De**m**entia Friends campaign launch

Remembering the *me* in de*mentia*
Hello and welcome to The Pulse staff magazine.

We've had a busy and exciting couple of months with many new initiatives being launched and special events taking place.

I urge all members of staff to think about nominating colleagues for this year’s Celebrating Success Awards. Our awards scheme recognises members of staff who have gone above and beyond the call of duty. I know most of you do this as a matter of course and don’t necessarily expect praise, but we want to recognise our wonderful staff and the Celebrating Success Awards give us a chance to do just that. There are several categories so have a look on the intranet and see if you can think of a person or a team deserving of an award.

It was great to see so many members of staff and visitors at the launch of our new dementia awareness campaign. The aim of the campaign is to encourage everyone who works for the Trust to sign up to become a ‘Dementia Friend’. We also have our Butterfly Scheme and a fundraising campaign led by the Blue Skies Hospitals Fund. I hope everyone will get behind our awareness efforts so we can make a real difference to patients with dementia and their families.

We have also had a Care and Compassion Day at the Trust which was a huge success. There was marvellous support from staff and a very moving talk by our keynote speaker, Tommy Whitelaw, whose mother had dementia before she died. Tommy, formerly U2’s tour manager, looked after his mum for more than five years. He inspired everyone to make pledges about the care they give to patients.

I hope you enjoy this issue of The Pulse and urge you to get in touch with our Communications team if you have a story to tell or an event to promote.

Gary Doherty, Chief Executive
We want your entries for Trust’s Celebrating Success Awards

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

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

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

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

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

- **Clinical Team of the Year** – sponsored by Medstrom
- **Non-clinical Team of the Year** – sponsored by JE Harrison
- **Unsung Hero** – sponsored by Hempsons
- **Innovation and Service Improvement** – sponsored by ISS
- **Employee of the Year** – sponsored by Allcool
- **Together We Care** – sponsored by G2 Speech UK
- **Weightmans’ Golden Heart Award**

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

We are delighted to be able to reward excellence within the Trust through the Celebrating Success Awards and now all you have to do is nominate yourself, your team or a colleague for special recognition.

All categories will carry a £500 reward, except the Chairman’s Award which has a prize fund of £1,000 and the Golden Heart Award which has a special trophy.

All prize money is to be reinvested in the Trust. The deadline for applications is Friday, July 17, 2015.

The Judging Panel, which will consist of the Chairman, Chief Executive, Director of Workforce and OD, a staff side representative, a public governor and a representative from The Gazette and Radio Wave, will meet on Wednesday, August 5, 2015, to decide a winner and two runners-up for each category.

The shortlist will be announced on Monday, August 10, 2015.

This is your chance to receive recognition for the excellent work you and your colleagues do.

Full details of all of the award categories, including the criteria and how to apply, are detailed on the Celebrating Success intranet site.

The winners will be announced at the Celebration Ball which is being held on Friday, November 6, in the prestigious Winter Gardens Empress Ballroom. Tickets for the event will go on sale in August.

Speak directly to your Comms team

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

**Communications@bfwh.nhs.uk**

Follow the Trust on Twitter: @BlackpoolHosp Facebook: Facebook.com/BlackpoolHospitals YouTube: www.youtube/
Latest news

News in brief

Career hunters get a taste of dentistry

The Learning and Development team attended a massive career event for Year Eight to Year Nine pupils at Blackpool Pleasure Beach. The event was designed to engage with pupils over their future development and career pathways.

Young people were encouraged to look at dentistry and the instruments used as well as some techniques and were also fitted into a bariatric suit to make them think about health and wellbeing.

Careers event

The Trust attended the Royal College of Nursing’s careers event at the Scottish Exhibition and Conference Centre in Glasgow in April. Trust employees were on hand at the event to tell possible new recruits about the many career opportunities within the Trust. New recruitment posters have been created promoting different types of jobs.

Diabetes team scoops award for excellence

A team of healthcare professionals working with children with diabetes has won a coveted national award.

The North West team, led by diabetes specialists from Blackpool Victoria Hospital, scooped The Nursing Standard magazine’s ‘Excellence in Diabetes Specialist Nursing Award’.

Representatives from the team, who developed a new way of improving life for children with diabetes, were presented with the award at a ceremony at the Savoy Hotel in London on Friday, May 1. Top comedian, Rufus Hound, hosted the event and presented the awards.

Judges honoured the team which was instrumental in devising and piloting a care ‘manual’ for diabetic youngsters in schools. The manual ensures that all members of staff know exactly what to do to manage a young person’s condition.

Sandra Singleton, Paediatric Diabetes Nurse Specialist for Blackpool Teaching Hospitals NHS Foundation Trust, said: “It was fantastic to win the award – we were just so honoured and privileged to be there. My colleague Dawn Anderson said it was the pinnacle of her nursing career. It is a big boost for the team at Blackpool Teaching Hospitals. It’s also a testament to all the really good work that is done around the country.”

In 2013 the Children and Young People’s Diabetic North West Network asked Sandra to head up a sub-group to design the care plan.

The plan is now used nationally and is promoted by both the Juvenile Diabetes Research Foundation (JDRF) and Diabetes UK.

Smoking referral effort recognised

Staff working on the Adolescent Ward have been presented with an award for encouraging young hospital patients to think seriously about stopping smoking, using Nicotine Replacement Therapy and taking advice from the hospital’s Inpatient Tobacco Specialist Service.

Chris Lewis, a Tobacco Liaison Specialist employed by Blackpool Teaching Hospitals NHS Foundation Trust, said: “Every patient who smokes should be offered support and referred to the Inpatient Tobacco Specialist Service whilst in hospital and the adolescent team are always committed to making young people aware of the support available to them. We encourage all members of staff to do this.

“Nicotine addiction is very powerful, but we can offer Nicotine Replacement Therapy products to help with withdrawal that are safe to use and help people get through their Hospital admission.

If we can encourage patients to remain smoke-free during admission this, along with lifestyle advice, could lead to them staying smoke-free after discharge. It is never too soon or too late to stop smoking.”

The Adolescent Ward was presented with a certificate and trophy on Friday, April 10. They will keep the trophy for three months before it is awarded to another ward or member of staff.

You can refer patients to the Inpatient Tobacco Specialist Service via the main intranet page, call 7303 or bleep 079/738.
Trust on shortlist for national energy efficiency value award

The Trust has been shortlisted for a national energy efficiency award.

The organisation has been shortlisted for this year’s HSJ Value Awards in the ‘Value and Improvement in Energy Efficiency’ category for its work with Spirax Sarco to substantially reduce its energy and maintenance costs and lower its carbon emissions.

The Blackpool Victoria Hospital site has worked with Spirax Sarco to upgrade the heating and hot water supply in 10 plant rooms and modernised other processes which are expected to save the Trust more than £240,000 a year in energy costs and an additional £34,000 a year in maintenance costs.

The Trust’s Energy Manager, Carla Wilson, said: “We are delighted to be shortlisted for such a prestigious award.

“This has been an extensive and important piece of work. The system was simply no longer efficient when compared to modern equivalents.

“Previously, we had to store water at 60°C to eliminate the risk of Legionella. That water could be sitting there quite a while if there was no demand for it in parts of the hospital, and all that time it would be losing energy. The system we introduced uses steam in a compact, plate-and-frame heat exchanger to provide instant hot water for space heating and domestic hot water. As the hot water is supplied on-demand, there is no need to store it, avoiding the associated energy losses and significantly reducing the risk of Legionella.”

The system will bring further savings by reducing water use and energy losses through improved control of heating systems. Six plant rooms were refurbished initially, funded by a £1.37 million grant from the Department of Health and the work was completed in just six months.

Bowel cancer roadshow is a hit with the public

A novel device in the growing fight against bowel cancer proved a big hit at a number of promotional events across Lancashire.

As part of the national bowel cancer awareness month, members of the Lancashire Bowel Cancer Screening team took a 2.4 metre high walk-through inflatable replica of a human colon to venues including Blackpool, Preston, Blackburn, Burnley, Accrington, Chorley and Skelmersdale and received a great response.

The inflatable enables shoppers to see the inside of a bowel and to learn about how bowel cancer affects the body and why early treatment is vital. Bowel cancer is the third most common cancer in the UK. When it comes to cancer deaths, it’s the second biggest killer.

Dr Mark Hendrickse, Clinical Director for the Lancashire Bowel Cancer Screening team, said: “It is a great opportunity for local people to see what the inside of the bowel looks like and learn about ways to reduce the risk of developing bowel cancer.

“Too many people in the county wait too long before seeing their GP when they get symptoms that may suggest cancer. The NHS Bowel Cancer Screening Programme gives everyone aged 60 to 75 the opportunity to complete a free and simple test kit at home. An abnormal result could mean polyps, which are easily removed during colonoscopy – reducing the patient’s risk of developing bowel cancer in the future. The cancers that we do find tend to be at an early stage where treatment is more likely to be successful. I encourage as many people as possible to come along and find out more.”

Bowel cancer symptoms to look out for are a change to your normal toilet habit to softer or looser poo, going to the loo more often or blood in your poo. If you recognise these symptoms and have had them for three weeks or more, then it is highly recommended that you make an appointment to get checked out by your GP. The earlier any cancer is caught the more chance there is of a cure.
New Fylde Coast Birth Centre holds Open Day for community

Blackpool Victoria Hospital’s new state-of-the-art birth centre threw open its doors to give expectant mums and dads the chance to have a look around the new unit.

The Fylde Coast Birth Centre staged its first Open Day on May 9 and the facility proved to be a big hit with visitors.

And the unit also attracted attention from one of the biggest names in maternity – Professor Lesley Page, President of the Royal College of Midwives.

“This sort of facility is crucially important,” said Prof Page. “We know that care in birth centres for women with straightforward pregnancies is the best option; it is the best quality of care.

“I think this birth centre is lovely. We have become so medicalised about birth, but it’s the start of life and it should be humanised. That is what is happening here. It puts the baby and family in the best position to start their journey together.

“Birth centres such as this one allow midwives to use their art and their science. It’s a small unit where the midwives work as a team and are allowed to expand and create and become the best they can.”
Radio station re-launch

Plans to re-launch Blackpool Victoria Hospital’s radio station were discussed at a packed meeting on May 20.

The Trust is working with Radio Wave and Preston Radio Training to develop a training package for people who would like to learn the skills of radio broadcasting. The training will cover topics such as presenting and how to use radio studio equipment and some people may then be offered the opportunity to have their very own show on our new look hospital radio station.

Head of Communications at the Trust, Derek Quinn, said: “The Trust is looking to relaunch its hospital radio station and is looking for volunteers to help provide the best possible service for our patients and visitors.

“We would love to hear from anyone looking for a new challenge, or anyone who has previously been involved with hospital radio. There are opportunities to become a presenter on the station or simply help out behind the scenes.”

To express an interest and for further details contact Derek Quinn on 01253 956941.

End of Life team says Dying Matters

Ways in which to have a ‘good death’ were highlighted during a number of events at Blackpool Victoria Hospital as part of national Dying Matters Awareness Week.

