

Health Matters

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



Nominate your health stars

INSIDE THIS ISSUE:

Memorial garden opens
A stroke survivor has opened a hospital garden in memory of her daughter — Page 3

Tournament raises funds
A netball team has raised money to enhance dementia care on the Fylde coast — Page 4

Welcome from the Interim Chief Executive

Hello and welcome to this edition of our community newsletter, Health Matters.



We are nearing the closing date for nominations for our annual Celebrating Success Awards (July 22) and there is still time for you to nominate a member of staff or team for the Patients' Award.

This category enables members of the public to nominate any member of staff or team that has provided great care, compassion and service.

If you know of anyone you'd like to nominate, please get in touch.

Please see page 7 for more information on how to nominate. We hope to hear from you soon.

There has been a lot of fundraising for our Blue Skies Hospitals Fund recently.

It's great to have this support for our Trust charity as it enables us to enhance care for patients in many ways.

Members of staff and the public have been helping to raise funds so many thanks to all of them!

Wendy Swift

Chief Executive (Interim)

Contents



News

Daughter remembered



A woman who survived a stroke has opened a garden in memory of her daughter at Blackpool Victoria Hospital.
Page 3

Contest raises funds



A Fylde coast netball team held a tournament and helped to raise money for the Trust's charity.
Page 4

We want your views

Healthwatch Lancashire wants to hear from patients about what it's like to make a complaint about services.
Page 5



Duo's charity event



A husband and wife duo have organised a charity event to raise money for Blue Skies Hospitals Fund and Delete Blood Cancer.
Page 6



There is still time to nominate members of staff and teams for our Celebrating Success Awards. **Full story... Page 7**

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: Communications Department, on 01253 956 875 or communications@bfwh.nhs.uk



Stroke survivor opens memorial garden

A stroke survivor officially opened the Sherrington Gardens at Blackpool Victoria Hospital in memory of her daughter.

Jean Sherrington (pictured in sunglasses), was invited to cut the ribbon in the upgraded outdoor space that young members of The Prince's Trust — the youth charity that helps disadvantaged young people turn their lives around — worked hard to complete.

In conjunction with Groundwork, a charity that works to improve green space, the team voted to work on the hospital's community project and raised money doing bag packs which was spent improving the garden. They cleared weeds and worked tirelessly to move three tonnes of soil.

Jean's daughter Paula suffered a stroke at only 43 years old. She spent 13 weeks on the former stroke ward and during that time enjoyed sitting outside in the fresh air. As a member of the Stroke Patient Forum, Jean made it her mission to improve the outdoor space.

Two years after her stroke, mum Jean also suffered the same fate whilst in a GP's consulting room. Luckily, the effects were mild as it was spotted so early by the doctor.

Jean said: "I recovered from my stroke very well as I had to in order to help Paula. We helped

each other through with a lot of laughter. Even though Paula was wheelchair dependant, she did not miss one meeting about the upgrade of the garden — she was very passionate about it."

Although the garden had been completed three years ago by Laing O'Rourke who also built the new unit, it became overgrown. Sadly, Paula died in January 2013 and the garden finished in July 2013 so she never got to see the completed space.

Steve Hughes, Princes Trust Team Leader at Groundwork, said: "Team 12 has thoroughly enjoyed completing its Community Project at the Blackpool Victoria Hospital Stoke Unit gardens as it can instantly see the benefits of their labours to improve the garden space and also recognise the potential benefits to staff and patients alike.

"It has been a pleasure to help and we hope the Trust reaps the benefits for years to come."

Ward Manager, Rachael Bailey, said: "It's all amazing. It's the reason why I do my job — getting patients talking together in the sunshine. I wouldn't be anywhere else."

Jean added: "It's wonderful. It has just warmed our hearts for patients to be able to sit out and socialise. Paula would be ecstatic."



Contest nets funds

A charity netball tournament has raised more than £900 for local dementia care.

