

# Health Matters

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



  
**Smiles  
of  
success**



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Issue 127, Friday, November 11, 2016

## Welcome from the Interim Chief Executive

HELLO and welcome to our latest edition of the Health Matters newsletter.



Hundreds of members of staff have been recognised and rewarded through our Celebrating Success Awards scheme for the excellent, innovative and caring work that goes on daily throughout this Trust.

Our Trust has been running the annual awards ceremony for 10 years and we are delighted at the number and calibre of nominations received. The work done by every individual and team is acknowledged by a nomination certificate and the shortlisted candidates go forward to the ceremony itself on Friday, November 25.

As Christmas approaches we turn our thoughts to those who have suffered the loss of a loved one.

To support bereaved families we have two special events, the first is a baby bereavement service at the Winter Gardens and the second is a service of condolence for grieving families held in the Restaurant at Blackpool Victoria Hospital.

**Wendy Swift,**  
Chief Executive (Interim)

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Health Matters is also available online at [www.bfwh.nhs.uk](http://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](http://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](mailto:communications@bfwh.nhs.uk)

# Service to remember the babies who left too soon



Megan Murray

PARENTS who have suffered the tragic loss of a baby are being invited to attend a special service to remember their loved one.

A Special Baby Remembrance Service is organised every year by the Trust for parents whose babies were miscarried, born asleep, or lived for only hours, days or weeks.

And the memorial, which this year is on Sunday, December 4, in the Baronial Hall in Blackpool's Winter Gardens, has been described as "invaluable".

Organiser, Megan Murray, Bereavement Support Nurse at the Trust, said: "I hope that each year this service plays a small part in helping families cope with their loss and gives them space to remember in a safe and supportive environment.

"All members of the family are welcome; parents, siblings or grandparents, the service is for people to remember their loss surrounded by others who understand what they are going through.

"Each year we aim to make the service special and I hope families from across the Fylde coast

will join us for what is always such a special occasion."

The non-religious service, which features readings and music, starts at 3pm in the Baronial Hall. It is open to all families that have lost a baby, not only within the last year, but for those families that may have been affected by the loss of a baby at any point.

Helen Grimshaw, of Blackpool and Preston Stillbirth and Neonatal Death Charity Sands, said: "The comfort the service gives is invaluable. For some families the service can be the one time in the year when they share their grief with others, giving them the strength to cope at Christmas."

Each family is given a Christmas bauble on which to write their baby's name as an act of remembrance to hang from either the Christmas tree at the service or to take home.

Remembrance trees, donated by Blackpool, Fylde and Wyre councils, will also be placed at Carleton, Lytham, Blackpool and Fleetwood cemeteries. For more information contact Megan on (01253) 956877.

# Remembering loved ones at Christmas

BLUE Skies Hospitals Fund and the Chaplaincy Team at Blackpool Victoria Hospital are inviting people to a special memorial evening which will help raise money for local bereavement care.

For many families Christmas is a very sad time of year when the loss of a loved one is particularly painful at what otherwise would have been a joyful celebration.

That's why, each year, a reflective Christmas-themed service is held at Blackpool Victoria Hospital to help grieving families give thanks for the lives of those they have lost.

The Tree of Lights service includes a comforting selection of poems and readings with some Christmas music and carols. During the event candles are lit in memory of those who have died and afterwards seasonal refreshments are served while members of the Chaplaincy Team are available to talk with relatives to help and comfort them through their loss.

This year's event takes place on Monday, December 5, in The Restaurant at the hospital. During the service a Book of Remembrance will also be officially opened, featuring dedications to those no longer with us. The book will remain on display in the Hospital Chapel throughout December.

Blue Skies, the charity for the Trust, has already launched its Tree of Lights Appeal where people are invited to make a donation of £5 to help

Blue Skies' Hazel Preston with last year's Book of Remembrance



enhance bereavement care across the Trust.

Last year's appeal raised nearly £2,500, and this year the charity hopes even more will be raised to help people across Blackpool and beyond through their bereavement.

The money will be spent on providing comfort packs which are given as a gift from ward staff to families who are staying alongside loved ones in their last days. These packs are hugely appreciated and include some practical items such as toiletries, snacks, a blanket and some help with the practical aspects of spending an extended time in the hospital.

