

Our Year

Annual Report Summary • 2018/19

70
YEARS
OF THE NHS
1948 - 2018

Contents

Welcome	Page 3
Highlights of 2018/19	Page 4
Our Services	Page 6
Our Safety and Quality Priorities	Page 7
Learning Lessons	Page 8
Our Performance	Page 9
Feedback from our Patients, Carers and the Community	Page 10
Our People	Page 11
Our Strategy for 2020	Page 12
Communications, Fundraising and Voluntary Services	Page 14
Tell us what you think	Page 15
Hospital Trust in Numbers	Page 16

Note: This Summary has been produced from the Trust's Annual Report and Accounts 2018/19, which was prepared on a group basis, Blackpool Teaching Hospital NHS Foundation Trust and its subsidiary company BFW Management (Atlas) are said 'group' and collectively hereinafter jointly referred to as ("Blackpool Teaching Hospitals NHS FT", "Blackpool Victoria Hospital", "the Trust", "we", "us", "our").

Welcome

It has been another challenging year for the Trust and we would like to thank all our dedicated staff, Governors and volunteers for their hard work and commitment throughout the year.

We are now in the third year of our 2020 Vision, a five year strategy called "Together We Can...". We have continued to work closely with staff to embed the Strategy into our every day practices so the key aims of improving patient and staff experience, reducing mortality rates and reducing length of stay are at the forefront of everything we do.

The Trust, along with the wider NHS, is facing significant challenges in the years ahead - an ageing population, increasing numbers of people living with complex, long-term health and social care needs, rising expectations about quality of life and the range of services that are provided and increasing costs of providing care for our patients.

The Trust's aim is to embrace these challenges, seeing them as a real opportunity to reshape the way in which healthcare services are provided to our patients, to better meet the needs of individuals and their families and we are working closely with partners across the Fylde coast including NHS Blackpool and NHS Fylde and Wyre CCGs, Blackpool Council and Lancashire County Council to improve the health and care of the population by delivering integrated services and making better use of resources.

Once again, we are very proud to report the many achievements and successes from over the year.

All our highlights are down to our fantastic staff and partners and a huge thank you goes to the many people who contribute to our continued success.

Our staff work tirelessly to provide the very best service they can for our patients. In doing so, they show their commitment to continuing to improve the quality of services that are provided across the areas we cover.

Together we are very much looking forward to building on our successes and gaining even more accolades for the care we provide.

Pearse Butler
CHAIRMAN

Kevin McGee
INTERIM CHIEF EXECUTIVE



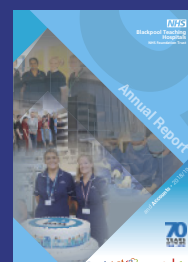
Pearse Butler



Kevin McGee

If you would like to see a copy of the Trust's full Annual Report and Accounts and Quality Accounts for 2018/19 please see the following:

- Website at www.bfwh.nhs.uk
- Call us on 01253 956673



Keep updated on the Trust's latest news:

- Follow us on [@BlackpoolHosp](https://twitter.com/BlackpoolHosp)
- Like our page at www.facebook.com/BlackpoolHospitals
- Visit www.youtube.com/BFWHospitals

Annual Members' Meeting, Monday, September 16, 5.30pm, Venue TBC.

Highlights of 2018/19

NHS 70th Birthday

The Trust joined the celebrations of 70 years of the NHS with a multitude of events. From exhibitions to historical tours and street parties to video nostalgia, the Trust marked the occasion with pride. Celebrities were delighted to mark the event with messages of support and staff used the birthday to show off some of the amazing advancements and work carried out both in our hospitals and community.



PLACE Award and other Catering Honours

Blackpool Victoria Hospital has beaten all national results for providing a good environment and enhanced non-clinical patient services. The hospital, which also received a top 5 star hygiene rating and a Healthier Choice Award, beat the national and regional averages for all Trusts in every area of the assessment. The assessments are known as PLACE (Patient Led Assessment Care of the Environment) and look at how the environment supports clinical care, assessing such aspects as privacy, dignity, food, cleanliness, maintenance and how the hospital building is able to support the care of patients.

World War One Centenary

Blackpool Victoria Hospital marked the centenary of World War One with a unique memorial. Thousands of poppies were knitted by volunteers to adorn an 18 foot high monument which graced the hospital's Main Entrance. The memorial, a scale version on the Menin Gate in Ypres, featured 28,000 knitted poppies and was a tribute to all those killed or injured in armed conflict over the past 100 years. The monument took months of preparation with all materials and labour donated by volunteers and local companies.

Beautiful Information Award

A team of experts at the Trust won an award for using real time data to help improve patient care. The Trust's Health Informatics Team won the Beautiful Information Innovation Prize for developing an in-house computer-based patient information system which replaced traditional white-boards on adult wards. The new system, which is integrated with other important clinical tools such as, test results and referral updates, is accessible via any Trust device and provides live, transparent and auditable information to help provide better care by showing exactly where the patient is in the hospital and what treatment has been given and what the next steps are.

Clifton Hospital's 30th Birthday and Garden

Celebrations came in twos at Clifton Hospital in 2018, with the hospital's 30th birthday and the opening of its patient garden. The garden was opened by comedy legend, Bobby Ball who had helped raise more than £30,000 to create a tranquil space which will benefit patients, visitors and staff for years to come.



Organ Donation Statue

A new statue to commemorate organ donors across the Fylde coast has been officially opened at Blackpool Victoria Hospital. The statue, funded by national organ donation funds, was designed by artist Stephen Broadbent from Broadbent Studios in Chester and is engraved with a poem written by local artist



Adele Robinson. The granite statue is a tribute to those who have given the gift of life to others and also a celebration of the lives that have been saved.