The tournament was organised by Fylde Netball League and held at Stanley Park, Blackpool, in April. Members of the organisation have decided to donate the money raised – a total of £911 – to Blue Skies Hospitals Fund's Peace of Mind dementia appeal.

The £30,000 appeal is being run by Blue Skies, the charity for Blackpool Teaching Hospitals NHS Foundation Trust, and aims to enhance the care given to all patients living with dementia who are being treated by the Trust.

The tournament money was raised through an entry fee, a raffle, a shoot-out competition and the sale of Blue Skies badges throughout the event.

Tournament secretary, Vivian Fisher, said: "We had a good turnout of around 22 teams taking part on the day and a lot of them helped to provide raffle prizes from meal vouchers to a Blackpool FC shirt. We're very pleased with how well the event went and even the weather held out for us!"

Fylde Netball League holds two tournaments a year, with the April event held in memory of the founder of Blackpool Netball Club, Lynn Brown.

Vivian added: "Lynn worked hard to get youngsters involved in the sport and we feel that by holding the Lynn Brown Tournament every year we can remember her and honour her legacy."

Vivian was joined by Umpiring Secretary Pauline Sampson to hand over the money to Blue Skies Hospitals Fund at Blackpool Victoria Hospital.

Deputy Head of Fundraising, Rebecca Ferguson, said: "Thank you to everyone involved in the Fylde Netball League for this very generous donation."

"This is the second time in as many years the League has chosen to support Blue Skies, with last year's proceeds going towards the Neonatal Unit at the hospital.

"This money will go a long way in helping us to enhance the care our Trust offers to patients who are living with dementia and we can't thank all those involved enough."

Fylde Netball League will present winners with their trophies during a presentation evening on September 30. Anyone wishing to get involved with the organisation and take part in events should visit www.fylenetball.co.uk.

Your views sought on raising complaints

When care goes wrong and people have bad experiences, it's vital that services put things right.

But it's just as important that they use complaints to learn and improve.

Healthwatch Lancashire has launched a survey to understand people's experiences of raising a complaint to health and social care organisations.

Healthwatch Lancashire is reaching out to the residents of Lancashire asking 'what is your experience of making a complaint to a health and social care service?' and 'why do people chose not to complain when they felt that they should have?'

The campaign comes after Healthwatch Lancashire revealed that more than 90% of people who shared their experiences with the organisation said that they did not share their feedback with anyone else and now want to find out what the barriers are to sharing their feedback.

A survey has been launched by Healthwatch Lancashire asking people about their experiences of raising a complaint to a health and social care service with the aim to influence service improvement for patients by sharing the findings with providers, commissioners and regulators.

In 2014, Healthwatch England published a report



Healthwatch workers want to hear your views on what it is like to make a health-related complaint

'Suffering In Silence' which set out what people had told Healthwatch about their experience of making a complaint.

It highlighted the importance of listening and learning when care goes wrong and handling complaints effectively.

Neil Greaves, Healthwatch Lancashire Communications Manager, said: "We know that Healthwatch Lancashire's intelligence adds value to the system with more than 90% of people who we asked who else they shared their feedback with said that hadn't and it is important their views are heard."

"This survey aims to gather some valuable intelligence which can be used by providers across Lancashire to improve the experience people have when they want to praise services for performing well or if they want to raise their concerns."

Let's help save lives

A doctor and nurse are organising a fundraising event to support Blackpool's Children's Ward and to save the lives of children and adults with blood cancer.

Louise and Amith Paramel are holding a cake sale, raffle, face painting and balloon modelling stand near the main entrance to raise money for Blue Skies Hospitals Fund and DKMS – Delete Blood Cancer.

They will also be encouraging visitors and staff to sign up to blood stem cell donor register through DKMS – Delete Blood Cancer by completing a registration form and having a cheek swab to help detect matches.

Louise's passion for helping those in need of a transplant comes from her former employment as a nurse on the Bone Marrow Transplant Unit at Great Ormond Street Hospital.

