist

left on the forms. Errors should be lined through and initialled. Correction fluids should never be used. Ideally, each shift should be authorised by a senior member of staff that has first-hand knowledge of whether the person actually attended and worked the shift.

Hospitality declarations

In accordance with the Trust's Standards of Business Conduct policy, the hospitality declaration has been updated and all such declarations will now be submitted to management for approval. The staff member will be informed of their manager's decision and the declaration will be recorded accordingly. It is the responsibility of the staff member to ensure that all relevant declarations are made, the link to the Standards of Business Conduct policy is as follows:- <http://fcsharepoint/trustdocuments/Documents/CORP-POL-358.pdf>
The link to the declaration page is as follows:- <http://fcsharepoint/divisions/global/businessconduct/Pages/default.aspx>



Reporting concerns

Often people have concerns about reporting suspicions of fraud and corruption. As such the LCFS has created a new questions and answers page to help alleviate any concerns that staff may have. The Q & A page is on the counter fraud area of the Intranet and can be accessed by the following link:- <http://fcsp.xfyldcoast.nhs.uk/C/counterfraud/Documents/BTH%20-%20Reporting%20your%20concerns%20-%20Q%20-%20A.pdf>



Salary policy renewed

The LCFS payroll have, in conjunction with members of the HR policy forum group, fully reviewed and updated the salary overpayment/underpayment policy, which is available at:- <http://fcsp.xfyldcoast.nhs.uk/trustdocuments/Documents/CORP-POL-112.docx>

The LCFS has recently investigated and formally interviewed a number of staff in regard to large salary overpayments which have been as a result of an employee having a change in circumstances that has not been correctly relayed to payroll or a human error has occurred. It is often not the employee's fault that the overpayment has been made, but it is the employee's responsibility to check their wage slips to ensure that they are not receiving monies to which they are not entitled to.

Examples of changes that may affect salary could be:

- No longer entitled to unsocial hours payments, or other enhancements
- Reductions in working hours;
- Termination of employment.

The type of cases that may be investigated would normally involve overpayments of several thousand pounds that have occurred over a protracted period of time, i.e. where it is reasonable to expect the individual to have known that they were being overpaid.

GOLDEN RULE: If you knowingly retain any money that has been incorrectly paid, you may be committing an offence, and this may result in criminal, disciplinary and or civil actions.

Beware of debit card thieves

A message from your Local Security management Specialist, Karen Sanderson

Previous reports have been distributed but the LSMS continues to remind staff about thefts committed by a group of criminals called the 'Coventry Falcons'.

These individuals target hospitals, tailgate into areas and steal debit/credit cards. They then telephone the victim at a later time and ask for their pin number in order to block their account.

These individuals remain active in other parts of the country so we must be vigilant.

We are under pressure to make efficiency savings so there is a greater need for our Trust to secure our property and assets from theft, loss and damage.

However, as reported in the media, NHS property and assets have been targeted by thieves, with autopsy tables, defibrillators, laptops and lead from hospital roofs among the items stolen.

Staff are asked to secure their personal property, including patient



possessions which also needs to be protected to help create an environment for those who use, visit or work in our Trust that is safe and secure.

As a baseline, there should be a minimum level of security in place to protect any asset. In most cases, this will include basic 'good housekeeping' such as, keeping communal areas clean and tidy, securing items away after use and ensuring doors and windows are locked out of hours. If we all observe these basic measures this will contribute to a strong pro-security culture.

Case study: Nurse stole drugs in 'abuse of power'

A nurse from another part of the UK, who stole prescription drugs from a hospital and dished them out to her friends, has been jailed.

The judge told the nurse her crime was an "abuse of power" which had "struck at the heart of the health care profession".

The judge said: "You need to understand medical professionals stealing drugs from hospitals cannot be tolerated.

"It strikes at the very heart of the business of health care. Something you were there to promote.

"You were responsible for diverting drugs that needed to be dished out in a regulated way for people's health and safety and you were putting them into an unregulated distribution.

"You have abused a position of trust to steal drugs from people who were genuinely ill."

The court heard that the nurse was using cocaine during the periods she was stealing the drugs and had a long-term friendship with her dealer and co-defendant.

