

Health Matters

Keeping you informed about the news and views of Blackpool Teaching Hospitals



Cardiac centre saved my life

INSIDE THIS ISSUE:

Event raises cardiac funds
Supporters wore red clothes and raised funds for the Lancashire Cardiac Centre — Page 7

Trust appoints interim chief
Wendy Swift has been appointed as the Interim Chief Executive of the Trust — Page 3

Issue 107, Friday, February 5, 2016

Welcome from the Chief Executive

HELLO and
welcome to our
Health Matters
newsletter.



You may have
heard by now that
I am moving on to pastures new.

Betsi Cadwaladr University
Health Board covers all the NHS
services in North Wales – a £1.2
billion budget that covers GP
services, community staff,
dentists, three hospitals, and
some specialist cancer services. I
will really miss being the CEO – it
has been a privilege to do the job
and I know that the Trust will go
from strength to strength.

I would like to wish the Interim
Chief Executive, Wendy Swift, all
the best in her role. It has been
an honour to work with Wendy
over the last few years and I
know she will do a fantastic job. I
look forward to hearing of more
great things to come.

As ever, this edition of your
community newsletter is packed
with stories about patients and
staff. We have news of a recent
Care Quality Commission (CQC)
report, an initiative for stroke
patients, tales of heart patients
and much more.

Thank you for your interest in the
Trust and my best wishes for the
future.

Gary Doherty

Contents



News

Taking over the reins

BLACKPOOL Teaching
Hospitals has announced that
Wendy Swift will take over as
Interim Chief Executive when
Gary Doherty leaves the
organisation



Page 3



The cost of no shows

MORE than 39,000 patients
missed their hospital
appointments in the last 12
months leaving a £4m bill for
the Trust

Page 6

CQC inspection

THE CQC has published its
Quality Report after a follow-up
inspection of maternity and
urgent care services at
Blackpool Victoria Hospital

Page 5

Coloured cupboards



STORAGE gets
a makeover to
help dementia
patients

Page 8



Eyes down for musical bingo: Staff have come up with a fun way of assisting the recovery of stroke patients — page 4

Health Matters is also available online at www.bfwh.nhs.uk

You can sign up to receive our fortnightly news bulletin directly to your inbox by clicking on the following link: www.bfwh.nhs.uk/healthmatters

Any comments ideas or suggestions? Please contact: Ingrid Kent, Communications Department, on 01253 956 875 or communications@bfwh.nhs.uk

New face at the helm

THE Trust has announced that Wendy Swift will take over as Interim Chief Executive when Gary Doherty leaves the organisation.

Gary will leave the Trust on February 12, 2016 and start his new role as Chief Executive at Betsi Cadwaladr University Health Board on February 29, 2016.

Wendy is currently the Trust's Deputy Chief Executive and has 19 years' experience at a senior level across the Fylde coast including the roles of Deputy Chief Executive of the former Blackpool Wyre & Fylde Community Trust and Chief Executive of the former Blackpool Primary Care Trust.

She has worked in the NHS for more than 35 years in Lancashire.

Tim Bennett, Director of Finance & Performance, will be appointed as Deputy Chief Executive and will provide valuable support to Wendy and the Executive Team.

Tim joined the Trust in November 2013 and was previously the Deputy Chief Executive at the University Hospitals of Morecambe Bay.

Trust Chairman, Ian Johnson, said: "We are delighted to be able to have someone with the experience and knowledge of the local health economy like Wendy to take over.

"Wendy is a highly respected person in the community and in the Trust and she will ensure there is continuity at a vital time for the organisation as it looks to launch its new strategic five-year plan later this year."

He added: "I would like to take this opportunity to thank Gary for his contribution to the Trust during the last three years.

"We are fortunate to have an extremely experienced Board of Directors and managers and we will continue to provide the best possible



Wendy Swift, Interim Chief Executive

care for our patients and maintain our commitment to our current plans.

"The Board believes that we have a high quality executive and senior management team which is focused on delivering the Trust's strategy and we will be fully supporting the interim leadership team during the forthcoming financial year."

Wendy said: "I feel very privileged to have been asked to lead the Trust.

"It is an extremely challenging time but also an exciting one as we look to work ever more closely with our staff, our partners and the public to provide the best care possible for patients."



Patient Leslie Whittle with Lorraine Harvey, Peter Hornby and Rachael Bailey

Hoping for a full house

HEALTH staff at Blackpool hospital have put on musical bingo sessions to help recovery for stroke patients.