Hospital teams marked the week in various ways including information stands at Blackpool Victoria Hospital on May 18, 19, 21 and 22 and at an event at the De Vere Hotel organised by Trinity Hospice on May 21.

The awareness week, which was organised by the Dying Matters Coalition, was designed to encourage people to talk openly about dying, death and bereavement.

Researchers have found that many people have specific wishes about their end of life care or what they would like to happen to them after their death, but a reluctance to discuss these issues makes it much less likely that their wishes will be met. There is a mismatch between people’s preferences for where they would like to die and their actual place of death; 70 per cent of people would prefer to die at home, but around half currently die in hospital.

The theme of this year’s awareness week was ‘Talk, Plan, Live’: an action-focused theme emphasising that we only get once chance to have our dying wishes met, which is why it’s vital to talk, plan and make arrangements for the end of life – before it’s too late.

Dr Andrea Whitfield, the Trust’s Associate Medical Director for Leadership and Engagement and Clinical Lead End of Life Care, said: “As a palliative care clinician I often have conversations with my patients and their loved ones about their preferences for their future care.

“These conversations can be difficult as we are touching on issues that we do not normally talk about, such as where someone would prefer to spend their last few days of life. What we know though is that planning for your care makes it more likely that you will achieve your wishes at the end of your life.”

Rev Graeme Harrison who works with the team, said: “Though death and dying is often an unwelcome intrusion into life, I believe and have experienced that initiatives such as this enable people to come to terms with the inevitable and plan for the future.”

Calendar girl

A member of theatre staff at Blackpool Victoria Hospital has flashed her flesh – all for a good cause.

Kirsty Holland has bared all – well nearly all – for a fundraising calendar that is to be sold in aid of the Prostate Cancer UK charity.

She said: “Prostate Cancer UK has launched an awareness campaign called ‘Stand by Your Man’ and to help promote it the Oak Tree Studio on Lytham Road in Blackpool wanted to put together a calendar of partially clothed men and women.

“My friend approached me with the idea and I said I would help out and be a calendar month. It was good fun and I hope it does well.”

The calendars will be produced shortly and will be £9.99 each. They can be pre-ordered now at www.theoaktreestudio.co.uk

Students’ Day

A Students’ Day will take place on Wednesday, June 17, 2015, for students to hear from a variety of our Nursing Specialists across the Trust and gain more insight into roles they be interested in working in.

If you are on placement within Blackpool Teaching Hospitals on this day then the ward or unit mangers are committed to allowing you time to attend for the full day.

If you would like more information or to attend please contact Emma Hannan at emma.hannan@bfwhospitals.nhs.uk as soon as possible.
Dr Andrea Whitfield is passionate when it comes to clinical engagement.

Andrea, a Consultant in Palliative Medicine, recently began a new role in the Trust as Associate Medical Director for Medical Leadership and Engagement and is thoroughly enjoying the experience.

She said: “I see my role as working with my colleagues to encourage a change in culture within the organisation where all staff including doctors, nurses and therapists are engaged in developing a shared strategic direction for the Trust and enabled to lead service development at every level within the acute and community services.

“As clinicians we want to deliver sustained high quality, safe and efficient services for our patients and their carers. My role is to be the eyes and ears of the medical workforce to the Trust Board and to work with my colleagues to identify and train our leaders of the future. We need to give them the right skills and tools to be able to ensure our Trust is clinically led.”

Andrea has been in the role for about four months and says she has been highly encouraged by the response she has had from colleagues.

She said: “I spent the first 100 days in post seeing as many people as I could to understand their perceptions of what life is like in the Trust, what frustrates them and what we need to do differently.

“I have fed back the findings to the Board and discussed how we might engage differently with our staff and give them the tools to lead service transformation. We have identified that we need to do things differently. Alongside a new leadership and development framework we are setting up a small team to oversee our transformation. We need input from our colleagues about their vision for our Trust for the next five to 10 years.

“The colleagues I have spoken to are enthusiastic and are passionate about patient care. We need to tap into our huge resource of highly skilled individuals who have really good ideas about their service and how it can develop but may not feel that they have opportunities to do that so far.

“The short term aim is to establish a leadership and development framework for consultants and senior staff and associate specialist doctors.

“There will be a four stage leadership programme, with the first stage being a bespoke induction programme for senior doctors to enhance early engagement and effectiveness in their role. The second stage in years two to three will build on this with the opportunity to share leadership training with other senior colleagues within the Trust.

“The third stage is an integrated senior leadership programme for aspiring heads of department, senior nurses, allied healthcare professionals and managers. The fourth stage is targeted at those individuals, both clinical and non-clinical, who aspire to executive roles within our Trust. In addition to this we will review our medical leadership structures and ensure we have transparent processes with robust job descriptions and clear expectations of what each post holder will deliver with targeted support for individuals.

“In the long run I want to see highly engaged doctors who feel valued and committed to lead our Trust for the future. We will be able to deliver better, more efficient healthcare and have the emotional resources to show empathy and compassion to our colleagues as well as our patients.”

Looking further ahead Andrea said: “It excites me that we have the potential to change to a clinically led Trust. I firmly believe that if we take ownership of this with support from the Chairman and the Executive Directors we can achieve what we want to achieve.”

If you are a consultant or SAS doctor and would like to speak to Dr Whitfield about clinical engagement or the leadership programmes please get in touch with her on email.
Staff and carers back Parkinson’s awareness

The volunteers from the Blackpool, Fylde and Wyre Branch of Parkinson’s UK were at Blackpool Victoria Hospital in April to highlight national Parkinson’s Awareness Week.

Mary Whyham, chairman of the Blackpool Fylde and Wyre branch, said her husband Chris, who has the disease, was a former chairman of the branch. She said: “The week is all about raising awareness. The symptoms people have and how quickly they develop vary from one person to the next.

“Nobody dies from Parkinson’s Disease. However, some of the symptoms can lead to infections like pneumonia. It can take a long time before it has a big effect on your life.

“The most important thing is to manage the symptoms and to get support.”

Mary, who is from Blackpool, was joined on the stall by Marjorie Fleming from Blackpool whose husband had the disease before he died and Bev Jacklin from Cleveleys, who has Parkinson’s.

George Thompson from Blackpool, whose mother had Parkinson’s at the end of her life, has also been helping to give out information. Parkinson’s is a progressive neurological condition and around one person in every 500 has it. Scientists are still trying to understand why people get Parkinson’s.

The condition is not infectious and does not usually run in families. Although life with Parkinson’s can be difficult, many people with the condition lead active, fulfilling lives.

Mary said the local support group can offer a huge amount of comfort and advice to people with Parkinson’s and their friends and families. The group has more than 100 members and there are regular meetings and social events.

The Trust has two Parkinson’s Disease Nurse Specialists – Samantha Sargent and Katrina Haines – who work with patients and their families.

Marjorie added: “People who come to the group have a chat and many say they feel much better afterwards.

“Having someone to talk to and who listens to your concerns can be very helpful.”

For further information about Blackpool, Fylde and Wyre Parkinson’s UK branch, contact Mary Whyham on 0790 3119823.

Team on shortlist for safety award

The End of Life team at Blackpool Teaching Hospitals NHS Foundation Trust has been shortlisted for a national patient safety award.

Organised by the Health Service Journal and the Nursing Times, the annual Patient Safety Awards recognise and reward outstanding practice within the NHS.

The Blackpool team has been shortlisted in the End of Life Care category. To earn a position on the shortlist the team has had to demonstrate that it consistently and reliably identifies patients who are approaching the end of life.

Dr Harriet Preston from the End of Life team, said: “We are delighted to have been shortlisted for such a prestigious award which reflects all the hard work done by the team in partnership with our hospital and community colleagues.”

The awards ceremony will take place on July 6.

News in brief

Cancer nurses focus on gardeners

Michelle Forsyth, Macmillan Skin Cancer Care Coordinator at the Trust, is on a mission to target people who work outdoors either as a profession or as a hobby.

Michelle has been visiting garden centres across the Fylde coast to remind gardeners of the need to use protection when spending long periods in the garden.

She has been giving information from the British Association of Dermatologists about how to reduce the risk of developing cancer and how to spot possible early warning signs.

She has also been providing information prescriptions from Macmillan and Cancer Research.

Spirometry certificate

Tracey Titterington, a Band 4 Associate Practitioner in Respiratory and Sleep Physiology, has recently obtained the Full Certificate in Spirometry Testing.

The spirometry certificate was issued by the Association for Respiratory Technology and Physiologists/British Thoracic Society.

This is a nationally recognised qualification for practitioners who regularly perform spirometry and interpret the results.

For the Trust, the certificate represents the delivery of a high quality spirometry service that meets key national standards.
A Care and Compassion Day was held by the Trust to recognise the important work of nurses, midwives and therapists.

The event took place at Blackpool Victoria Hospital on May 22 and was well supported by staff from across the Trust. The keynote speaker was campaigner, Tommy Whitelaw (see page 7 for a longer feature on his campaign), who lost his mum to dementia in 2012.

Tommy said: “Compassion is the most amazing and beautiful gift you can give. Thank you for doing it every day in your work. The part you play in the care of people with dementia is crucial. You can make the biggest difference of all — every time.”

Many members of staff made pledges in support of Tommy’s campaign.
Preventing sample documentation errors

A new campaign designed to reduce the number of incidents of incorrect or missing documentation attached to blood sample requests has been launched with the aim of reducing patient harm.

Incidents have been reported whereby a mistake during the documentation process resulted in patients receiving an incorrect diagnosis, being given the wrong type of medication, or more commonly experiencing a delay in treatment or diagnosis. It could potentially result in patients not receiving the correct treatment. A mistake in documentation could lead to a patient being given the wrong blood type during a transfusion.

A working group made up of quality managers, pathology lab managers, the Simulation and Skills team and communication team, led by Simone Anderton, set to work to decide how best to tackle the issue.

Peter Hudson, Blood Transfusion Clinical Specialist, explained: “Ensuring accurate patient identification is essential to preventing medical errors. Historically, there has been a serious issue UK wide within blood banks around the receipt of mislabelled samples. We as a Trust have a zero tolerance approach to mislabelling due to the potential life threatening consequences. If there are any mistakes or even doubts about a sample it will be sent back. That sample will have to be taken again which means delays for the patient as well as extra stress. It is this that we are trying to reduce.”

Through work with the simulation team they tested key areas of the Trust to watch how staff carry out blood sampling in their work areas.

From this they identified best practice and also areas that needed to be changed.

The problem was different depending on the environment. However, the main observation was that of not checking patient and test request details properly, not following the Venepuncture Procedure properly and either not printing a patient’s label off in advance, or printing more than one label at a time and getting the labels mixed up. As a result the ‘Write Blood Right Care’ campaign was devised.

Susan Wild, Governance Manager for Diagnostics, said: “We used in-situ simulations to test the procedure in a variety of settings to see where it worked and how it could be changed to make it more suitable for all situations.

The procedure for performing venepuncture has been updated and staff are now being asked to make themselves aware of it. There’s even a simplified flow chart now that makes the procedure easier to follow. The campaign is also encouraging patients to act as a double check and staff will soon see notices on venepuncture trays for patients to see.