Chaplaincy Team Leader, Rev Jonathan Sewell, said: "Until you have experienced the death of a loved one, it is hard to understand the total devastation of grief.

"The service is open to anyone who wishes to attend and remember their family and friends. It does not matter whether your bereavement was recent or many years ago."

If you would like to attend the Tree of Lights event or make a donation to the Tree of Lights Appeal, please request a leaflet from Blue Skies Hospitals Fund at Blackpool Victoria Hospital on 01253 957381 or email [blueskies@bfnh.nhs.uk](mailto:blueskies@bfnh.nhs.uk).

You can also visit [www.justgiving.com/Tree-of-Lights-2016](http://www.justgiving.com/Tree-of-Lights-2016) to make a tax-efficient donation online.

# Honouring NHS staff



The Transport team with their certificate



STAFF at the Trust have been awarded nomination certificates for excellence in the Celebrating Success NHS awards. The shortlist can be seen below and winners will be announced on November 25.

## The finalists in this year's Celebrating Success Awards

### **Clinical Team of the Year**

CT Department  
Early Supported Discharge  
Emergency Department

### **Non-Clinical Team of the Year**

Catering  
Corporate Bench and e-Rostering team  
Patient Tracker Team

### **Radio Wave's Unsung Hero**

Adam Dugdale  
Natalie Davidson  
Sharon Vickers and Sharon Ellis

### **Innovation and Service Improvement Award**

Alex Murphy  
Extensive Care Service  
Fylde and Wyre Falls Car

### **Together We Care Award**

Anthony Freestone  
Dr Peter Hayes  
Specialist Continence Service and Home Delivery Team

### **Employee of the Year Award**

Gill West  
Rachel Ebert  
Dr Venu Kollipara

### **Weightmans' Golden Heart Award**

Mr Andrew Duncan  
Paul Tilling  
Ruth Boardman and Rena Shanahan

### **The Gazette's Patients' Award**

District Nursing Team, Lytham  
Mr Jawad Islam  
Ward 7 (now part of Ward 15B)

# Vital service is open to all



Blackpool carer Lily Greenwood

AN ESSENTIAL service that has helped keep hundreds of the region's most unwell people out of hospital is now available across the whole Fylde coast.

Extensive Care makes sure people over 60 with two or more long-term conditions receive more coordinated support closer to their home and less in hospital.

The service has recently been made available to patients in Fleetwood, meaning it is now available for eligible patients at all GP surgeries in Blackpool, Fylde and Wyre.

It means that hundreds more people like Blackpool carer Lily Greenwood could benefit from the proactive support offered to patients to better understand and manage their conditions and dramatically reduce the need for unplanned hospital visits.

Lily's husband Peter had a stroke in 2011, which changed aspects of his personality as well as making communication and movement difficult.

Early last year, Peter was referred into the extensive care service by his GP and, although initially resistant, Lily says it truly was the best thing for him.

She said: "I've got access to help that I would

never have had and I can call day or night if I have any problems.

"I can't say enough good things about them.

"At first I didn't want him to come to Extensive Care and said I would care for him myself.

"You think you can do it.

"You think you don't need help but I did need help and they have been absolutely wonderful."

Patients who are eligible for extensive care will be offered a referral into the service by their GP.

The dedicated team supports patients with all of their health and care needs in one place so they no longer have various appointments with different professionals.

Patients are allocated their own wellbeing support worker, who they meet with on a regular basis, to develop a long-term plan for their health. This includes setting a number of achievable goals which will improve their health and wellbeing.

Dr Andrew Weatherburn, clinical lead for the service, said: "We are delighted to roll out the extensive care service to patients across the whole of the Fylde coast."

# Icing on cake for little baker Niamh

SHE may be just eight years old, but Niamh Wilson is all too aware of the devastating affects cancer can have on people's lives.

Young Niamh has lost a close family member to cancer and is watching as another receives treatment for the disease at the Macmillan Windmill Unit, based at Blackpool Victoria Hospital.

It is because of this already vast experience of cancer despite her years that Niamh, who lives in Blackpool, decided to embark on a fundraising quest in aid of Blue Skies Hospitals Fund.

With the help of her mum Karen Darby, she baked cakes and sold them to her classmates and teachers at Roseacre Primary School in Blackpool.

The cake sale raised a magnificent £43 which has been donated to the Macmillan Windmill Unit, via Blue Skies.