The court heard both defendants' offending only came to light when the hospital received an anonymous phone call from someone making accusations that drugs were being stolen from the premises and pointed the finger at the nurse.

Discrepancies were found between what had been requested from

the pharmacy and what was on the wards. The court was told internal enquiries were carried out and the police were contacted.

Although the nurse was initially allowed to continue working, an arrest was eventually made at work.

The nurse made a statement about having Zopiclone - sleeping tablets - at home and when told by officers that they would be searching the property, the nurse informed them they would find cocaine in a jewellery box.

When officers searched the nurse's home they found nine snap bags of cocaine, with a street value of £360.

A box of prescription medication was discovered but the original labels had been removed so there was nothing to link it to the hospital, the prosecution said.

The court was told officers also found an iPhone which contained text messages related to the supply of cocaine and the supply of the prescription medicines.

The nurse and partner pleaded guilty to being concerned in the supply of cocaine.

The nurse also pleaded guilty to one count of theft of medication and four counts of being concerned in the supply of controlled drugs, including Zopiclone, Tramadol, dihydrocodeine and codeine.

Karen and clinical teams urge all to be aware of bowel cancer

A bowel cancer survivor is backing the Trust's fight against the disease.

Karen Ebdon, who works in the Clinical Coding department at the Trust, was successfully treated for bowel cancer and is recovering well.

She is urging people to get checked out as soon as they have symptoms so that they have a better chance of beating the disease.

The Trust had information stalls at Blackpool Victoria Hospital throughout the week of April 24 to 28 as part of Bowel Cancer Awareness Month.

Members of staff from the Trust's Colorectal Cancer and Stoma Clinical Nurse Specialists' team and the Lancashire Bowel Screening Service, which is based at Blackpool Victoria Hospital, were on hand to answer questions and give out information.

Karen, 49, said: "The quicker they can catch it, the quicker you can deal with it. Just get it checked out.

"I started with signs and symptoms, especially changes in my bowel habits and bleeding. It was frightening at first but I didn't think it was anything suspect. It was a huge shock to find out it was cancer."

As with other patients with similar symptoms, Karen was fast-tracked and received her diagnosis in just over two weeks in May of 2016. She had scans and a colonoscopy which confirmed that she had rectosigmoid carcinoma.

Karen had a major operation, called an anterior resection, in which surgeons removed the cancerous part of her bowel and joined the healthy ends back together. Thankfully, Karen didn't have any secondary cancers and didn't need to have chemotherapy.

At the age of 21 Karen had Hodgkins lymphoma and was distressed that the cancer had returned. She was mainly concerned about telling her two children and was supported through her treatment by the trust's team of colorectal cancer nurse specialists and consultants.

Karen explained: "People are sometimes embarrassed to go to their GP but it is nothing to be embarrassed about.

"It could be nothing to worry about but it's not worth the risk to ignore it. The support I received was invaluable. The bowel cancer nurses were absolutely fantastic."

Symptoms of bowel cancer include intermittent and occasionally severe abdominal pain which is always provoked by eating. Unintentional weight loss, persistent abdominal pain, constant swelling of the tummy with abdominal pain and vomiting with constant abdominal swelling are also symptoms. Other signs include bleeding from the back passage, blood in the stools, a change in bowel habits lasting for three weeks or more, a lump in the abdomen and extreme tiredness.

Nichola Ritchie, a Colorectal Cancer and Stoma Clinical Nurse Specialist for the Trust, said: "Our aim is to get people to recognise



Members of the Colorectal Cancer and Stoma team at the awareness event and (inset), Karen Ebdon at Blackpool Victoria Hospital

the symptoms and act on them.

"Throughout the week we collaborated with the Lancashire Bowel Screening Service to raise awareness of bowel cancer.

"We see people who have been referred to us by the bowel cancer screening service, by their GP or as an emergency.

"They see us in the clinic with a surgeon. We stay with them after the surgeon has seen them to give them the support and information they need.

"We can address their concerns – we cover a massive amount of issues that can arise. After the first meeting we keep in touch over the phone until the treatment begins.

"When they are in the hospital, we see our patients and make sure they are recovering well. We make sure they understand what is going on. It can take up to two weeks before the results come back. We then contact the patient and see them with the results.