She said: "I would give children their transfusion on the ward as a nurse. I still keep in touch with the other nurses there and after I left I decided I wanted to do more to help the children. Amith and I got in touch with DKMS – Delete Blood Cancer and we decided we would hold a fundraising event in support of these charities."

All proceeds made from the couple's event, which takes place on Wednesday, July 13, between 11am and 2pm, will be split down the middle for the two charities. All money for Blue Skies Hospitals Fund will go towards the Children's Ward.

Louise added: "We've got some really good raffle prizes and if this goes well, I think this is something which we will repeat in the future."

Anyone who chooses to register as a potential stem cell donor will be assisted by Louise, a Practice Development Sister for the hospital's Children's Ward and Amith, who works as a Consultant Child Psychiatrist based at Whitegate



Drive. Their swabs and details will be added to the register and if a match is found they will be contacted to discuss the process. Participants must be aged between 17 and 55 and in good health.

Louise said: "It's really hard to find a Bone Marrow match, so as well as raising money this really could help save lives."

"Everyone has been so generous with donating cakes and raffle prizes so far; we've been overwhelmed by the local businesses who have supported us."

"We're going to be in the main entrance at Blackpool Victoria Hospital and everyone is welcome to come along and support us."

Anyone wishing to bake cakes, donate prizes and purchase raffle tickets can call Louise on 01253 956900 or email louise.paramel@bfwhospitals.nhs.uk. Prizes include an overnight stay at the De Vere Village Hotel, meal and photography vouchers, a free boiler service and beauty treatments.



Get your votes in for our staff awards

Outstanding NHS employees are honoured annually at our Celebrating Success Awards ceremony – and this year we are asking patients, carers and members of the public to nominate staff who have gone above and beyond the call of duty to care for patients and their families.

Last year more than 100 nominations were made for teams and individuals working for the Trust in the highly coveted Gazette's Patients Award category.

The judging panel was delighted that so many people took the time to nominate members of staff for The Gazette's Patients' Award. Our judges are hoping there will be even more entries for this special award in 2016. The Gazette's Patients' Award is part of the annual Celebrating Success Awards which celebrate the excellent care that members of staff give every day at the Trust.

If you would like to nominate a member of staff from either the community or acute hospital who gave you, or someone in your family, an

07 ISSUE 118

exceptional level of care – we'd love to hear from you. You can nominate by contacting the Communications Office at Blackpool Teaching Hospitals on 01253 953059 or by writing to them at Communications Office, Home 15, Whinney Heys Road, Blackpool FY3 8NR and requesting a nomination form.

Alternatively forms can be filled in online by visiting the Trust's website at <http://www.bfwh.nhs.uk/about-our-trust/celebrating-success-awards/>

Nominations for the 2016 award close on Friday, July 22, 2016. The judging panel will meet on Tuesday, August 16.

The overall winner in this section last year was Ward 15B (pictured above) at Blackpool Victoria Hospital who were nominated more than 20 times by grateful patients who described them as kind, caring, professional, polite, helpful, friendly, compassionate, lovely and fantastic. The entire event is funded thanks to the generosity of sponsors and supporters.

Children urged to wear blue for charity



Our Trust charity, Blue Skies Hospitals Fund, is inviting nursery children to 'Wear It Blue' to support patient care.

Blue Skies is calling on toddlers far and wide to show their support by wearing at item of blue clothing or jewellery to nursery during any week in July of their nursery's choosing.

The charity, which is based at Blackpool Victoria Hospital, raises money to enhance patient care across the Trust. The money is used to buy medical equipment, complementary therapies, toys, staff training, refurbishment and anything else that improves the hospital experience for patients.

Getting involved in Blue Skies' Wear It Blue event is simple, and all that is required is any child or nursery staff member taking part wears something blue and donates £1 to the charity. The event can take place during any week in July to allow all children the chance to get involved.

Deputy Head of Fundraising, Rebecca Ferguson, said: "This is a great opportunity for the young children across the region to have fun while supporting a great cause."