“The key things that we are asking staff to do are actually the simplest. We found it was a case of people taking short cuts which we understand make life easier on the staff but if they are done with any amount of complacency there is a risk that things will go wrong. The message is really very simple – take care!”

How to get it right

Do
• Check which samples are needed for the required tests
• Print off labels beforehand and take all required equipment and documentation to the patient
• Ask the patient to confirm their name and D.O.B before taking any samples
• Always check the patient’s wristband details against those recorded on the request card - including correct spelling.
• Check and follow the Performing Venepuncture procedure

Don’t
• Leave the patient without completing documentation on the bottle and the test request card
• Take bloods simultaneously from more than one patient
• Ask staff to label blood samples on your behalf
The Extensive Care Service opens its doors at the end of June and two members of staff recruited to a brand new role say they can’t wait to meet their first patients.

Deborah Carr and Jacqueline Harrison are two of the first cohort of nine Wellbeing Support Workers who have been undergoing their training ahead of the service’s opening on June 29.

The Wellbeing Support Workers have been recruited from a host of backgrounds and are bringing many years of caring experience to the role which will be vital as they will be the people tasked with being the main point of contact for patients who join the service.

They will introduce patients to the service and also answer any questions they may have and support the patient throughout their time in the service.

Their role will be to identify any issues patients may have and help them to better understand and manage their conditions.

Both Deborah and Jacqueline say they are looking forward to completing their training and meeting patients.

Wellbeing Support Workers undergo their training

Jacqueline, a former community worker for adults and children with learning disabilities, said: “I am really looking forward to doing something different and achieving more.

“It is clearly a role that will change as we go along as this is a whole new job but it’s clear that you have to be a caring person to do this job.

“The relationships we build with patients are going to play a massive part in this project because I think we will be vital in breaking down any possible barriers with patients and clinical staff and hopefully they will be a little bit more open with us.

“We are still not fully sure of how the role will work because it will evolve as time goes on. It’s a brand new service and it’s great to be a part of that and great to know that we are there at the beginning of it and will help shape it.”

Deborah, whose most recent role was a Citizens Advice Bureau Tenancy Support Officer, said: “Hopefully I’ll be able to use my skills in areas such as housing to help people in the service who might need that sort of advice.

“That’s the beauty of the role I think because stresses in areas like housing and benefits could be leading to emotional problems which again play a big part in health.

“We will very much be looking at social and emotional needs as well as health needs and I think that is what makes this role so different. If you are not in a good emotional place then everything seems so much worse.”

Asked what they were most looking forward to in the role, Deborah said: “I just want to get to know the individual patient and get to know what matters to them.

“There may be a problem that is really affecting them that we can help them with and help them make changes for the better.”

Jacqueline added: “The team is brilliant. From day one we have all got on so well and everyone seems to have some great experiences to draw from.

“People I have met in my training have told me that this is a job role that has been needed for a long time, especially the wellbeing side of things for patients.

“Everyone has been really supportive of each other so far as well and I really hope we can make a difference.

“We will certainly be doing all we can to make it work.”
New Extensive Care Service will work closely with patients

The Extensive Care Service aims to work closely with patients with complex needs and long-term conditions to assist them to improve their health and well-being. It aims to support people to manage their own conditions, to provide effective interventions when they are needed in order to better manage exacerbations of their conditions and to only admit patients to hospital when that level of specialist treatment is unavoidable.

The Service focuses on caring for some of our highest need patients with a community-based doctor and an Extensive Care Service Team responsible for wrapping services around patients no matter the current setting in which they receive care. The service will support the 3% of patients who are intensive users of the current health and social care system, with each care team able to provide coordinated care to around 500 patients.

Who’s in the Extensive Care team?

The Extensive Care team is made up of a wide range of healthcare professionals, Clinical Care Coordinators, Advanced Practitioners, Extensivist Doctors and Wellbeing Support Workers. The Extensivist Care Team will provide the following:

- Care being aimed at the needs of the patient, spanning primary, secondary and social care.
- Each patient’s care being led by a confident generalist doctor, known as an ‘Extensivist’, who has full accountability for their patients’ outcomes.
- Designated Extensivist clinics which will act as hubs for the care programme located in the community.
- A holistic care system designed to ensure proactive prevention and early intervention, breaking the current cycle of reactive care provision (for example, Emergency attendance, unscheduled admissions).
- Each patient will have a health and wellbeing agreement tailored to their individual needs, with different programmes designed for different needs, for example, diabetic programme, chronic heart failure programme.
- Care will take place at convenient locations for the patient with significant home care and support for transportation to ensure high levels of compliance with treatment programmes.
- Full authority over care decisions and full clinical accountability to ensure incentives are aligned to drive better outcomes for patients.
- Significantly improved patient experience, with patients being empowered to manage their own health and having an increased sense of wellbeing as a result.

Who is the service designed for?

This service is designed for patients who are over the age of 60 and have two or more of the following long-term conditions:

- Coronary artery disease
- Atrial fibrillation
- Diabetes
- Congestive heart Failure
- COPD
- Dementia

Expected Outcomes of the Extensive Care Service

- Effective condition management which will demonstrate a systematic reduction in flare ups and disease escalation.
- Stop the cycle of reactive, often uncoordinated interventions and facilitate the reduction in the usage of secondary care.
- Facilitate greater self-management by patients of their conditions.
- Achieve a reduction in secondary care expenditure.
- Reductions in A&E attendance.
- Reductions in admissions to hospital of both unplanned and planned.
- Reduction in length of stay where admission cannot be prevented.
- Create capacity in general practice to facilitate the expansion of the proactive models of care to ‘enhanced primary care’.

When will service be launched?

Patients have already been selected from seven practices within the Lytham Neighbourhood and five practices from the Moor Park neighbourhood. The Trust will be implementing two initial Extensive Care services as part of phase one of the programme that will be based as Lytham Primary Care Centre and at Moor Park Primary Care Centre. Both services are due to start at the end of June 2015.

Further Information:

If you are in a department or team that you feel will be specifically affected by the Extensive Care Service or indeed want to know more about the service, meet members of the team or have any further questions, then please contact us through Jessica Pilling (Admin Coordinator) on extension 1687 or email jessica.pilling@bfwhospitals.nhs.uk

Dr Andrew Weatherburn, the Lead Consultant for the service, hosted a packed Grand Round to explain how Extensive Care will work and how it aims to benefit vulnerable patients
I was privileged to host the Care and Compassion Day recently where I heard some fantastic presentations from members of staff who provide an amazing quality of care for our patients day in, day out.

The day was one that left me with great pride as it reminded us all that compassionate care is the glue that binds us all together to make sure we do the best for our patients. As we enter year three of our Compassionate Care Strategy I can take heart that we are making great strides in patient safety, patient experience, clinical quality, leadership and workforce and education.

Guest speaker, Tommy Whitelaw, summed things up perfectly when he said “every single one of us is in a privileged position because we can make a huge difference to people’s lives.” That is a message none of us should ever forget.

We will be taking the opportunity over the next few months to undertake maintenance and deep cleaning to support the improvement of the patient environment and to help with infection prevention particularly relating to C Difficile.

We are undertaking refurbishment on wards 3 and 4 at Clifton throughout the summer to support a healing environment for our elderly patients.

Our schemes relate to improving the patient experience, ensuring their pathway is the best it can be.

There are a range of ongoing service improvements.

Please speak to your matron or manager if you feel that you are not aware of what is happening in your area and please do get involved.

I was able to see some fantastic results of the refurbished, dementia friendly ward. I have seen the Cardiologist in the Cath Lab and how we can support patients with high tech equipment alongside the skill of the multi-disciplinary team. I spent an afternoon seeing how the vast range of skills deployed by the whole Radiology Team is extremely valuable in ensuring we provide the best quality care to our patients.

Our Great Place to Work (#GP2W) group met to discuss what progress we had made in our four Task and Finish groups, one of which is around Raising Concerns developing a culture of openness.

I recently spoke at a Grand Round with Nicky Ingham entitled ‘Freedom to Speak Up - Creating an Open and Honest Reporting Culture’ linked to a report by Sir Robert Francis which showed that nationally only 72 per cent of staff were confident that it was safe to raise a concern.

It is vital that we learn from all incidents that may increase the possibility of a harm to our patients. I would urge all staff to report any incidents when they feel it is necessary because I can guarantee that we will look into each and every one of them.

On another note, the Trust is undertaking a major piece of work looking at its strategy for the next few years. It has been made clear that there is a real desire and need for clinical leadership to steer the Trust’s future direction and I would urge as many clinicians as possible to get involved and make sure their experience is put to the best possible use.

As we look ahead to the new financial year we have another extremely challenging Cost Improvement Programme (CIP) target of £20.6M.

Last year we achieved a fantastic £20.3M in savings and I am delighted to say that we have earmarked about £18M already which is another excellent achievement, but one we must look to maintain. One thing that we must stress is that the CIP is not just about making savings. There is a need to do things differently to make our care more efficient while providing an even better quality of service for our patients and that will be important to the strategic review that we are now working on. We have seen this in areas such as Telemedicine and the innovative IV therapy work that we have done so that we can make huge improvements for our patients using the technology available. Please make sure you are involved and at the heart of the process.
Making a difference to Public Health at work and in the home

From working in prisons and in a local council to leading NHS initiatives, the Trust’s new Public Health Facilitator has a wealth of experience which she intends to put to good use in her role.

Frances Carbery has been in her new post with the Trust for a few weeks and is enjoying the challenge: “The Trust is very interesting,” said Frances. “I’m looking forward to finding out more about what happens here and to making plans for the Public Health team.

“We have a very good skill set in our team and I would like to develop the team further to support with health improvement in the hospital.”

Prior to working at the Trust, Frances worked for Bury Council as a Health Improvement Specialist. In her role with the large metropolitan authority, Frances was the Public Health Lead for Alcohol and Tobacco, Workplace Health and Community Safety.

Frances first started working for the NHS in 2001. She began working for the council when Public Health teams were moved into local authorities two years ago. Before working in the NHS, Frances was a primary school teacher in Blackburn. She has also worked as prison health project manager in Rochdale and for the Regional Offender Health Team as North West Healthy Prisons Coordinator.

As a highly skilled professional, Frances is delighted to be in her new post: “I wanted to get back into the NHS and I had heard lots of good things about Blackpool Teaching Hospitals.

“My new role enables me to use the experience I have gained and the skills I have specialised in over the last few years.”

Part of Frances’ remit is to support the workplace health agenda. There is already much work being done around this and a new project manager, Hannah Corless, working under Tim Bennett, will be driving this work forward.

“Everyone has a role to play in delivering Public Health outcomes.” Frances Carbery

Frances explained: “Workplace Health is a complex issue because if people are off with sickness it has a huge impact on other staff and the Trust in general. It’s important to make sure that the workplace supports and enables a healthy workforce. If staff are off sick it can impact on their family finances and there can be other related issues.”

Frances manages the Inpatient Tobacco Specialist Service staff including Chris Lewis, Claire Jones.

Frances said: “Our Tobacco Liaison Service staff are very experienced in delivering stop smoking support to patients and staff.

