

# Health Matters

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



In  
praise  
of your  
NHS staff

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## Welcome from the Chief Executive

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



We have just launched this year's Celebrating Success Awards which recognise the exceptional work that is carried out by our staff. The awards remind us how privileged we are to have these highly committed members of staff who strive for excellence and constantly work to provide the best care for our patients.

But we need you - patients, visitors, carers and stakeholders - to tell us about the service you received so we can ensure that good work is recognised, shared and rewarded.

It is humbling to read reports of the care, compassion and expertise our staff give to the patients, both in the acute hospital and in the community. It is important that we commend all staff for their hard work and recognise those who really stand out to our patients. Last year we saw record entries which goes to show how much our staff are appreciated by our patients and their families.

Full details can be found on Page 3 of this magazine.

**Wendy Swift,**  
Chief Executive

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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: the Communications Department, on 01253 953059, 956875 or 953538 or email [communications@bfwh.nhs.uk](mailto:communications@bfwh.nhs.uk)

# Chance to nominate your NHS staff hero

PATIENT care is at the heart of everything we do at Blackpool Teaching Hospitals NHS Foundation Trust and we are always delighted when people go out of their way to say thank you.



Phil Helm and Wendy Grennell

All nominated staff members get a certificate to

In a time of pressure and high demands on the NHS, patient feedback is so important, and when comments are positive it can really help lift staff morale.

Health Care Assistant, Wendy Grennell, was delighted when a patient praised her work in a recent Friends and Family Test.

Talking about the boost the comments gave her, Wendy said: "I really feel I have achieved something, it makes me so happy and proud. Patient praise makes the job so worthwhile. I feel privileged to do the job of taking care of patients, it's a job I love. If I can give the patients pride and dignity then I have succeeded in my task."

Outstanding NHS employees are honoured annually at the Trust's Celebrating Success Awards ceremony – and we are asking patients, carers, relatives 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.

The highly coveted Patients Award category attracted more than 100 nominations last year for teams and individuals working for the Trust.

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acknowledge the work they do and the winning individual or team gets a cash prize to reinvest in their area of the Trust. The category is sponsored by legal firm Weightmans.

Wendy's Ward Manager, Phil Helm, said: "Patient praise is so important to staff at the hospital. If we have touched the lives of a patient in some positive way, that is the ultimate of what we are working towards."

If you would like to nominate a member of Blackpool Teaching Hospitals staff, from either the community or acute hospital, who gave you, or someone in your family, an 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 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 2017 Patients' Award close on Wednesday, June 21. The judging panel will meet on Wednesday, July 19.



# Team helps patients to return home safely

CLIFTON Hospital has a new team that is bridging the gap between hospital and home which is the first service of its kind across the Fylde coast and Blackpool Teaching Hospitals NHS Foundation Trust.

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

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

The team provide packages of support for up to two weeks until the patients, either existing or new, have a package of care or re-ablement, support in place.

'Re-ablement' helps people who have experienced deterioration in their health, and/or have increased support needs, to relearn the skills required to keep them safe and independent at home.

Packages of support can vary from provision of activities for daily living such as washing or preparing food. The team can also support patients by undertaking prompts to ensure medicine is taken in a timely manner and to improve compliance — helping patients correctly follow advice such as medical equipment use as well as helping to stabilising patient conditions.

Due to demand or funding restraints, it can take up to four weeks for an agency to be available to take on these patient visits. Traditionally for that period, patients have had to stay in hospital as there is nowhere else for them to go without domestic help.

But, with an increasing number of patients, this outreach team help bridge the gap and get patients home, freeing up hospital beds and improving patient flow. They are also saving money and bed days.

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

# Teddy bear joy for Emma

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

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

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

Four-year-old Emma Sanders named her teddy 'Sarah Bear'. But when she lost her toy on a recent family holiday she was inconsolable.

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



Mum Hayley Sanders with daughter Emma and son William

A delighted Emma said: "I remember coming in and getting the bear when I broke my arm. The nurses were very nice.

"They had a special room with toys and they gave me a teddy. I called her Sarah Bear."

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

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

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

# Pensioner, 92, praises pioneering surgery

A 92-year-old Whalley man has praised staff at the Lancashire Cardiac Centre in Blackpool after becoming one of the oldest people in the county to have pioneering surgery.

Norman Thorpe, a former chemistry teacher at Clitheroe Royal Grammar School, underwent keyhole Mitral valve surgery and is now looking forward to getting back to walking the hills and fells of the county.

Norman, who climbed the Three Peaks only last year, said: "I have always been fit and towards the end of last year I was looking to go caravanning, but felt out of breath which wasn't like me.

"I went for a check-up at the Royal Blackburn Hospital and was referred through to Mr Zacharias who put me forward for this operation in Blackpool.

"The treatment I have had has been absolutely marvellous. I couldn't fault it and I can't wait to get out and about again."

Mr Joe Zacharias, Consultant Cardiothoracic Surgeon, said: "We are delighted that Mr Thorpe is recovering so well and so quickly and was ready for home on the fourth day after major heart surgery. The least invasive way to replace the Mitral valve is through minimally invasive Mitral surgery (keyhole surgery) which is performed through a two inch opening.



"In the past, the only way to replace the Mitral valve was by cutting the breastbone down the middle to gain access to the heart, an invasive procedure which weakens the chest, and has a long recovery time of up to three months.

"This new procedure has many benefits for patients. It reduces trauma compared with splitting open the breastbone, so patients recover quicker.