"We will look at whether the surgery has been successful and if they need further treatment such as chemotherapy or radiotherapy. Some patients need a very long treatment plan. We get to know our patients very well – that is what is so lovely about our job. However, it can also be very emotional."

Bowel cancer is the fourth most common cancer in the UK and each year in Blackpool, Fylde and Wyre alone the colorectal nurses see around 270 new cases.

There are eight Colorectal Cancer and Stoma Nurse Specialists including Nichola, Debbie Procter, Shelley Gregson, Sharon Iddon, Joanne Barron, Natalie Owen, Rachael Jones and the team leader, Gill Towers.

Karen added: "I feel fine now. I just need to go back to the hospital for regular scans and check-ups.

"I'll be 50 this year and I'm planning to do lots of new things. I don't take anything for granted. It puts a lot of things into perspective."

For more information on bowel cancer, please go to: www.bowelcanceruk.org.uk



Above: Three-year-old Eva Murdoch in the new play area with Orthoptist, Cath Gray, and (below, from left): Elaine Fishwick, Outpatients' Manager; Leanne Lamb, Play Specialist; Mandy Sanderson, Paediatric Nurse and Nicci Hayes, Fundraising Officer for Blue Skies Hospitals Fund

Staff help to create play areas

Children now have safe and fun places to play in Outpatients' areas thanks to a health Trust's charity.

Staff helped to design the colourful new areas at Blackpool Victoria Hospital and parents and children have given them the thumbs-up.

Funded by the Blue Skies Hospitals Fund, the Trust's charity, the play areas help to distract children who are receiving treatment for a variety of conditions.

The play areas are part of the recent redevelopment of the Outpatients' Department at Blackpool Victoria Hospital which Blue Skies also funded.

Elaine Fishwick, Outpatients' Manager for the Trust, said: "The new play areas make it a better experience for children when they visit our hospital.



"The play areas can take their mind off what they are here for. It also distracts them from any pain they are experiencing.

"It calms them down so it's less stressful. People looking after children can be anxious. It makes such a difference to them. We're delighted with the new play areas. Everyone has commented on how good they are. We are so grateful to Blue Skies."

Leanne Lamb, a play specialist from the Trust's Women and Children's Department, and Mandy Sanderson, a Paediatric Nurse in the Outpatients' Department, led the design process.

They said they had given the areas a seaside theme so that there was some continuity with the Children's Ward, which has similar artwork. One of the play areas is in Orange Waiting Area where children attend the Trust's Orthopaedic Clinic and the other is in Lilac Waiting Area where children are seen about various conditions.

Elaine added: "Leanne and Mandy have done a marvellous job of designing the areas. We'd also like to thank Dr Peter Curtis for his input."

Leanne said: "When children come into hospital they can be distressed so we wanted to create a calming area for them. Parents have said what a difference it makes to have these areas."

Cath Gray, an Orthoptist for the Trust, said: "It's wonderful. The play areas make a massive difference. Children often need to have eye drops and then they have to wait 20 to 30 minutes before they are called in again. Now there is somewhere they can play happily."

Julie Murdoch from Blackpool, whose three-year-old daughter Eva receives treatment in the Orthoptics Department, said: "The new play area is great. Eva doesn't have to sit with the adults. She has been making 'beans on toast' for the staff! She loves it."

Nicci Hayes, Fundraising Officer for the Blue Skies Hospitals Fund, said: "The play areas look absolutely wonderful and we are so pleased that the children are getting lots of enjoyment from them at what can be a very anxious time."

Do you think a team such as this deserves recognition in our Celebrating Success Awards? Go to the intranet to nominate.

Epic African adventure



Mandy in the Stroke Unit garden and (right), with her husband Hugh and guides on the summit of Kilimanjaro in Africa

It was second time lucky for hospital ward clerk, Mandy Gibson, who reached the summit of Mount Kilimanjaro after being defeated by altitude sickness on her first attempt.

Mandy, who lives in Layton in Blackpool and works at Blackpool Victoria Hospital, climbed 19,341ft to the summit of Africa's highest mountain with her husband Hugh.

They decided to do the climb for the Blue Skies Hospitals with all money raised going to the Stroke Unit where Mandy works.