“They conduct brief interventions and offer specialist support to staff and patients to help them remain smoke-free whilst on site. It’s not easy for people to stop smoking. Even with support, it might take a number of attempts for them to quit.

“Smoking is still the biggest killer and a cause of many hospital admissions. The team is always there to offer support. They go on the wards every day.

“They refer about 50 patients a month into the community stop smoking service and they see many more patients than that.

“The team delivers training to other members of staff during Trust inductions and on the wards about our smoke-free hospital site.

“We also have a staff clinic. I would really like to see members of staff trained up so that they can support their colleagues and patients with quit attempts. There are real opportunities for us to work more closely with community services, being part of the same organisation, in order to offer the best care for patients.”

Also on Frances’ team are a Health Education Practitioner, who delivers staff training in tobacco, healthy weight and alcohol advice and Katie McLaren, who coordinates the British Heart Foundation Volunteer Health Mentors scheme.

In her last position with Bury Council, Frances was also the Public Health Lead for Licensing.

She said: “I’d like to look at how we can support the licensing agenda within Blackpool Council. We collect lots of information at the Trust that could possibly support responsible authorities with licensing representations.

“Our team has a role to play in secondary prevention. We don’t want to see people coming back to hospital if it can be prevented and we want them to have a better quality of life by cutting out smoking and by drinking sensibly and maintaining a healthy weight.

“We have a captive audience here in the hospital. We can give them information to help them make healthier choices such as reducing drinking to sensible levels by making people aware of what they’re drinking.

“Everyone has a role to play in delivering Public Health outcomes. It is really important that each contact with a patient or another member of staff, or a visitor is seen as an opportunity to improve their health outcomes.

“We can make a big difference, not just to the health of people in hospital, but also to the wider community.”
People Centred - Excellence - Compassion - Positive

Trust’s Northern Locality teams lead the way with new initiatives

The future of health care will be rooted well and truly in the community, according to one of the Trust’s community managers.

One of the few national pilot schemes to offer seven-day opening of GP surgeries has been launched in the Trust’s North Locality as well as a scheme to identify patients who need additional help to stay at home.

Gill Speight, Head of the North Locality, said: “Helping more people to receive treatment at home, or in another out of hospital setting, by offering a wider choice of services in the community will be essential to the continued success of the NHS.

“Hospital care and treatment will be more readily available and responsive for people whose health needs can only be met in an acute setting.”

Gill started her NHS career in Manchester in 1979, moving into the community as a District Nurse in Lancaster in 1985. Over the years Gill has held various posts including working as a Nurse Prescribing Lead, a Macmillan Nurse and a Clinical Services Coordinator/Operational Manager.

Gill has completed a MA in Developing Professional Practice with a focus on managing organisational change and evidencing quality in District Nursing practice.

She has been Head of the Trust’s North Locality since 2013 and in her current role she has responsibility for Community Nursing and Rehabilitation Therapy Services.

Based at the Trust’s Slyne Road Headquarters in Lancaster, Gill is working on many exciting new initiatives with her colleagues in the community.

One of the few national pilot schemes to offer seven-day opening of GP surgeries from 8am to 8pm has been launched in Morecambe as part of the Prime Minister’s Challenge bid.

The new system enables patients to make routine appointments when most GP practices would be normally be closed. It also helps to avoid unnecessary attendances at the Emergency Department through increased accessibility.

Gill said: “Most of the patient flows to the services come from both the GPs and University Hospitals of Morecambe Bay.

“The Morecambe Bay health economy has been successful in being awarded Vanguard status. We are testing a new model of health care under the banner of ‘Better Care Together’ which is different to the one being implemented in Blackpool the Fylde coast area.”

Blackpool Teaching Hospitals NHS Foundation Trust is commissioned by Lancashire North Clinical Commissioning Group (LNCCG) to provide community services within the North Locality which stretches from its most northerly base at Carnforth Clinic, covering Morecambe and Lancaster and extending to its most southerly base at Garstang Health Centre.

More than 300 full time and part time members of staff work in the North Locality. District Nursing and Rapid Response services operate a 24-hour service mainly to housebound adults in the locality with other nursing and therapy services covering five to seven-day services supporting patients to remain at home.

Gill said: “Recruitment and retention of staff can be a challenge. The Trust is working closely with local universities and across the health economy to encourage staff to choose to work within the North Locality.

“Staff encourage students on placement to consider returning to the North Locality once they are qualified to take advantage of the preceptorship and staff development opportunities we offer.”

Gill is supported in her work by Deputy Head of Locality, Ann Gallagher and Interim Deputy Head of Locality, Kim Crabtree, who jointly manage the teams.

Support from the senior management team, including evidencing quality, contracting and business management, comes from colleagues based at Blackpool Stadium and Blackpool Victoria Hospital.

Gill added: “We aim to make the health economy more sustainable for the future, promoting health and wellbeing in the population and delivering more care closer to home.”
Butterflies are springing up on hospital wards and they aren’t just to brighten the place up. They carry an important message too!

The butterflies are a symbol that discreetly lets staff know that the patient has some form of dementia or confusion (full butterfly for diagnosed dementia and outlined for suspected dementia or confusion). The Trust is one of hundreds of hospitals that have signed up to the Butterfly Scheme. Patients, through their carers or relatives, can opt to have a butterfly displayed above their bed or on their notes. Keep an eye out for them as they denote that special care is needed. The hospital is an unfamiliar environment. That’s why the scheme reminds staff to REACH out to those patients.

**Reminding** is all about reducing anxiety and reassuring the patient that you’re there to help them. This patient might not remember where they are or why – and now someone they don’t know (you) is approaching them.

**Explain** - Do it every time as the patient may not remember last time they had this procedure and therefore can’t anticipate what it will be like this time. By breaking every activity down in to stages and talking the patient through it in real time, you’ll take away the shock, anxiety and reduce the chances of distress – and of the patient being so afraid that they feel they have to physically push you away.

**Arrange** helpful clues and important items to be visible and accessible. People with dementia can find it really tough to be away from their home surroundings and routine. What can this person see that might be reassuring?

**Check** cleanliness and hydration. This person might manage well in their own bathroom but find it hard to use hospital bathrooms with no familiar bar of soap or fluffy towel. Away from their own teapot and daily routine, they might not drink enough. Encourage them to have a little sip when you pass by.

**History** of any kind must always be verified from the records, staff or carer; all instructions must always be backed up. People with memory impairment can give answers that sound very confident, likely and appropriate, but which might sometimes not be at all accurate.

Always ask the patient first but then please check their answer against evidence from records, staff team or carer. Taking the answer at face value.

You might also find by the patient’s bedside a “paint me a picture” card. This has been left by the patient’s carer or relative and provides valuable insight they have in to their loved one’s care needs.

Things like whether that person hates milk in their tea but loves a cold glass of milk to drink, if they love a particular flavour of ice cream or if they have a favoured bed time routine.

So if you see a butterfly think about reaching out to that patient and don’t let their dementia prevent them getting the high quality of care you strive to provide.
How we put the me into dementia...

A dementia awareness campaign was officially launched by football legend, Jimmy Armfield and former Nolan sister, Anne Nolan, at Blackpool Victoria Hospital.

The Trust is encouraging every member of staff to sign up to be a ‘Dementia Friend’ and to remember the ‘me’ in dementia.

Patients and visitors were invited to the launch event at Blackpool Victoria Hospital on May 18. The event took place during national Dementia Awareness Week and was well supported by patients, staff and visitors.

Jimmy and Anne said there needed to be much greater awareness of dementia and gave their full backing to the campaign.

The Trust wants to do its best to ensure patients and their carers are given the understanding and support they need by everyone they come into contact with, either in the hospital or in a community setting.

Deputy Director of Nursing and Quality, Simone Anderton, said. “Our role as a Trust is to treat all patients with respect and humanity.

“Understanding dementia and what it is like to live with the condition as a patient or a care giver, is very important and we want to show our staff what life with dementia is like so they will understand when dealing with patients.

“To do this we have launched a dementia campaign asking all staff, no matter what area they work in, to learn about the condition and sign up to become a Dementia Friend.”

The Trust’s campaign is being backed by the Alzheimer’s Society, Age Concern and Care and Repair.

At the campaign launch there was a wealth of information and stalls including a Pop Up museum of 1940s to 1960s memorabilia, an arts for health exhibition and dementia workshops as well as vintage afternoon teas and Notarianni’s ice cream. The Trust’s charity, Blue Skies Hospitals Fund, raised money at the launch for its ‘Peace of Mind’ dementia appeal.

Clifton Hospital also held dementia awareness events during the week including a vintage tea party and an open day. For more information on the Dementia Friends campaign and events go to www.bfwh.nhs.uk
People Centred - Excellence - Compassion - Positive

Above: Blue Skies’ Rebecca Ferguson
Left: The team from Notarianni’s
Below: Anne Nolan leads the crowd in nostalgic singing

Members of staff from wards and areas around Blackpool Victoria Hospital who put up displays and had cake sales to raise funds and awareness of dementia.
In the last edition of The Pulse we reported on some recent success of the Simulation and Skills teams both receiving accreditation from the North West Simulation Education Network and receiving more than £56,000 from Health Education North West to expand the in-situ training programme. In this edition we decided to go and meet the team and check on their plans for the future.

There is a resounding feeling of ‘the future is now’ amongst the Simulation and Skills team as when we spoke to them they were just taking delivery of a brand new mobile ‘Sim-Man’.

The department already has a state-of-the-art mobile Sim-Man that has mind blowing functions that can help the team simulate almost any situation. Sim Man is an excellent resource for staff to practice skills, as he - or she depending on the need - has so many features such as talking, breathing, various pulses, heart and lung sounds and can be programmed to respond to the treatment he receives. Alongside Sim Man the department also has a Sim Mum, Sim Junior and Sim Baby to assist with high fidelity simulation both in and outside the simulation centre.

Delivery of the new wireless manikin means the team can expand their services within the organisation, carrying out simulation exercises and training in the real environment of the hospital and even in the community.

Jo-Anne Halliwell, Clinical Skills Facilitator (Lead for Simulation), explains: “The simulation suite and the facilities are great resources for education and the organisation. Within the simulation centre we aim to replicate learning environment, both clinical and non-clinical, to allow staff to practice their skills in a safe environment.

“However, we are currently expanding our in-situ simulation capabilities with the monies that were awarded from Health Education North West.

“We’ve already conducted several simulations across the organisation, including in the community and valuable lessons learnt were gained from these simulations.”

The simulation team is multidisciplinary to help deliver a variety of learning experiences through various simulation scenarios. However, the faculty is led by the Head of Simulation and Skills, three Clinical Skills Facilitators (including a Lead for Simulation), two clinical skills tutors, a technical support officer and two consultant leads — one for human factors and the other for in-situ simulation. Given that the Trust is a teaching hospital’s Trust it is vital the team are multidisciplinary to deliver an undergraduate medical simulation education programme.

The team assists medical students with their simulation training and works closely with universities to provide a service to their students. For other staff already working within the Trust, simulation in the centre is being delivered into bespoke learning for areas such as Massive Blood Transfusion, Post Critical Care Patient Care and Patient Safety through the use of Pathways.