The fun event was part of a series of afternoon rehabilitation activities devised by staff on Blackpool Victoria Hospital's Stroke Unit.

Ward manager, Rachael Bailey, explained: "Bingo is great for rehabilitation, communication and encouraging dexterity and interaction between patients, staff and visitors.

"We have a playlist of all different types of music and the bingo players have to cross off the names of the song, group or picture to play the game."

Staff wanted to do something to benefit the patients who can be on the unit for up to three months.

The Speech and Language therapists suggested musical therapy was excellent for patients

because everyone can listen to the music even if they cannot take part in the game.

"The enthusiasm for patient activities from the staff is fantastic," said Rachael.

"So many people want to be involved with the sessions that we have organised a number of different activities.

"Patients can be with us for up to three months and it's important to keep them interested and engaged to promote recovery.

"These events are very much geared towards us doing that and making hospital life as much fun as possible for the patient."

Other activities have been organised for the stroke patients including Valentine Card creating on February 9, musical instrument making on February 16 and the Bring me Sunshine party, organised with the Stroke Association, on February 23.

THE Care Quality Commission (CQC) has published its Quality Report after a follow-up inspection of maternity and urgent care services at Blackpool Victoria Hospital in September 2015.

In 2014 the Trust had a full CQC inspection of all hospital services with an overall rating of “requires improvement.”

At this time Maternity Services received an ‘inadequate’ rating and it was agreed with the CQC that a follow-up inspection would take place. The CQC revisited the Trust in September 2015 to inspect Maternity Services and also review our Urgent Care provision.

As a result of the follow up inspection the Trust’s Maternity services achieved a rating of “good” which reflects the high standards of care we provide to our women and their families. The assessment looked at five criteria; is the service safe, effective, caring, responsive to people’s needs and well-led?

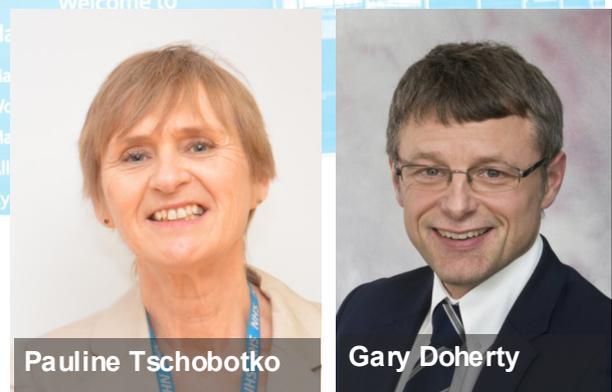
“The CQC praised the new midwifery staffing model which they said had impacted positively on the department adding that women using maternity services had a high regard for staff and clinical teams who were caring and treated patients with dignity and respect,” said Chief Executive of the Trust, Gary Doherty.

The Commission also commended the range of choices for delivery offered by the Trust and praised the unit for the level of patient involvement in the decision making for care. Our support for breastfeeding was also recognised as an area of outstanding practice.

Pauline Tschobotko, Head of Families Division at the Trust, said: “The CQC rating of good reflects the tremendous work of everyone involved in Maternity Services across the Fylde coast so that we continue to offer women and their family’s excellent care. The Maternity Service is committed to continual improvement.”

Inspectors also reported finding areas of improvement since their last visit to the Urgent Care services in 2014 and the department

Rating reflects our major staff effort



Pauline Tschobotko

Gary Doherty

achieved a “good” rating in the domains of Safe, Caring and Responsive with an overall rating of “requires improvement”. The CQC commented on the strong multidisciplinary team comprising positive staff who were proud of the work they did. It was recognised that the department did become busy at times and the four-hour wait standard was not always met, however, it was better than the England average.

Staff were also praised for treating patients in a caring manner with dignity and respect. The Commission also commented on the number of patients waiting more than four hours for mental health assessments. The CQC acknowledge that the Trust had already identified this issue and was working with external partners to support improvements.

£4m cost of patients' missed appointments

MISSED patient medical appointments cost more than £4m a year to Blackpool hospitals.

More than 39,000 patients missed their appointments in the last 12 months. Each new appointment costs the Trust on average £153 and follow-ups cost about £83.

The majority of missed appointments are for follow-up treatment with more than 27,500 people not attending hospital in the past 12 months while more than 11,500 failed to keep new appointments during the same period.