"Being keyhole surgery, it is technically more demanding and can take half an hour longer than traditional open-heart surgery because it requires

more intense concentration.

"However, the keyhole procedure has a lower risk of blood loss and infection because you don't open the breastbone up."

Mr Zacharias added: "We are very proud the Lancashire Cardiac Centre is one of only three centres in the North of England to provide this operation.

"The centre is recognised as one of the most innovative in the country and this type of pioneering operation from its dedicated staff can only help to enhance that reputation.

"We have the largest experience with minimally invasive Mitral valve surgery in the UK and have been involved in training teams from all over Europe to help them get started."



Hospital staff with children from Clifton Lodge Nursery

# Crafty children brighten up area



Happy Days Nursery children with their pictures

CHILDREN from two local nurseries have helped brighten up a waiting room at Blackpool Victoria Hospital.

The youngsters from the Happy Days Nursery at Blackpool Victoria Hospital and Clifton Lodge Nursery in St Annes took part in an art competition to draw posters of their favourite things to make the hospitals discharge lounge look brighter and more inviting.

All the youngsters who took part were given a prize.

Deputy Director of Operations at Blackpool Teaching Hospitals NHS Foundation Trust, Neil Upson, said: "The discharge lounge looked a bit grey and drab and we thought it needed some colour for the patients. We have good links with two local nurseries and thought an art competition would be a good idea and we are delighted with the results. The pictures have made a massive difference."

# Canyon challenge to say thanks for care

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

Descending more than 3,100 feet into the Grand Canyon, Craig is taking part in a trek to raise money for Blackpool Teaching Hospitals NHS Trust's charity, Blue Skies Hospital Fund.

Craig is self-funding the trip to maximise his donation to the charity as a thank you for the care Blackpool Victoria staff gave to his father.

Craig said: "My father John was cared for at the Vic for around three weeks before he passed away suffering from vascular dementia.

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

Craig plans to raise at least £2,000 by organising various events at local street furniture manufacturer Glasdon Group, where he has worked for over 30 years.

Trekkers will be following an ancient Indian trail that will lead them into the Havasupai Indian Reservation with its bright blue green lagoons, huge waterfalls and breath-taking scenery.

Craig has started training in preparation for the 10 to 15 miles a day he will need to complete by



walking up the steepest hills he can find in the local area.

He added: "Having not walked seriously since completing The Pennine Way back in my school days, I have had to buy all new gear and I need to find some organised walks to help me break this gear in and at the same time build up my stamina before the trek.

"Having seen dementia-friendly areas such as the Memory Corridor and sensory garden, I'm looking forward to being able to raise money knowing how much it means to patients and families."

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

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

# Stay well: Stay safe

AS May Bank holiday means more people will be out and about enjoying the extra free time in the garden, park or beach, health officials are reminding people to stay safe and make sure they use the correct medical services if they need them.

Bank Holidays are notoriously busy for health services as GP practices are closed for the day and people aren't sure where to turn to if they need advice. However there are a number of options available and people are being urged to use the most appropriate service and not automatically go to A&E.

You should call 999 or go to A&E if it is a serious

or life threatening emergency. If you're not sure you can call NHS 111 and they will be able to advise you where to go.

For less serious injuries or health concerns you can visit the Walk-in Centre on Whitegate Drive in Blackpool or the Same Day Health Centre on Dock Street in Fleetwood which are both open as normal throughout the Bank Holiday.

Pharmacies are an excellent place to seek medical advice for minor ailments. Pharmacists are trained professionals with a wealth of knowledge on how to treat all sorts of conditions. Though some may be closed over the Bank Holiday below is a list of those that are open.

<b>Blackpool</b>	
Boots UK 28-38 Bank Hey Street Blackpool FY1 1DD <b>01253 622276</b>	09:00 – 17:00
Lloyds Pharmacy 110 Talbot Road Blackpool FY1 1LR <b>01253 627932</b>	11:00 – 16:00
Lloyds Pharmacy J Sainsbury Store Red Bank Road Blackpool FY2 9HY <b>01253 351667</b>	09:00 – 19:00
M J Moore Pharmacy, 45-47 Westcliffe Drive, Blackpool, FY3 7BH <b>01253 301522</b>	09:00 – 17:30
Tesco Pharmacy Tesco Extra Clifton Road Blackpool FY4 4UJ <b>01253 843847</b>	07:00 – 23:00
Morrison's Pharmacy, Morrison Supermarket, Squires Gate Lane, Blackpool, FY4 2AY <b>01253 343377</b>	09:00 - 17:00
Whitegate Pharmacy Whitegate Health Centre Whitegate Drive Blackpool FY3 9ES <b>01253 807 808</b>	08:00 – 21:00

<b>Fylde and Wyre</b>	
Asda Pharmacy Dock Street Fleetwood Lancashire FY7 6NU <b>01253 879410</b>	09:00 - 18:00
Boots 64 - 66 Clifton Street Lytham St. Annes FY8 5EW <b>01253 736194</b>	10:30 - 16:00
Boots 39 Victoria Road West Cleveleys Lancashire FY5 1BS <b>01253 853168</b>	10:00 - 16:00
Boots 3 -5 St. Annes Road West Lytham St. Annes Lancashire FY8 1SB <b>01253 721668</b>	10:0 - 16:00
Lloyds Pharmacy, St. Andrews Road North St Annes on Sea Lancashire FY8 2JE <b>01253 713741</b>	08:00 - 19:00
WM Morrisons Pharmacy Amounderness Way Thornton Cleveleys Lancashire FY5 3TS <b>01253 852376</b>	09:00 - 17:00