Mandy first attempted to climb Kilimanjaro 14 years ago when she was working for a hospital in Ayrshire in Scotland. Unfortunately, she suffered severe altitude sickness and didn't reach the summit. However, on her second attempt in March, Mandy completed the gruelling climb with Hugh.

The pair did the seven-day climb starting on March 14 accompanied by two guides, a cook and eight porters and raised more than £400 for the Stroke Unit.

Mandy said: "We wanted to do it ourselves and we also wanted to raise some money for the Stroke Unit while doing it.

"It was gruelling but I got to the top this time! It was very emotional and exciting to reach the summit.

"I was very proud of Hugh. The climb hit him hard and at one point he felt as if he couldn't go any further. He did make it to the summit but it was pretty intense. The fact that he got up there was impressive. We were both relieved that we had made it but the climb down was agony on the knees."

"We could never have made it without the support of the wonderful team from Chief's Tours Moshi!"

Mandy's somewhat unconventional training regime consisted of walking to and from work, walking approximately five miles each day around the hospital site as part of her job and walking in her local park.

She said: "My favourite bit was scrambling on the Barranco Wall. It was a real highlight for me because I love scrambling. The adrenaline was pumping.

"We started off in the rainforest and climbed up to an alpine desert. The landscape was tremendous.

"We were privileged to see the glaciers as the ice is melting and it probably won't be there in years to come."

Mandy has now set her sights on climbing to the Everest base camp.

She said her colleagues on the Stroke Unit were all very proud of what she had achieved and they had contributed to her fundraising activities.

"I'm glad I had the sponsors as the thought of them kept me going," she added.

Ann Hedley, Interim Head of Fundraising for the Trust, said: "I really do appreciate what Mandy and Hugh have been through as I myself suffered altitude sickness on the very same route.

"It's a phenomenal achievement and to commemorate that by supporting the charity and in particular the stroke unit is just selfless.

"They should be very proud of themselves and I know that our patients and staff will benefit greatly by all their efforts."

Vintage Victoria

In the second of our series about the history of Blackpool Victoria Hospital, we look at the completion of the building which took around three years to construct.

Lord Derby had laid the foundation stone in 1933, (this still exists, but now in the courtyard behind the current hospital chapel) then Messrs JS Gibson and WSA Gordon (architects) drew the plans and Atherton Bros (Blackpool) Ltd, carried out the build.

The new hospital was opened on September 29, 1936 and the public were able to have a tour, at the cost of a shilling, before the patients were moved across from the original Victoria Hospital on Whitegate Drive. The money raised from the tour went to hospital funds.

The official opening of Victoria Hospital Blackpool, as it was then known, was in 1937, by the Duke of Kent. We will cover that in more detail in the next issue.



Doctors visit the new site in 1935



ABOVE: The completed new hospital from East Park Drive;
LEFT: Visitors pay a shilling to tour the new hospital before patients arrived;
BELOW: The first patient is moved from the Whitegate Drive site to the new Whinney Hays site in September 1936.



Dream charity trek to Grand Canyon for Craig



Blackpool technical manager Craig Holland is fulfilling a long term wish and helping a local charity at the same time.

Descending over 3,100 feet into the Grand Canyon, Craig is taking part in the trek to raise money for Blackpool Teaching Hospitals NHS Trust's charity, Blue Skies Hospital Fund. Craig is self-funding the trip to maximise his donation to the charity as a thank you for the care Blackpool Victoria staff gave to his father. Craig said: "My father John was cared for at the Vic for around three weeks before he passed away suffering from vascular dementia.

"Having seen the promotional information on the company's intranet it reignited a wish to visit The Grand Canyon and because of the care, knowledge and attention all the staff gave to both dad and my family, I decided I should fulfil a dream with the opportunity to give back something to the hospital."

Craig plans to raise at least £2000 by running various events within local street furniture manufacturer Glasdon Group, where he has worked for over 30 years. Trekkers will be following an ancient Indian trail that will lead them into the Havasupai Indian Reservation with its bright blue green lagoons, huge waterfalls and breath-taking scenery.

He added: "Having not walked seriously since completing The Pennine Way back in my school days, I have had to buy all new gear and I need to find some organised walks to help me break this gear in and at the same time build up my stamina before the trek. Having seen dementia-friendly areas such as the Memory Corridor and sensory garden, I'm looking forward to being able to raise money knowing how much it means to patients and families."