The Trust has made tremendous efforts to encourage patients to either keep or, if

necessary, cancel their NHS appointments by using reminder text alerts, telephone messages and appointment letters.

"Non-attendance is a major issue for the NHS as a whole as it impacts directly on waiting times and costs. If patients know they no longer require an appointment or cannot attend for some reason it is vital they inform us so the appointment can be offered to someone else," said Jane Rowley, Head of Performance, Planning and Contracting at the Trust.

"If patients no longer require their appointment they should contact the Appointments office on 01253 953540.

Make Your Voice heard

NHS Blackpool Clinical Commissioning Group (CCG) is inviting all Blackpool residents to attend one of its 'Your Voice' sessions to share thoughts they may have about NHS services. The sessions operate on a drop-in basis and so there is no need to make an appointment. Simply visit one of the below locations at the specified time:

- **Friday 5 February, 9.30am – 11am, Moor Park Library, FY2 0JG.**
- **Monday 8 February, 1pm - 3pm, Anchorsholme Library, FY5 3RS.**
- **Thursday 11 February, 10am – 12.30pm Central Library, FY1 1PX.**
- **Wednesday 17 February, 1pm – 3pm, Palatine Library FY4 2AP.**

- **Thursday 25 February, 1pm – 3pm, Moor Park Library FY2 0JG.**

The session at Moor Park on February 5 will be a special session intended to specifically hear the views of those patients affected by the closure of Ashfield Medical Centre which is due to close at the end of March 2016.

Dr Amanda Doyle, a Blackpool GP and Chief Clinical Officer at NHS Blackpool CCG, said: "Good or bad, we really value the views of Blackpool residents and want to make sure that everybody has an opportunity to share theirs with us. The sessions are an ideal opportunity to talk face-to-face with a member of our team."

"We recognise that patients have not always been able to get through to the appointments office and this may contribute to an appointment being missed or not cancelled.

"We are working hard to improve this service.

"This issue costs our hospitals more than £4m a year, and in the current financial climate it is more important than ever that we work with patients, Clinical Commissioning Groups (CCGs) and GPs to make sure we're using our resources as effectively as possible."

We're Wearing It Red for cardiac centre

A GRATEFUL heart patient raised funds for cardiac care a year to the day when she underwent major surgery at Blackpool Victoria Hospital.

Fiona Mills said she owed her life to the staff of the Lancashire Cardiac Centre which is based at the hospital.

Fiona and her fellow volunteers took part in a special 'Wear It Red' event in aid of the Heart of Gold Charitable Fund run by Blue Skies Hospitals Fund on Friday, February 5.



Health Mentors, from left: Kieron Dyer from Blackpool, Chris Thornley from Kirkham, Phil Robinson from Blackpool and Fiona Mills from Cleveleys with Trust Governor Ramesh Gandhi

Fiona, 60, from Cleveleys, said: "I nearly lost my life a year ago – I was lucky to survive. I needed an operation and I had two stents (small tubes that are inserted into arteries to improve the blood supply to the heart)."

Fiona, who works at Debenhams in Blackpool, had a heart attack seven years ago and needed three stents at that time. Her heart problems were partly hereditary and partly to do with her unhealthy lifestyle.

When she became ill again a year ago it was potentially fatal: "The staff at the cardiac centre told me that if I'd been at home I would not have survived," she explained. "Luckily I was in hospital receiving treatment when my condition deteriorated. I started to get chest pains and they got me into the cardiac centre. My arteries were 95 per cent closed up.

"The cardiac team stepped in and that was it. I have five stents now. They were amazing. They really looked after me. I decided to completely turn my life around. When you are in that situation something kicks your brain into thinking, 'I need to sort myself out'. I lost three stones and I live a very healthy lifestyle now. I don't smoke

and I don't drink. I feel so much better now. My mind is focused whereas I always used to be tired."

Fiona was so delighted with her care that she is now a Volunteer Health Mentor for the Trust.

She explained: "We go up to the cardiac centre and talk to patients about healthier lifestyles. We have a trolley that is full of information. When people hear I've had stents they are especially interested. I can help to put their minds at ease. I love being a Health Mentor. It's a great team."

The Wear It Red event was a joint effort by Blackpool Teaching Hospitals' Public Health team, the Trust's Volunteer Health Mentors and Blue Skies Hospitals Fund.