Karen said: "I am very proud of Niamh for her great effort and achievements in order to raise money for such a great charity which is very close to her heart.

"I asked her why she wanted to do this and in her own words she said because she felt sorry for children like herself and also for her family members who have not been so lucky in beating it.

"Unfortunately her granddad Leslie Darby died nine years ago – only one year before she was born so Niamh only has photos to know of him. Also at present her other granddad John Wilson is currently battling cancer and still undergoing chemotherapy.

**Niamh Wilson who baked cakes to raise cancer cash**



"I can't describe how proud we all are of her. She is a lovely, bubbly, caring and loving little girl and always willing to help others. She is my little angel."

Following her fundraising success, Niamh was presented with a certificate for her kindness by teachers at her school during assembly.

Ann Hedley, Interim Head of Fundraising for Blue Skies Hospitals Fund, said: "This just goes to show how special young people are and how much they think about what is happening to others.

"We are extremely fortunate to have the support of someone so young and with such a big heart."



Patient Mary Kane with staff from Ward 19

# Ode to Nightingales...

KIND deeds and excellent care inspired a patient to write a special poem about staff on a hospital ward.

Mary Kane, 81, from Poulton, composed an ode entitled 'The Attitude of Caring' about the compassionate staff on Ward 19 at Blackpool Victoria Hospital.

Mary said: "The staff have been so good with me. I have never seen a ward like Ward 19. The staff are fantastic.

"I wrote my poem as a way of thanking them for their kindness. I have always written poems since I was a young girl."

Originally from Lanarkshire in Scotland, Mary worked as an auxiliary nurse at Blackpool Victoria Hospital in the 1970s.

Mary said: "I loved working as a nurse. I loved the caring part of it."

Mary also worked in catering at the old outdoor swimming pool at South Shore in Blackpool where she served everyone from beauty queens to film stars.

Carole Murphy, Ward Manager for Ward 19, said: "This is why we do the job. All of the members of staff on the ward really appreciated the poem. Mary read it out to us and we gave her a big kiss."

## The Attitude of Caring by Mary Kane

*The world is in a frightening way,  
And the NHS is the same, so they say.*

*Combined with other things,  
The future seems sad,  
But I'd like to relate hope,  
That makes me feel glad.*

*As a patient in Blackpool Victoria Hospital,  
Assessment Ward 19,  
And from the cleaners, nursing staff and doctors,  
This caring attitude was what I'd seen.*

*This kind of attitude can only come from the  
heart,  
I can only praise all connected with Ward 19,  
Who has a part.*

*In a system that hasn't much hope,  
Their caring attitude has shown they can cope.*

# THINK!

## WHY A&E?



**A&E is for emergencies and life - threatening illnesses only**

[www.WhyAandE.nhs.uk](http://www.WhyAandE.nhs.uk)

FYLDE coast residents are being urged to think carefully before heading to the A&E department at Blackpool Victoria Hospital.

People are being reminded of the importance of knowing the alternatives as the hospital continues to deal with a high demand for services.

Blackpool Teaching Hospitals, Fylde and Wyre and Blackpool Clinical Commissioning Groups (CCGs) are leading the Think! Why A&E campaign.

The campaign uses six colourful characters to illustrate what people should do when they are feeling unwell or if they are injured.

The Think! Why A&E? campaign message is that people need to consider where to go or what to do when suffering from certain symptoms, rather than heading straight to A&E.

Self-care is the best option if a person is suffering from a hangover, a grazed knee, a cough, a sore throat or similar ailment. Symptoms such as diarrhoea, a runny nose, painful cough and headache can be treated with the help of a pharmacist.

Residents are advised to make a GP appointment

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for symptoms including severe back pain, stomach ache, ear ache and vomiting. Walk-in Centres are best for strains, cuts, sprains and itches.

If help is needed quickly and it is not clear what to do call NHS 111. A visit to A&E is advised for symptoms such as chest pain, choking, blood loss and blacking out.

Simon Tucker, Emergency Department Consultant at Blackpool Victoria Hospital, said: "We receive patients here at the Emergency Department who could have been helped by a visit to a pharmacy or treated in a primary care service such as a walk in centre or GP surgery.

"These patients will usually be low priority and this means they could be waiting longer than most others in A&E.