The Blue Skies organised event is scheduled for the September 16 to 23. Visit <https://www.bfwh.nhs.uk/blueskies/> for more information.

You can also sponsor Craig by visiting - <http://www.justgiving.com/ca-holland>

Getting hold of funds

The Blue Skies Hospitals Fund has welcomed a new member to the team.

Blackpool's Lauren Codling, 22, has lobbied parliament for carers' rights, been a national gymnast, is a self-taught singer and guitar player and is also a part-time professional wrestler.

But it is her personal experiences that bring her to her new fundraising role.

As her father was treated in the Cardiac Centre in 2010, Lauren remembers how great the care was and how the staff supported her even though she was only 14.

She said: "Being in hospital can be distressing not only for the patient, but also for their friends and family.

"I'm passionate about raising awareness of the charity as a result of my own experiences, in order to raise money to allow patients to have the best possible care.

"I'm really looking forward to working with as many people as possible and can't wait to get into the community and create a buzz so we can aid patient care together."

Interim Head of Fundraising, Ann Hedley, said: "We want to partner with the community and for them to see the Trust as theirs. Rather than being so Blackpool-centric we will be working throughout the whole of the Trust's geographical area which encompasses North Lancashire and South Cumbria.

"We are going to be proactive rather than reactive as Lauren's arrival starts the beginning of lots of changes in the charity. We are very excited about our planned events and how much we can help patient care."

Follow Blue Skies on Twitter @BlueSkiesFund or <https://www.facebook.com/BlueSkiesHospitalsFund/>



Lauren Codling at work and (below) in her wrestling gear



Get in the swing for charity abseil



An opportunity to abseil down one of Blackpool Victoria Hospital's tallest buildings on the Summer Solstice is up for grabs.

Members of the public can sign up to abseil 60ft down the Women and Children's Unit in aid of the Blue Skies Hospitals Fund on Wednesday, June 21, between 5.30am and 6pm.

Nicci Hayes, Fundraising Officer for Blue Skies, said: "We would love people to come and join us to celebrate the Summer Solstice by abseiling from the roof of the Women and Children's Unit.

"Not only will you have great fun, but you'll be supporting a very good cause. Dare to face your fears and see Blackpool from a different angle!"

Managed by professional company Adventure 21, participants will be in safe hands as they drift downwards on this thrilling journey. All necessary training will be given on the day." Places are limited and participants need to register to take part. Spectators are allowed at ground level and fancy dress is optional - as long as it is safe to abseil in.

Nicci added: "Why not make 2017 the year that you do something different!"

Early timeslots are available so there will be time to do an abseil, watch the sunrise and have breakfast when the hospital restaurant opens at 7am.

For further information and a registration pack, please contact Nicci Hayes on 01253 957904 or blueskies@bfwhospitals.nhs.uk or book online at: www.eventbrite.com/e/summer-solstice-abseil-tickets-32408466596

Away from the Trust...



Gill is doing it for the kids

If you're lucky enough to meet with Gill Booth you're in for a treat.

Kind, friendly, helpful and above all caring are just a few of the words that can be used to describe this wonderful person.

"I'm a medical secretary, so I work with the doctors and staff in all aspects of running the clerical side of a very busy Emergency Department," said Gill.

"Following my course of training as a medical secretary, I was appointed to Lytham Hospital.

"After its closure, I was transferred to Blackpool Victoria Hospital where I've worked ever since. I love my work in the A&E Department."

Gill said how difficult and stressful the work could be at times, but there is a hard working and caring team of people, dedicated to deliver the highest quality treatment and care to the many thousands of patients who arrive each year.

Gill also volunteers at the carers' centre at Beaverbrooks House on Newton Drive Blackpool in her own time.

"It's the new headquarters of Blackpool Carers' Centre," explained Gill. "The Beaverbrooks Charitable Trust handed over the building to Blackpool Carers in 2015 - the 10th anniversary of the charity's foundation."

Mark Adelstone, Chairman of Beaverbrooks, said: "We're doing this because it's the right thing to do and we have the heart to provide support for the wonderful work done by our local carers."

In fact, there are more than 3,500 unpaid local carers in Blackpool and the Fylde.