In-situ simulation is being used to develop staff of all areas. In-situ simulation provides the same opportunity for the development of technical skills and refinement of non-technical skills – but also examines the conditions and systems within which individual’s and teams work. In-situ simulation can be used to assess how the environment and the systems within that environment may contribute to errors that pose a risk to patient or staff safety. Once these latent errors have been identified, safeguards and policies can be introduced to eliminate them, or reduce their potential impact on patient safety.

In-situ simulations have taken place in a variety of clinical specialisms and engaged with multi-disciplinary teams from the ward receptionist to a senior consultant. At the end of each in-situ simulation a debrief takes place which is vital for providing feedback to participants and to enabling reflective practice. Reflection on the Human Factors (the study of the ways in which people interact with their environment in order to undertake a task effectively) during the
A debrief can facilitate improvements when contributing to team working in the future. The faculty also adopts a TalkSafe approach to their feedback.

TalkSafe is a Trust-wide initiative which aims to enhance safety for patients and staff by challenging risk-taking behaviour and praising behaviours which promote the safety culture. Ultimately, TalkSafe draws upon Human Factors to transform organisational culture and practice.

The ethos is to achieve changes in practice one conversation at a time by promoting open and transparent dialogue about safety issues.

It is through conversation that our attitudes, beliefs and values – which underpin any organisational culture – can be transformed, and therefore TalkSafe is about empowering people to question current practice and behaviours that will, in turn, encourage personal reflection and positively reinforce safe practice.

Jo-Anne adds: “The Simulation Centre delivers approximately 200 simulations every year. In-situ Simulation is relatively new to our organisation and we have been carrying out approximately one a month, which we are now increasing to at least three every month. Our key message is always to put patient safety at the heart of everything we do and the simulation team believe it can assist the organisation to achieve this through simulation inside and outside the simulation centre by sharing good practice and lessons learned with teams and individuals.”

The team have a clear in-situ simulation programme for the coming year which is closely aligned with the Trust’s values, namely:

**People-Centred**: In-situ simulation clearly puts the patient safety agenda at the forefront of our priorities and engages staff at all levels to learn in realistic, natural environments and multi-professional teams.

In-situ simulation and subsequent debrief allows staff involvement in assessing and reflecting on work processes and behaviours while deciding if they are fit for purpose and the safety of our patients. Although the patient safety agenda is paramount we do not want to exclude the health and safety of the many staff, volunteers and visitors that work, assist or come to our organisation.

**Excellence**: In-situ Simulation encourages learning and promotes an ethos of Excellence through gaining understanding of systems, processes, teams and communication in natural teams. Debriefing and TalkSafe conversations promote reflection and changes in behaviour and cultures which are positive to the patient experience.

**Compassion**: In-situ simulation promotes compassion for our patients through striving for excellent teamwork and communication but also for staff, volunteers and visitors demonstrating organisational understanding of their environment and working practices.

**Positive**: Every in-situ simulation learning experience is a positive one, even if negatives have been realised within the simulation.

In-situ simulation draws on these experiences, identifies areas for improvement, and shares learning outcomes across the organisation.
Research team gives thanks on International Clinical Trials Day

Researchers have thanked patients for participating in more than 10,000 clinical trials at Blackpool Victoria Hospital.

The members of staff from the hospital’s Clinical Research Centre were doing their bit for International Clinical Trials Day.

Research Manager, Michelle Stephens, said: “We are saying 10,000 ‘thank yous’ to all our patients who have decided to join one of the many trials that we have had since 2008.

“Without them taking part in research we would not be able to have some of the new medicines, new devices and ways of working that we now use in the NHS.”

International Clinical Trials Day is held on May 20 each year to commemorate the day in 1747 that James Lind began his trials into the causes of scurvy.

Lind’s trial consisted of just 12 men, grouped into pairs and given a variety of dietary supplements from cider to oranges and lemons.

The trial only lasted six days but, within that time, there was a noticeable improvement in the group eating the fruit. This gave Lind evidence of the link between citrus fruits and scurvy.

Michelle said: “The trials that Lind did in the 1700s led to the type of trials that we do today; we owe a lot to him.

“Going into the future, we will continue to rely to patients, relatives and their friends to take part in trials and to help improve healthcare.

“Patients have told us that it is nice to be thanked for taking part in clinical trials. We have also been promoting the fact that patients can ask to take part in trials – you don’t have to wait to be asked. You can ask your nurse, doctor or therapies to refer you to us.”

Anyone interested in taking part in clinical trials can contact the Research and Development team on 01253 951 514 or look on the Trust website at www.bfwhospitals.nhs.uk/departments/randd or go to Twitter @blackpoolcrc.

Trust welcomes workforce health chief

The Trust has welcomed a new Head of Workforce Health and Wellbeing who will work in partnership with Public Health to support managers and staff to improve their own health and wellbeing.

Lesley Smith-Payne is a HR professional who has 11 years’ experience working in the NHS formerly working for Lancashire Care NHS Foundation Trust where she worked as a Senior HR Business Partner in Adult Mental Health. Lesley also had the lead responsibility for strategic workforce health and wellbeing. Lesley will be focusing on providing high quality occupational health services. She will also be promoting health and wellbeing awareness and initiatives particularly around emotional wellbeing, reducing obesity and increasing physical activity.

She said: “It’s really important that we work together to care for our staff so that we can provide safe levels of high quality care to our patients.

“To achieve this we need our workforce to be healthy and we need to support them to look after themselves to stay healthy and avoid preventable illness. I will be working in partnership with colleagues to provide a holistic approach to encourage us all to improve our own health and wellbeing.”
The Trust wants you as a new Workplace Health Champion

The Trust is looking for Workplace Health Champions. As part of the Trust’s new Better Tomorrow for BTH Staff campaign it is looking for staff who would:

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

The purpose of this role is to embed staff health and wellbeing into all we do as a Trust. This role requires one hour per week (during work hours) and you must gain support from your line manager in undertaking this role on behalf of your ward or department.

You will have the opportunity to complete accredited training, meet other health champions and be involved in the development of new workplace health initiatives. No formal qualifications or experience is necessary and we are looking for representatives of all grades, both within primary and secondary care and from all areas of the Trust.

Please follow the link below which outlines the health champion role and includes an expression of interest form. [http://bfwnet/misc_notices/2015/Workplace%20health%20champion%20role%20description.pdf](http://bfwnet/misc_notices/2015/Workplace%20health%20champion%20role%20description.pdf). Please email your expression of interest form to Hannah.corless@bfwhospitals.nhs.uk.

THE Better Tomorrow for BTH staff campaign will soon have its own specific website. The site, which will signpost staff to services and support, and give information about health and wellbeing, is set to be launched shortly.

Staff feel the benefits of a lunchtime stroll

Staff in Blackpool took advantage of the good weather recently to mark Walk to Work Week.

More than 40 members of staff including nurses and executives took 20 minutes out of their lunch break to walk a lap of the grounds at Blackpool Victoria Hospital.

The idea was to encourage staff to take a leisurely walk for just half an hour a day and feel the benefits. It was part of a national campaign to encourage people to walk more often by walking to work.

It was one of the first events to be organised for staff as part of the Better Tomorrow for BTH staff campaign.

Hannah Corless, Healthier Workforce Project Manager, said: “Walking for just half an hour each day can transform fitness levels, reduce stress and vastly improve your concentration levels for the rest of the day. A walk around the hospital grounds takes around 20 minutes covering around 1.3km and will give staff the boost they need to for the second half of their shift.”

Join us for a FREE, fun, friendly run and feel fabulous!

Why not try something new this summer and encourage your colleagues, family and friends to start running.

The Trust is teaming up with Lancaster City Council to promote their Beginners Running Club. They are offering a number of free sessions starting at different points across the Lancaster and Morecambe district over the coming months.

- Monday, June 22: RUN Williamson Park, meet at Williamson Park café
- Monday, July 20: RUN the Canal, meet at Happy Mount Park front gates
- Monday, August 24: RUN the Bay, meet at Half Moon bay café
- Monday, September 21: RUN the Lune, meet at Denny Beck car park

As this is a club for beginners, all runs will take place at a gentle pace, involve plenty of breaks and cover a distance of approximately 5km. Please arrive at the above venues by 6.15pm.

If you cannot attend the free sessions, do not panic. Salt Ayre Sports Centre hosts a beginners running club every Monday and Wednesday between 6.30pm to 7.30pm costing only £2.

There is no need to book a place, just turn up on the day. For more information please email either Greg Sykes on gsykes@lancaster.gov.uk or Hannah.corless@bfwhospitals.nhs.uk.
Communication is the key to success of Amber Care Bundle

Patients whose recovery may be uncertain have been benefiting from a scheme designed to open positive conversations about care.

The Amber Care Bundle helps to make sure that all staff know about a patient’s condition and that they are working to give the best possible care and support.

Many patients say they like the scheme as it enables them to talk about sensitive subjects such how they wish to be cared for and where they want to be if they become gravely ill.

Some people receiving the Amber Care Bundle may recover from their illness, but others may not respond to treatment and further discussions may be needed.

The Amber Care Bundle is not about stopping a patient’s treatment – it’s about keeping patients, relatives and carers informed of what is happening.

Amber-coloured stickers are used on patients’ notes to signify that they are receiving the Amber Care Bundle. This enables all members of staff to give the best and most appropriate care.

Sister Claire Hall, who works on Ward C at Blackpool Victoria Hospital, said: “The Amber Care Bundle is one of the best tools the medical profession has in this hospital.

“Supporting patients and their relatives in this way is something nurses have been doing for a long time and how it is formalised as the Amber Care Bundle, it is one of the most successful tools for nurses and doctors alike.

“The Amber Care Bundle helps support patients who have long-term medical conditions and/or a diagnosis with an end of life prognosis. It often opens a window for conversations and can give comfort to patients and relatives.

“Once expectations are realised, it enables us to start working on a plan with the patient and their family. Many people like the fact that there is a plan and that they know what to expect. It can also give people a chance to put their affairs in order, or to see relatives they maybe haven’t seen for a while.”

Information leaflets on the Amber Care Bundle are available so patients and their families or carers can find out more about the discussions is included in the correspondence with the patient’s GP so that all the healthcare professionals involved know what the person would like.

Additional medical care and support can be arranged for people who are able to return home.

Claire added: “The Amber Care Bundle prompts valuable discussions between medical professionals on a day-to-day basis. Our team and our patients find it very positive.”

“The Amber Care Bundle prompts us to think about resuscitation and to speak to the patient and their family about such things. It makes sure patients get a high quality of care. Everything is planned and consistent.

“It’s a very good tool for planning a patient’s care. It helps to have a plan in place for the patients for out-of-hours and on call teams, who might not know the patient. It also helps to avoid any distress caused by unwanted medical interventions.

“Working with the Amber Care Bundle is all about communication with patients and their families, nursing staff and the rest of the team. Families are often very grateful that we are realistic with them.

“It helps them to prepare and it gives patients the best possible end of life care. It’s very helpful to have a formalised process. We have to think about what is appropriate for each individual patient. It’s about holistic care - looking after the whole individual.”