"By choosing and using the right health services, patients can expect to be seen or treated more quickly, while keeping emergency services free for those patients with serious and life-threatening illnesses."

You can follow 'Think! Why A&E?' online by visiting @ThinkWhyAandE, #ThinkWhyAandE on Twitter, or [www.facebook.co.uk/ThinkWhyAandE](http://www.facebook.co.uk/ThinkWhyAandE).

# Service offers help for mental distress

MENTAL health problems can increase in the winter months but a service run by Blackpool Teaching Hospitals can help.

The Supporting Minds service is available to members of the public who are experiencing problems such as anxiety or depression. Supporting Minds leaflets are available in all GP practices and patients can also self-refer.

Alison Best, Team Manager for Supporting Minds, said: "There are high levels of anxiety and depression generally within the population in Blackpool and this can impact on all areas of people's lives.

"One in four people will experience problems such as anxiety or depression at some point in their lives and we want to encourage these people to get in touch.

"Some of our clients will be working and some will be off work, due to their mental health problems, or struggling to get into work. Addressing anxiety and depression can help people to engage more fully in their lives again.

"When someone calls us they will firstly speak to a member of our team who will take some basic details and then offer an appointment with one of our Psychological Wellbeing Practitioners.

"This is usually a telephone appointment that enables us to find out more about the person's problems, before deciding the kind of intervention that is most likely to help the individual."

Supporting Minds has two levels of support that it can offer people with anxiety and depression. After the initial phone contact, 'step two' involves brief psychological interventions with around six to eight sessions. 'Step three' involves more

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in-depth cognitive behavioural therapy (CBT) or counselling sessions of around an hour over a period of eight to 20 weeks.

At step two people can also be offered a stress control course delivered by Psychological Wellbeing Practitioners at various venues in Blackpool and Cleveleys. The courses help people to understand their problems better and offer people ways of coping with and managing anxiety and depression.

The service is available in several venues across Blackpool and Cleveley and is available to people of all ages from 16 years upwards.

Alison added: "We are delighted to have hit the Government's target of offering psychological therapy to 75 per cent of people referred into the Supporting Minds service within six weeks, which means that more people are now getting help quicker."

For more information on the Supporting Minds service call 01253 955 700 between 9am and 5pm, Monday to Friday. You can also contact your GP.



# Blood donation sessions

## Thursday, December 1

1.45pm - 4.45pm and 2.45pm - 7.15pm  
St Annes YMCA, St Albans Road, Lytham St Annes, FY8 1XD

## Friday, December 2

1.45pm - 3.45pm and 4.45pm - 7.15pm  
St Pauls Church, Honister Avenue, Blackpool, FY3 9PF

## Wednesday, December 14

1.45pm - 3.45pm and 4.45pm - 7.15pm  
Great Hall at Mains, 86a Mains Lane, Little Singleton, Poulton le Fylde, FY6 7LE

## Monday, December 19

1.45pm - 3.45pm and 4.45pm - 7.15pm

St Annes YMCA, St Albans Road, Lytham St Annes, FY8 1XD

## Thursday, December 22

10am - 12.30pm and 1.45pm - 3.45pm  
Millfield Science & Arts College, Belvedere Road, Thornton, FY5 5DG

## Wednesday, December 28

10.30am - 12.30pm and 1.45pm - 4pm  
St Pauls Church, Honister Avenue, Blackpool, FY3 9PF

## Friday, December 30

10.30am - 12.30pm and 1.45pm - 4pm  
Community Centre, Mill Street, Kirkham, PR4 2AN

Blackpool Teaching Hospitals **NHS**  
NHS Foundation Trust

THE WOMEN AND CHILDREN'S UNIT *would like to share with you a*

## SERVICE OF REMEMBRANCE

*for all our babies that have died over the years.*

SUNDAY 4th DECEMBER 2016 at 3pm  
(Doors open from 2.40pm)

THE BARONIAL HALL  
BLACKPOOL'S WINTER GARDENS

*There will be a small candle lighting ceremony.  
If you would like us to light a candle and are unable to attend,  
then please send a stamped addressed envelope to:-*

Megan Murray, Bereavement Support Nurse,  
The Women's Unit, Blackpool Victoria Hospital  
Whinney Heys Road, Blackpool FY3 8NR

*If you require further information  
then please contact MEGAN on 01253 956877  
Blackpool Teaching Hospitals*