The charity's aim is that, rather than struggle alone and often without support, these carers can receive practical help and guidance – in

the knowledge that they are not alone in their task thanks to the centre and its staff.

Formerly named Blenheim House, the building has seen much interior work done over the last two years to achieve a state-of-the-art centre which is dedicated to helping and supporting the many voluntary carers who are looking after the many long-term sick, vulnerable and needy people in our community.

Gill is particularly interested in the welfare of young carers — mainly children — who are looking after parents and elderly relatives and friends.

She said: "Many people are unaware of what these young carers actually do. Some young carers are just eight years old and are fully responsible for looking after someone much older than themselves. I want to raise awareness about this as well as providing practical support for these young children."

Gill works closely with Michelle Smith who is the CEO of Blackpool Carers and its new centre.

With Michelle's blessing and support of colleagues in the hospital's A&E Department, Gill is organising a fund-raising event — The Cinderella Ball — at the Clifton Arms Hotel in Lytham on Saturday, October 7, 2017.

"It will be a great event," said Gill. "It will definitely be one of the highlights of our local social calendar. We'll be enjoying ourselves wining and dining and dancing the night away, whilst at the same time raising money to support our young carers who are doing such fantastic work at no cost to the community. Many desperately need — and deserve — our help."

Gill Booth is pictured above with Mr Simon Tucker, Dr Mark Rigg and Mr Gareth Hardy in the Emergency Department.

Interview by Denys Barber

Competitions and Games

TOP TO BOTTOM

Opposite are the football kits of nine English teams, (that's the easy bit) all you have to do is put their numbers in order starting with the most northerly team down to the most southerly.

Most northerly

Most southerly



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

Closing Date:
Thursday 29 June 2017

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.

And the winner is...

Congratulations to Sharon Parsons (pictured) who works on the Lancashire Suite at Blackpool Victoria Hospital.

Sharon's was the first all correct entry drawn. As a result, she wins a £50 gift vouchers courtesy of CDC Printers of Poulton. The correct answers were: Queen-I want to break free; Haircut 100 – Fantastic Day; Duran Duran – Wildboys; The B52's – Rock Lobster; ABC – The Look of Love; Human League – Don't you want me; Tears for Fears – Mad World; Culture Club – Karma Chameleon; Madonna – Material World



Recipe — Spring chicken in a pot

Ingredients

- 1 tbsp olive oil
- 1 onion, chopped
- 500g boneless, skinless chicken thigh
- 300g small new potato
- 425ml low-salt vegetable stock (such as Kallo low-salt vegetable stock cubes)
- 350g broccoli, cut into small florets
- 350g spring green, shredded
- 140g petits pois
- bunch spring onion, sliced
- 2 tbsp pesto

Method

Heat the oil in a large, heavy pan. Add the onion, gently fry for 5 mins until softened, add the chicken, then fry until lightly coloured. Add the potatoes, stock and plenty of freshly ground black pepper, then bring to the boil. Cover, then simmer for 30 mins until the potatoes are tender and the chicken is cooked. Can be frozen at this point. Add the broccoli, spring greens, petit pois and spring onions, stir well, then return to the boil. Cover, then cook for 5 mins more, stir in the pesto and heat through.



And finally...

Lewis Carrol's 'Alice's Adventures in Wonderland' and 'Through the Looking-Glass' are the inspiration for this year's 'Learn at Work Week' at Blackpool Victoria Hospital from May 15 to 23.

Learn at Work Week is a great opportunity for Trust staff to get back into learning by trying out a variety of taster sessions and workshops with everything from learning new numeracy skills to photography.

Sessions include 'Curious Conundrums' (fun with numbers), 'Get Ready for the Mad Hatter's Tea Party' (cake icing workshop) and 'Off With Your Head but That's Not What We Want' (photography session).

Under the Learning Partnership Agreement staff are allowed paid time/time owing to attend these workshops if they are held during working hours. The workshops have been arranged by the Unison

Learning Reps and Learning and Development Department.

There will also be also a series of events on the Mezzanine at Blackpool Victoria Hospital at lunchtimes with competitions, prizes and more opportunities to learn.

For more information on the workshops call Jane Eyre on 01253 955 767 or email jane.eyre@bfwhospitals.nhs.uk

Leaflets are available with full details from the Trust library, public areas and from Jane.