“Families are often very grateful that we are realistic with them. It helps them to prepare.”

Dr Deivasikamani Gopal
BTH case studies - Patient prosecuted

The Local Counter Fraud Specialist (LCFS) has recently worked alongside the police in the successful prosecution of a patient who had fraudulently attempted to obtain drugs. The patient’s modus operandi was to amend their prescription from two items to three, with the addition of the extra non-prescribed drug.

Consequently, an investigation commenced which resulted in the patient being arrested, interviewed under caution and charged with the offence of making a false prescription for a scheduled drug. The patient attended Blackpool Magistrates Court in March 2015 and received a 12 month conditional discharge.

Timesheet investigations resulting in criminal sanctions

The LCFS has recently conducted two investigations, relating to falsifying the content of staff members’ timesheets. Both investigations resulted in formal interviews, under caution, and subsequent referrals to the police for appropriate sanctions.

Consequently, both staff members (one was an agency staff member) attended Bispham police station and received a police caution/resolution, which equates to a criminal record and would have to be declared as such. One of the cases also resulted in the circumstances being declared as such. One of the cases also resulted in the circumstances being declared as such.

The LCFS would remind staff that there are numerous internal avenues from which evidence can be collated and cross matched against the staff member’s timesheet.

The Trust has a zero tolerance to fraudulent activity and timesheet fraud will continue to be robustly investigated.

Whistleblowing

The whistleblowing policy has now been in force for a year and the Trust’s counter fraud specialist would like to remind all staff that the policy is to guide you and support you in raising reasonably held concerns.

Staff can raise their concerns in confidence and without fear of being victimised or harassed. The policy can be found on the OneHR or Counter Fraud pages of the intranet.

The Trust will not tolerate the harassment or victimisation of anyone raising a genuine concern. The LCFS produced a whistleblowing poster, which staff can be downloaded and displayed in staff rest areas.

The poster can be found on the counter fraud pages of the internet, or by following this link: http://fcsharepoint/divisions/global/counterfraud/Posters/WB%20Poster%20Final.pdf

Remember – If your concern relates to fraud, bribery and/or corruption, then employees should immediately contact the Trust’s Local Counter Fraud Specialist.

Sickness absence forms updated

The LCFS has recently updated the paperwork in regard to the return to work interview and the self-certification form. Nationally, working whist off sick is a prevalent area of fraudulent activity, hence the importance of fraud proofing the documentation in this field.

To summarise the changes, the self-certification form now asks the staff member to confirm if they have conducted any other form of employment, whilst reporting themselves as being sick. The declaration has also been strengthened, together with an equally robust declaration from the manager.

The declaration on the return to work (after a period of sickness) form has also been strengthened to ensure the trust’s counter fraud specialist has all available options open, in accordance to NHS Protect’s policy statement “Parallel criminal and disciplinary investigations”.

The updated forms are available via the following link: http://blackpoolhr3.multi2.sitekit.net/hr-advice/sickness.htm

Overpayments working group

The Trust’s Local Counter Fraud Specialist (LCFS), continues to chair the Overpayment Working Group and, as such, is able to closely monitor all new and existing overpayments.

Unfortunately overpayments are still occurring and the process for updating payroll of relevant information is currently under review. The outcome of the review process is to ensure robust action can be taken in regard to instances of perceived negligence, in the causation of the overpayment.

Please note, criminal action can be taken on cases where the current or ex members of staff that have failed to declare receipt of excessive money, to which they are not entitled to.

Remember – if a staff member fails to advise payroll of an overpayment, their actions could be considered as fraudulent.

Bogus Phone Calls Requesting Information

Please could all staff be aware of phone calls requesting information regarding medical staff or patients currently on wards, or units at Blackpool Victoria Hospital.

Colleagues need to be aware of such phone calls and challenge the caller as to the need for such information. As a general rule: DO NOT divulge any information whatsoever.

If staff feel uneasy about the authenticity of the caller – take the caller name, phone number and the details of the request and immediately alert your line manager.
IG In the news

Policeman given Absolute Discharge after Breaching Data Protection Act

A police officer was given an absolute discharge after he admitted breaching the Data Protection Act. The officer in question admitted the charge which related to him accessing the files of his relation and another individual. The court was told that the officer, a serving police officer for more than 20 years, had accessed the files out of “curiosity” for a “matter of seconds”.

The judge commented that: “For a period no more than seconds, despite a warning to the contrary on your computer you allowed your curiosity about your relations to get the better of you and you breached the data protection act.”

He went on to say: “It’s important to bear in mind that the consequences of your conduct will in any event have an impact on your career with a real risk of there being significant adverse consequences.”

This article yet again highlights the consequences of staff accessing records inappropriately.

Midwife struck off after rooting through patient’s records before starting relationship with him

A Midwife who accessed a patient’s medical records three days before starting a relationship with him has been struck off. The Nursing and Midwifery Council (NMC) heard that the midwife had absolutely no clinical justification for accessing any of the documentation.

This article highlights the consequences of staff accessing medical information without any legitimate medical reason to do so. It is worth reinforcing to all staffing groups that not only is it against organisational policies and against Professional standards, it is also a Criminal Offence – Unlawfully obtaining or accessing personal data is a criminal offence under section 55 of the Data Protection Act 1998. The offence is punishable by a fine - up to £5,000 in a Magistrates Court or an unlimited fine in a Crown Court. The ICO continues to call for more effective deterrent sentences, including the threat of prison in the most serious cases, to be available to the courts to stop the unlawful use of personal information.

Using personal information

When using personal information you need to be certain that you are doing so properly.

There are seven data protection principles concerned with what you do with information once you have obtained it. You must remember that these are principles not rules and you should decide how they apply to you depending upon the circumstances.

Use information fairly and lawfully

Ensure that you tell people how their information will be used. You must provide the Information Commissioner (Data Protection’s regulator) with an annual description (notification) of how personal information is used. It is very important for you to check that your activities are covered by one of the purposes in the Notification.

Keep enough information – not too much, not too little

The information you gather should be directly related to the service you are providing. It is unfair to accumulate large amounts of information because it may be useful one day, or because you don’t know what to keep and what to throw away.

Keep information accurate

You should do what you can to be certain that the information you are using is accurate. You should regularly check that your information is correct.

Do not keep information for longer than necessary

The important point about this principle is that it is not about how long you keep information for. It is about why you keep it. The Data Protection Act does not have a series of time limits for how long information is retained. It may be valid to keep some information for 20 years, it may be wrong to keep some information for a week. The time limit depends on what the information is and what it is being kept for.

People have rights

The right of access to personal information is open to everyone, whether they are a service user, a staff member of a member of the public, whether it is on paper or computer. Personal information is defined as being information that is focused on a person, rather than simply mentioning their name or their case. People also have a right to correct inaccuracies and prevent the use of information that causes damage or distress.

All information should be secure

Whether information is held in a filing cabinet, on a computer, or in papers on a person’s desk, it should be secure. If information is particularly sensitive, the security surrounding it should be particularly strong.

Information should not be transferred to countries without Data Protection laws

Information can be transferred to organisations in Countries in the European Economic Area (members of the European Union, plus Norway, Liechtenstein and Iceland). These countries have adequate Data Protection laws. However, personal information cannot be transferred outside these countries without the explicit permission of the person concerned. The most important point is that personal information can only be used on a website with the permission of the person concerned.

Reporting on incidents

The IG team produces quick reference guides to assist staff and we want to hear from you.

Cyber incidents — There is a new category within information security incidents. Any cyber incidents should be reported via this route.

Send Secure Emailing Guidance — The Trust provides a send secure email solution for all Trust email account holders. If you work in acute and some community settings you will have the ability to use the send secure button available on your microsoft email facility. If you do not have this option or are using any mobile device which is not supported by microsoft and you want to send an encrypted email please type [encrypt] in the subject line.

HR Incidents — The Health Records Committee is receiving an increase in Untoward Incidents due to staff filing documentation into the incorrect patient’s Acute Health Record Folder. This issue is putting patient safety at risk and may lead to a clinical incident. Please adhere to the correct procedure and if you require further Health Record Management training contact Karen Hawkins, Health Records Manager Karen.Hawkins2@bfwhospitals.nhs.uk
Stay safe on holiday

Going on holiday? Got your sunscreen and swimwear? Don’t forget to look after your sexual health too.

Many people openly talk about the health risks associated with smoking, alcohol, drugs and obesity, but sexual health often remains a bit of a taboo subject.

The reality is that the vast majority of adults either are, or have been, sexually active.

Good sexual health is important for all ages, however, under 25s experience the highest rates for Sexually Transmitted Infections (STIs).

Most young people understand the issues relating to sexual health, but the reality is that sometimes we take risks that we know can affect our health.

The Sexual Health Service for Lancaster, Morecambe, Fylde and Wyre wants to remind people to protect themselves this summer.

Anji Stokes, who works for the team said: “We are not suggesting that all young people will have sex when they go on holiday, but some might and if they do decide to have sex we want to help make sure they don’t bring back any unwanted souvenirs!”

The Sexual Health Service operates a Free Condoms scheme across Lancaster, Morecambe, Fylde and Wyre, facilitating access to free condoms for 16 to 24-year-olds.

Free condoms are also available to people of all ages from any of the Trust’s sexual health clinics.

Anji added: “Condoms significantly reduce the chances of catching STIs and unintended pregnancy.

“The Free Condoms scheme aims to make condoms easily available to 16-24 year olds giving them the opportunity to take responsibility for their sexual health.”

The scheme is also signed up to the world wide MTV iCondom App.

The app is free to download and uses GPS to locate the nearest place to get condoms.

To find out more about chlamydia screening and free condoms call 01524 518966 or go to http://www.best2know.co.uk

Stop smoking staff clinic

Members of staff are welcome to attend the Stop Smoking Clinic at Blackpool Victoria Hospital.

The staff clinic is held in the Occupational Health Department and each appointment lasts for approximately half an hour.

Advisors discuss smoking habits and can recommend appropriate nicotine replacement products.

Vouchers for nicotine replacement products are available to staff who wish to stop smoking.

If you would like to attend the staff clinic you must make an appointment.

The half-hour sessions start at 2pm and the last one is at 4.30pm.

To make an appointment please call the Blackpool Stop Smoking Service on 01253 951570.

Bike Theft Prevention

Thieves love bicycles. Not because they’re healthy or good for the planet, but because they’re easy to steal.

And there has been an increase of bikes being stolen from the hospital grounds.

Here are some tips for looking after your bike:

Take advantage of bike marking schemes available at police stations, bike shops and here at Blackpool Teaching Hospitals.

To avoid being a victim of bicycle theft, you should purchase heavy duty locks and better secure your bikes.

Cyclists should also make sure their bikes are marked, and that they record all of their bicycle’s information, including serial number.

Keep the receipt from your bike purchase in a safe place.

Take photographs of your bike. You can use these if your bike ever goes missing. Take a close up of the serial number too.

Use a D-Lock. If you use just a braided steal lock, bolt cutters will dispose of them in seconds.

Buy insurance or check to see if you are covered on your household insurance. You may have to pay an extra premium on this. Dig out your policy to see what cover you have.