Rebecca Ferguson, Deputy Head of Fundraising for Blue Skies Hospitals Fund, said: "We would like to say a big 'thank you' to everyone who helped to raise money. We are delighted to have raised £206.31 in total."

If you would like to help support the Lancashire Cardiac Centre call 01253 (95)7903 or look on the website at: www.bfwh.nhs.uk/blueskies

Coloured cupboards for dementia patients

CLIFTON Hospital is providing an eye-catching storage solution for patients with dementia thanks to funding from Trust charity, Blue Skies Hospitals Fund.

Staff in the hospital applied to Blue Skies for money to buy bespoke coloured wardrobes and cupboards for patients to store their belongings and clothes on Wards 1, 3 and 4.

Clifton Hospital's Clinical Matron, Courtney Bickerdike, said: "Patients, especially those with dementia, can become disorientated in a ward environment, which may lead to anxiety.

"Clifton has recently refurbished its ward environment and has colour-coordinated bays, which allows the patient to recognise their bay and bed area and has a calming influence. These new drawers and wardrobes further enhance that experience for our patients.

"Dementia also affects the eyesight of a patient and it is therefore recommended that furniture is in bold



colours so patients can see where their belongings are."

Clifton Hospital applied to Blue Skies for nearly £29,000 to purchase specialist bedside drawer units and wardrobes, and the new furniture is now in place in Ward 1.

Courtney added: "These cupboards have been designed to complement the colour schemes already in place on our ward. They are already proving themselves a welcome addition to enhancing the care we give to our patients. We are looking forward to also having these wardrobes on Wards 3 and 4. Patients

who are transferred to Clifton Hospital are either for complex discharge planning or for rehabilitation and

benefit from wearing their own clothes, so having furniture to store their belongings ensures privacy and dignity is maintained."



Staff with some of the coloured cupboards

Cervical cancer advice

THE importance of smear tests was stressed by the Trust during national Cervical Cancer Prevention Week.

Younger women in particular, were targeted during the week of January 24 to 30 because they are less likely to take up the offer of a smear test.

Eight women are diagnosed with cervical cancer every day in the UK and it is the most common cancer in women under 35. However, one in three of 25 to 29-year-olds does not take up the offer of a smear test with the uptake falling year on year.

All of the results of smear tests done by GPs on the Fylde coast are processed in Manchester and if a follow-up is needed, women are referred to the Gynaecology Department at Blackpool Victoria Hospital.

Adele Whitehead, Sister on the Gynaecology Day Suite and Gynaecology Outpatients Department, said having a smear test is hugely important as early detection can lead to successful treatment.

Adele explained: "Most women who regularly attend for screening are at a low risk of developing cervical cancer.

"Some younger women who have had the HPV vaccination might think they don't need a smear test because they are protected but that is not



necessarily the case. Women who don't attend are the most vulnerable. You won't usually have any symptoms so it is only by having a smear test that you would know if there are any abnormalities."

The gynaecology team at Blackpool Victoria Hospital includes two staff nurses, three healthcare assistants, three consultants and Sister Adele. They see between 40 and 50 women from the Fylde coast and further afield every week.

Every year around five million women are invited to attend for a smear test. Smear tests are crucial to the eradication of cervical cancer as they can detect abnormal cells on the cervix before they develop into cancer. Contact your GP regarding smear tests. For further information on Cervical Cancer Prevention Week go to www.jostrust.org.uk

Event will help tinnitus patients

EVERYONE is welcome to attend a special seminar as part of national Tinnitus Awareness Week.

The seminar entitled 'Tinnitus: What is it and what can be done for it?', is open to the public and staff and will be held at the Cardiac Lecture

Theatre at Blackpool Victoria Hospital from 2pm to 3pm on Tuesday, February 9. Ear, Nose and Throat (ENT) Consultant, Dr Vikas Malik and Hearing Therapist, Mr Alan Kenyon, from the Trust, will present the seminar which will be full of useful information. Booking is not necessary and there will be a chance to ask questions.



Snowdrop Gathering

For bereaved parents, carers and siblings

Saturday 27th February 2016

Lytham Hall at 2pm

Gates open at 1.30pm

For further information contact

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Mobile 07920138112

Blackpool Teaching Hospitals 
NHS Foundation Trust



*Donna's Dream House
Charity Number: 1072888*

Save a life – give blood

Friday 19 February

13:45 to 16:00 & 17:00 to 19:30

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