"This is being held to celebrate the month Blue Skies was formed and we felt it was a simple but effective way for our younger generations to get to know about the good work of Blue Skies Hospitals Fund.

"Anyone taking part will help to make a real difference to someone's life."

Anyone wishing for their children to take part in this event should speak to their child's nursery.

Any nurseries wishing to take part should contact Blue Skies Hospitals Fund on 01253 957904.

For more information about Blue Skies Hospitals Fund, please visit www.bfwh.nhs.uk/blueskies



PAEDIATRIC TRAINING



WELCOME TO PAEDIATRIC TRAINING SERVICES BTH

Our mission is to provide learners with the appropriate knowledge and practical skills when dealing with various paediatric situations.

We are committed to the provision of effective, successful and enjoyable paediatric training including:

- ✓ paediatric first aid
- ✓ safeguarding
- ✓ bespoke programmes, which could include epilepsy management, asthma care, gastrostomy competencies etc.

designed to develop the skills and understanding of your staff. Our team of trainers consists of fully qualified and registered paediatric nurses and therapists with a wealth of experience. We hold the specialist qualifications and skills to train your staff on specific paediatric areas.

CONTACTS

If you require any further information on any of our courses, please do not hesitate to contact us.

w: www.bfwhospitals.nhs.uk/our-services/hospital-services/paediatric-training-services

e: paediatrictraining.services@bfwhospitals.nhs.uk



Paediatric First Aid Course

Date: Tuesday 26th July 2016

Time: 0900-1800 (lunch not provided)

Location: Blackpool Teaching Hospitals, Clinical Skills Rm2

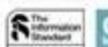
Cost: £85per person

Contact: paediatrictraining.services@bfwhospitals.nhs.uk



Paediatric (or Children's) First Aid is suitable for anyone looking after young children and infants. Our Paediatric First Aid course is based on the OFSTED requirements for early year's providers. It follows the HSE recommendations and the Early Years Statutory Framework. Our Paediatric First Aid Training Course is a 1 day course and includes a full day face to face training session with use of practice resuscitation dolls and a course workbook.

RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE
Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve patient treatment. A member of the healthcare team may discuss current clinical trials with you.



Chairman: Mr Ian Johnson M.A., LL.M.
Chief Executive: Mr Gary Doherty

Save a life, give blood

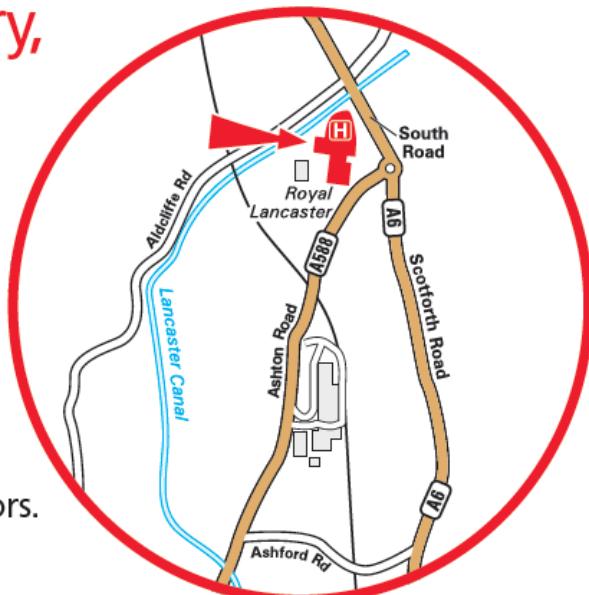
Each blood donation can help save or improve the lives of up to 3 people.

You can donate blood at:

Lancaster Donor Centre

Royal Lancaster Infirmary,
Ashton Road,
Lancaster, LA1 4RP.

- Open Monday to Friday.
- Appointments are available between 08.50 and 19.45.
- Centre is inside the Lancaster Royal Infirmary.
- Free parking is available for blood donors.
- Free Wi-Fi access.
- Refreshments provided after donation.



Book an appointment
visit **blood.co.uk**
or call **0300 123 23 23**