Some insurers will only cover bikes if they are stolen from your home or a locked garage. Many will set a maximum limit on theft claims, which can be as little as £300.

That’s no use if you whizz around on a titanium-frame racer worth thousands.

Others will charge a hefty excess if your bike is stolen, which might be anything from between £100 and £500.

So don’t just assume your bike is covered along with the rest of your contents, or you could get a double shock if it is stolen.

For any more help or advice, feel free to contact the Health and Safety and Security Team on 01253 953063.

Know your bike’s serial number

Usually found:
1. underside of crank
2. Headset
3. rear stays
4. seat down tube next to crank
5. top of crank
Lessons Learned

New Duty of Candour strategy aims to tackle harm to patients

A newly revised strategy entitled ‘Patient Safety Including Being Open and Duty of Candour’ is being finalised by the Trust.

The strategy aims to provide guidance to staff on the principles of patient safety, including being open and incorporating the new Duty of Candour requirements.

It will outline the processes to follow to support openness with patients and their relatives. The principles of being open must be applied to any incident, complaint or claim occurring as a result of a healthcare treatment within the Trust resulting in harm to the patient. This strategy will be re-launched Trust-wide once ratified.

Improving patient safety within our Trust requires change in many different areas, including change within the culture of the organisation. A safety culture is where staff within an organisation have a constant and active awareness of the potential for things to go wrong. The staff and the organisation are able to acknowledge mistakes, learn from them and take action to put things right. The Trust promotes an open and fair culture. This means that no disciplinary action will result from the reporting of adverse incidents, mistakes or near misses, except where there have been criminal or malicious activities, professional malpractice, acts of gross misconduct, repeated errors or violations have not been reported.

New regulations came into force on November 27, 2014, introducing a new CQC requirement regarding Duty of Candour. From that date, all NHS providers registered with the CQC have had to inform the patient and/or their family when harm above a certain threshold has arisen. Breach of the duty is enforced by the CQC and there is the opportunity for financial penalties to be imposed. Duty of Candour applies to actual impact patient harms of moderate, major/severe and catastrophic. Minor harms and near miss incidents do not require this level of Duty of Candour.

The following flow chart outlines the Duty of Candour requirements following every moderate or severe harm incident, but please look out for the newly revised ‘Patient Safety Including Being Open and Duty of Candour’ strategy for detailed information and useful templates.
Let’s talk about it

It’s good to talk and it can help the Trust learn and improve.

We’re all a little nervous of approaching someone who is older and possibly wiser than us to question their techniques, or don’t want to feel like we are preaching, but as a Trust we are breaking down that boundary and encouraging staff to have courageous conversations through use of the Talksafe initiative.

Talksafe has been around the Trust for a while now and is really starting to pick up speed. Three more departments are about to start their training to help them communicate with each other in a non-threatening, non-consequential way.

The idea is that people should feel empowered to speak to colleagues about good and not-so-good practices to praise or question their actions and acknowledge how those actions have knock-on effects that impact on our patient care. Those departments taking on the initiative are Families, Orthopaedics and Estates.

Already on board and seeing great results are the Haematology department and Gynaecology department. Haematology has been logging lots of conversations and a theme has already cropped up. They have been having a lot of conversations around blood sample documentation. As you can see from earlier in this edition, this theme has also been shown as a result of some other feedback. The ‘Write Blood Right Care’ campaign has already come out of those conversations and is making a difference to the way blood samples are labelled thereby reducing the number of incidents.

Susan Wild has been involved in the TalkSafe project for some time and has seen first-hand how it has helped in the haematology team. She said: “Lauren Cotton has been a real stalwart in that department and has had lots of really good conversations. Some have been around pointing out possible risks but some have been really positive to thank staff for doing good work which has helped boost morale.

“People shouldn’t be afraid to approach others. We are a teaching hospital after all and the best way to learn is to question people’s action and if possible teach them an alternative approach. We are all willing to learn.”

Even Medical Director, Mark O’Donnell, has been involved in TalkSafe and has had several conversations himself around theatre staff in green scrubs outside of the theatre environment. He is also a strong advocate of staff coming forward with concerns as well as highlighting good practice without fear of reprisal.

More TalkSafe training sessions are planned for June and to find out more email the Clinical Skills Centre (BFWH) enquiries.clinicalsSkillCentre@bfwhospitals.nhs.uk or visit the Talksafe sharepoint page for dates.
Many junior doctors believe Geriatric Medicine to be boring. After all, most admissions are the result of falls, collapse, urinary tract infections, confusion and social circumstances. However, looking beyond these mundane statistics, older patients not only bring with them a variety of interesting challenges medically, they are also often ‘nicer’ and more tolerant than many younger patients. Geriatrics is about more than history, examination and diagnosis. There are the complex challenges of discharge planning, follow up, communication with relatives, resuscitation decisions, advance care planning, palliative care and such like. But the most interesting and fascinating element in geriatrics is the range of emotion that plays out during my ministrations to older people. 

While reviewing a patient, I casually enquire whether she lives alone. She breaks into tears, telling me of her recently deceased husband with whom she has been married for 65 years. Another lady is very reluctant to leave her husband (married for 50 years) in hospital and to go home to an empty house. She reminds me several times about his medications and requests that I look after him well. A gloomy ward round is lightened by a burst of laughter with one patient. I ask him to show me his teeth during the neurological examination and he obligingly takes out his dentures and hands them to me. Another patient compliments me on my “smartness”. I soon discover that not only is she blind, she is also confused. Laughter becomes despair when I explain the diagnosis of an inoperable brain tumour to a patient who thought she was fit and well before the diagnosis.

There is the pleasant surprise of a frail old lady with multiple co-morbidities, but a nice sense of humour. She asks me to keep her prescription chart in its usual place so that it does not get lost. The next patient who is keenly anticipating her discharge becomes sad when she is told that she has to stay over the weekend. Next I have to console a family worried about their terminally ill father. Then there is a delirious patient, asking me for a flight ticket to Canada, afraid that she has already missed her flight. Another patient’s relatives express their concern that “somebody” has done a cognitive assessment for that patient while she is on regular opioid analgesics. Then there is the happy patient, discharged home just in time to celebrate her one hundredth birthday. These are the human stories in just one day in the life of a geriatrician. That is why it remains the most fascinating of specialities, if one but stops to look beyond the bland dismissal that it’s about “falls, collapse, UTIs and social circumstances”.

Caring for the elderly
By Consultant in Elderly Medicine, Deivasikamani Gopalakrishnan

Training

**Brief Intervention Training**

- **Healthy Weight Brief Intervention Training**
  - 04/06/2015 HPEC Room 1, 1.45pm-4.15pm
- **Tobacco Brief Intervention Training**
  - 10/06/2015 HPEC Room 3, 9.30am-12pm
- **Alcohol Brief Intervention Training**
  - 25/06/2015 HPEC Room 6, 9.30am-12pm

To book a place please email publichealthtraining@bfwhospitals.nhs.uk or call 01253 966480 and leave a message.

**Adult Safeguarding training**

This is open to all staff across the trust and takes place in the HPEC lecture theatre:

- 08/06/2015, 9am-5pm
- 10/08/2015 9am-5pm
- 18/09/2015 9am-5pm
- 30/10/2015 9am-5pm
- 26/11/2015 9am-5pm
- 17/12/2015 9am-5pm

**Equality and diversity training**

BVH site (half day):
- 16/06/2015
- 15/07/2015
- 12/08/2015

Rylands, Lancaster site (half day):
- 07/07/2015
- 11/08/2015

To book you must email olm@bfwhospitals.nhs.uk

**Prevent training**

Terrorism awareness for all front line staff. This is compulsory for staff.

- 16/06/2015 and 06/08/2015

Please book through olm@bfwhospitals.nhs.uk
Volunteering

Special week celebrates the Trust’s volunteers

To celebrate Volunteers Week, the Trust said a very big thank you to all its volunteers.

The Trust has more than 400 volunteers and more are currently being recruited.

They help in a number of different areas, from helping visitors to navigate their way around Blackpool Victoria Hospital and making tea and coffee for patients, to assisting on the wards during meal times and selling treats to raise money for the Trust charity, Blue Skies Hospitals Fund.

If you add up all the hours our volunteers put in over the course of a year it would total more than 88,400 voluntary hours. That’s why the Trust has been saying thank you to each and every one for giving their time to help enhance the care patients and their visitors receive.

All of the volunteers were invited to enjoy light refreshments at the Fundraising and Voluntary Services office on Tuesday, June 2, when members of the Trust’s Executive Team passed on their personal thanks.

During the week the Fundraising and Voluntary Services team was on the mezzanine floor of the new main entrance to personally thank all volunteers with keepsakes which were specially made. A Book of Thanks was also available for staff to leave messages to the volunteers who help their departments.

The Book of Thanks is now available to all volunteers to view at their leisure in the Fundraising and Voluntary Services office at Blackpool Victoria Hospital.
Reunion happens by chance

Nearly 30 years ago, two young nurses, Sister Valerie Stackhouse and Staff Nurse Stephanie Bidgood shared the challenge, trauma and joy of working in the new paediatric bone marrow unit at Manchester Children’s Hospital.

Stephanie and Val were good friends as well as colleagues, even sharing a house together for some of the time they worked together.

But, three years after the unit opened in 1988, the two nurses went their separate ways. Steph became a paediatric nurse in Blackburn and Valerie, now known as Val Baxter, is the team leader for Community Special Needs and School Nursing North here at the Trust.

Just before Christmas last year the team suffered a staffing crisis and Val was looking for someone to cover shifts from the paediatric bank.

“I spoke to a bank nurse, Steph McGraff a few times on the phone and she seemed to be just the person I needed to help,” explained Val. “I went to meet her in Red Marsh School one day and as I walked in she was on the phone. She just dropped the phone in shock and said “Oh, it’s Val” Steph added: “I was delighted to see her, she was brilliant when we were at Manchester Children’s and she had a big influence on me.

“I often wondered what had happened to her.”

Research staff get dirty in fight against cancer

Cancer fights dirty and a team of staff from the Research and Development team is getting dirty to raise money and fight back.

The team of six will take on the five kilometre challenge which is an add-on to the race for life events. It is a muddy obstacle course where women of any ability can climb, jog and walk to raise cash to fund cancer research.

Gemma Brown, Research Assistant Practitioner in Gastroenterology, said: “None of us are what I would call ‘fitness freaks’ and we have not really done any training but that won’t stop us from getting around the course. We know it’s not really a race; it’s a team building and fundraising activity for us.”

To sponsor the team log on to www.justgiving.com/the-RaDicals or 'TEXT GBGB87 & £ AMOUNT TO 70070'

Hospital rambling club welcomes new members

Monthly meetings of the Blackpool Hospitals Walking and Rambling Club are planned for the second Sunday in each month throughout the summer.

The next walk will be in the Glenridding area on June 14. July’s walk will be on the 12th in the Grassington area.

Members of the club are transported by coach to the starting point and then returned after the walk with a short stay at a pub for light refreshments.

A comfort stop is made en route in order that the early boarders can top up with a light breakfast and a tea or coffee.

The walks are organised to suit the members abilities, set out in A, B and C categories — A, being the harder of the group and C being the easier.

These grades are determined by height and distance. The main club walks are B and C, the B walk can include a distance between six and ten miles rising to a height of approximately 1500 feet.

The C walk will cover up to seven miles and climb to 1,000ft.

The walks are set at a pace to suit the slowest walker and the leaders of the walk are all experienced walkers.

The organisers’ plan for the coming year is to include shorter local walks and it is hoped to offer wheelchair users a chance to go along.

For details of the club and walks, please call Bob Bradley on 01253 346384 or 07804620740, or Derek Helm on 01772679153 or 07783835041.
Away from the Trust

Bear necessities

By day Research Manager, Michelle Stephens, tackles the serious business of clinical trials, but on a Monday night she can be found lighting camp fires, bat watching and exploring in the woods.

Michelle said she hadn’t planned to become a Cub Scout Leader, but when her son William’s pack needed help, she didn’t have the heart to say ‘no’.

However, Michelle has taken to the role and it is proving to be a refreshing change to her job as Manager of the Clinical Research Centre at Blackpool Victoria Hospital.

The Cub Pack’s Leader, Paul Hipwell, is referred to as ‘Bagheera’ (or ‘Baggy’, after the character in The Jungle Book) and Michelle is known as ‘Kaa’.

Michelle, who has been an Assistant Cub Leader since January 2014, said: “The current Chief Scout of The Scout Association is Bear Grylls.

“When the boys talk about him it brings out their inner Bear Grylls, which is always a good thing!”

“The Scouting movement is very good in terms of the development of volunteers.

“I’ve had to undertake training and have lots to complete over the coming months.

“I have already undertaken essential training, including the fundamentals of scouting, safety, safeguarding and practical courses.

“It is very different to what I do for the NHS and as a mum. I didn’t have any scouting experience or knowledge of outdoor activities, but it doesn’t matter. I feel I still bring lots to the role.”

At the Monday night meetings Michelle and Paul lead a hugely varied programme of activities for the Cubs who are aged between eight and ten-and-a-half years.

Their activities have included a visit to a fire station, sailing lessons, a trip to Jodrell Bank Discovery Centre, cookery sessions, rock climbing, camping, attending Scout Jamborees, various sports, building camp fires, playing musical instruments, bat watching, taking part in swimming galas and working towards their badges.

Michelle, whose pack is based in a small village near Preston, said boys and girls can benefit greatly from being in a Cub Pack.

She explained: “It gives children experiences that they would not necessarily get from anywhere else.

“We encourage them to discover things themselves in a safe environment.

“When we are planning our activities we try to make the programme interesting and exciting.

“I volunteer because I want to give something back to my community and local village.

“Being in the Cubs is great for William too because he gets to meet different children and to take part in activities with children of different ages.

“They learn a lot about each other too. For me personally, I’ve met many new people from other walks of life and quite a few from the NHS!”

“I strongly recommend it.”

William added: “We have done lots of great things at Cubs, but the best was sailing. We capsized the boat and got very wet. It was brilliant.

“I will be soon moving up to Scouts and am looking forward to more adventures and perhaps I will meet Bear Grylls!”

Staff Lottery

This month’s winner is keeping it in the family after his fantastic win of £2,060.

Philip Hoare, car park supervisor, took the prize and says it’s all come at the right time.

His daughter is going away on a skiing trip later in the year so she’s getting a share and his other daughter is about to graduate from university. Phil said: “We are going to go and see the graduation so now we can stay over and make it a bigger celebration.

“Some of the money will go to my wife and if I’m lucky I’ll get to keep a bit of spending money for myself.

“I’ve never won anything like this before so it’s nice that I’ll be able to share the good fortune with my family.”

Second prize went to Andrew Duncan in Pharmacy who was very happy with his £590. Third prize was £295 with the winner wishing to remain anonymous.

Last month’s winner drew the winning numbers for this month using the Matthews machine.

Next month’s staff lottery newsletter will be available on the intranet.

To join the Staff Lottery this month go to http://bfwnet/departments/lottery/
In this edition we look to our own team and put 34-year-old Communications Support Officer, Nathan Skelton, under the spotlight.

Nathan has been with the Trust for 18 months having worked at NHS England before moving back to work in his home town of Blackpool. He now manages the social media side of the Trust’s work, having just created the new policy, but most staff will know him for walking around the Trust with a camera and taking pictures for use with his press releases or attending meetings and coming up with campaign ideas.

We put him under the spotlight to see what he’s interested in other than his job here at the Trust.

If you weren’t in the job you’re doing now, what would you have liked to pursue a career in?

My hobby is ice skating and I very nearly went professional, but I felt my standard wasn’t high enough to make a good career out of it.

I still miss performing in ice shows and I skate regularly and help friends and some of the younger skaters out while they are practising.

I have friends all over the world skating in ice shows and see them on Facebook all the time in Hong Kong or in America and other exotic parts of the world and can’t help feeling a little jealous.

I sometimes wonder where that might have taken me.

Alive or dead, from any period of time, which three dinner guests you would meet?

If I was alive I would meet Tim Minchin or Derren Brown; they’d be really interesting and funny. It would be Stephen Fry, Sarah Millican and either Tim Minchin or Derren Brown; they’d be really interesting and funny.

And finally… What epitaph would you have fake last words.

I’d do something like Spike Milligan did and say it’s my phone. It keeps me in touch with all my friends and family and lets me take photos to keep as memories.

Outside of the work environment, what subjects interest you?

I like science, particularly physics and although it’s not really a subject as such I do like stand-up comedy. I also enjoy cooking. I don’t have the greatest repertoire and I’m certainly no masterchef, but my steak cooked in a strawberry sauce is a bit legendary and my deserts always go down a storm.

One item, object or appliance you use daily, you couldn’t do without

I’m like most people here I think and would say it’s my phone. It keeps me in touch with all my friends and family and lets me take photos to keep as memories.

And finally… What epitaph would you like written on your headstone?

I’d do something like Spike Milligan did and have fake last words.

Mine would be “What bus?” Alternatively something nice saying I was there for my friends when they needed me.

Any situation or event, what is the most terrified you’ve been?

I’m not a fan of heights, but once when I was in America, I was visiting the Grand Canyon and had the opportunity to take a helicopter ride over the canyon. It was one of those bucket list things I felt I really had to take the chance to do. I was sitting up at the front of the helicopter with the pilot so I could see all around and the window went down below my feet. It wasn’t too bad when we first took off as we only flew just above the tree tops and very slowly. Then all of a sudden the ground disappeared from beneath us as we went over the edge of the canyon. It was unexpected at that moment and I wasn’t ready for it so it was a bit scary. I clung on for dear life until we got back to the helipad. I have to say though that it was one of the best experiences. The canyon is so vast it was an awe inspiring way to see it.

There are many more stories from other colleagues in this edition, so keep checking the website - www.altrinchamhospital.nhs.uk/staffstories to read more.
Focus Groups

Investors In People

Please join me, Alex Latham, for a chat about our IIP plan and how we can retain our GOLD award.

I really want to know what you think and how we can continue to invest in each other.

Please ring Lauren Butterworth on ext 1185 to book a place or email her on Lauren.butterworth@bfwhospitals.nhs.uk

Available Sessions

19th June—Lytham PCC, Seminar Room: 2pm—3pm
9th July—Queen Victoria Centre: 2pm—3pm
14th July—Moor Park: 10am—11am
5th August—Wesham PCC: 2pm—3pm

Conflict Resolution Training Dates 2015

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

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Competitions and Games

POPTASTIC

Starting with the square top left, in one continuous line using every square only once left or right, not diagonally, can you identify the eight music artists that have achieved British number one hits in the last 50 years, by using image association.

The winner will be the first all correct drawn after the closing date below, and will receive a £50 gift voucher courtesy of CDC Printers of Poulton.

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

Name
Dept.
Closing date

Send your entries to: Competitions, Communications Department, Home 15, BfWH

Closing date: Monday, July 27

Recipe - Crab and cod fishcakes with tomato salsa

Ingredients
For the fishcakes:
- 500g/1lb 2oz floury potatoes, peeled and diced
- 500g/1lb 2oz cod loin, skinned
- 6 spring onions, finely chopped
- 2 tbsp full-fat mayonnaise
- 2 tsp Dijon mustard
- 130g/4¾oz dressed crab or 100g/3½oz mixed fresh crabmeat
- 2 tbsp chopped fresh parsley
- A knob of butter, plus extra for greasing
- 1 tbsp oil
- Salt and freshly ground black pepper

For the salsa:
- 6 firm tomatoes, deseeded, diced
- 1 small red onion, finely chopped
- 1 tbsp white wine vinegar
- 4 tbsp olive oil
- 2 tbsp chopped fresh parsley

Preparation method
Preheat the oven to 200C/180C Fan/Gas 6.

Put the potatoes in a saucepan of salted water and bring to the boil. Boil for 15 minutes, or until tender. Drain well and mash. Season with salt and pepper and set aside to cool. Grease a sheet of foil with the butter and put the cod loin in the centre, season with salt and pepper and wrap in the foil to make a parcel. Put on a baking tray and cook for 20 minutes, or until just cooked through. Set aside to cool. When completely cool, carefully flake the fish into large pieces.

Reserve the cooking juices. Spoon the cold mash into a bowl, mix in the spring onions, mayonnaise and mustard. Add two tablespoons of the fish cooking juice, then add the flaked cod and stir in the crabmeat. Add the parsley and hot pepper sauce and stir until combined. Season to taste.

Shape the mixture into 8 fishcakes, roughly 9cm/3½ in diameter, this is easiest with damp hands. Place on a tray and chill in the fridge for at least 15 minutes. Sprinkle the breadcrumbs on a plate and coat each fishcake. Return to the tray and chill again in the fridge for 30 minutes.

Meanwhile for the salsa, mix all the ingredients together and season with salt and pepper. Fry the fishcakes over a high heat for 4 minutes on each side, or until golden-brown all over.

Serve hot with the tomato salsa and a simple dressed salad.

It’s a very rare competition roll-over this time around after no correct entries were received for the last competition. That means this issue’s quiz has a £100 gift voucher going to the winner.

Did we make it too hard for you? Let us know by emailing: communications@bfwhospitals.nhs.uk.

The answers for the previous “Sports Mixtures” were as follows:

2. Rory McIlroy – Andy Murray
3. Michael Van Gerwen – Sergio Aguero
4. Lionel Messi – Cristiano Ronaldo
5. Tony McCoy – Steve Gerrard
6. Lewis Hamilton – Phil Taylor

Recipe - Crab and cod fishcakes with tomato salsa

And finally...

It’s not every day that a Hollywood legend comes to town and when Samuel L Jackson did, he caused quite a stir. Megastar Samuel was in Blackpool making a new film, Miss Peregrine’s Home for Peculiars, featuring Dame Judi Dench and directed by Tim Burton. While Samuel was out and about he spotted a sign promoting breastfeeding (see picture, right). The cheeky actor chirped: “The sign says it all!!! Breakfast, lunch & dinner! Snacking anytime!!!”

Above: The Facebook post about breastfeeding and (above left) Hollywood legend Samuel L Jackson