Nicola Parry BEM

Nicola Parry, Associate Director of Nursing and Head of Midwifery, was awarded the British Empire Medal in the Queen's birthday honours list. British Empire Medals are awarded for an outstanding achievement or service to the community which has a significant, long-term impact. Nicola has worked tirelessly in her role as the professional leader of the Trust's Maternity and Children's services. She has supported staff to develop services that are at the forefront of innovative care. Her passion for midwifery, women's health and family services earned her this honour.



Silver Award

The Trust received a special award for its support to defence and the wider Armed Forces community. The Trust is one of 16 organisations from across the North West to receive a Silver Award under the Ministry of Defence Employer Recognition Scheme for its support to services personnel such as reservists, cadets and volunteers.

National Award for NHS Training Team

The Health Informatics Education and Training Team at the Trust received a national Silver Award from the NHS Digital Training Service Accreditation (TSA) scheme. The scheme involves the training service being externally assessed by NHS Digital TSA assessors. The assessors praised the service for its high profile with good links to project teams for collaborative working. The service ensures it supports its learners, ensuring their needs are met through the training that is delivered and that access.

Victoria's Voice

A group of inspirational Fylde coast youngsters won a top honour to mark the NHS's 70th birthday.



Members of Parliament (MP) from around England were encouraged to nominate people or organisations in their constituencies who had made innovations or provided high quality care. Blackpool North and Cleveleys MP, Paul Maynard, nominated the Victoria's Voice Youth Panel run by Blackpool Teaching Hospitals NHS Foundation Trust and he was delighted to see they beat off strong national competition to win the Patient and Public Involvement Award.

New Oncology Room

The Teenage Cancer Trust funded the refurbishment of a hospital room and a day treatment area to provide a more age appropriate environment for teenagers and young people diagnosed with cancer. A room on the haematology ward and a room on the day-case unit, where young people with cancer receive their chemotherapy, have been given complete makeovers with new colourful wall decorations in the room and the bathroom, colourful blinds, comfy chairs, a flat screen TV and a range of DVDs and games to provide entertainment during long hospital stays.

New Cardiac Surgery

A patient at the hospital's Lancashire Cardiac Centre was the first to undergo a new surgical procedure which substantially reduces the risks of stroke in heart patients. The procedure involves a self-expanding device being placed into the left atrium of the heart. The implant opens up like an umbrella and prevents clots from forming.

Our Services

As well as providing the full range of District Hospital Services and Community Health Services, such as Adult and Children's Services, Health Visiting, Community Nursing, Sexual Health Services and Family Planning, Stop Smoking Services and Palliative Care. The Trust also provides tertiary Cardiac, Haematology and Adult Cystic Fibrosis Services to a 1.7 million population catchment area covering Lancashire and South Cumbria.

The Trust provides a comprehensive range of acute hospital services to the population of the Fylde coast, as well as the millions of holidaymakers that visit each year. The Trust employs 6,725 staff (headcount excluding Non-Executive Directors) and had a turnover (turnover includes operating income from patient care activities and other operating income in excess of £434m in 2018/19 (£432m in 2017/18).

Between 1st April 2018 and 31st March 2019 we treated 104,548 day cases and inpatients (elective and non-elective), 363,981 outpatients and had 77,050 A&E attendances.

Clinicians from Lancashire Teaching Hospitals NHS Foundation Trust provide onsite services for Vascular, Renal, Neurology and Oncology Services.

How to access our services

If you need to access any of our services please consult your GP who will be able to direct you to the appropriate department. You can self-refer to



some of our services. To find out more go to our website at www.bfwh.nhs.uk

Our Vision and Values

The Trust's mission is "Together We Care...", which encompasses the strategic vision for 2020 of operating as a high performing organisation within an Integrated Care System (ICS), which provides quality, safe and effective care. This will be achieved in a financially sustainable way, through our values-driven, skilled and motivated workforce.

The Trust's Values are:

- **People-centred** – serving people is the focus of everything we do;
- **Excellence** – continually striving to provide the best care possible;
- **Compassion** – always demonstrating we care;
- **Positive** – having a "can do" response whatever the situation.

Our Values are drivers for the behaviours that all of our staff strive to demonstrate. The values and behaviours have been and continue to be embedded and communicated across the Organisation via a number of initiatives including our recruitment processes, corporate induction, team briefings, meetings, appraisals and our annual awards ceremony..



Our Safety and Quality Priorities



The Trust continues to be committed to patient safety and the delivery of high quality care and recognises the need for a robust governance framework to be in place to support staff to deliver safe and effective care.

Clinical governance and patient safety is embedded within the Divisions of the Trust who have a nominated Senior Lead Nurse, supported by a Quality Manager, to oversee governance arrangements and report compliance on agreed standards both set locally and externally by the CQC and NHSI at monthly Divisional Performance Boards with Executive Directors. To facilitate the development of safety and quality initiatives, we continue to review and monitor the implementation of NICE guidance standards and National Confidential Enquiry reports and participate in National Audits to ensure ongoing learning and development is implemented to promote safe care within best practice guidelines. This is monitored, through the Trust's monthly integrated reporting mechanism, by Quality Committee and assurance is provided through this Committee to the Board on compliance with national standards and guidance.

The Quality Committee is authorised by the Board to oversee quality activities within the scope of its Terms of Reference, including the monitoring of the delivery of the Quality Strategy and processes for assuring and delivering quality across the Organisation. The Quality Committee has overseen the implementation of year three of the Trust's three year Quality Strategy, which was developed to set out our ambition to provide the best patient care that is informed, timely and safe. The three year strategy aims to support the implementation of effective interventions to ensure care is safe and that care provided is as positive an experience for our patients as possible. The purpose of the Strategy is to support the delivery of the Organisation's vision, values, quality goals and

strategic objectives. The Strategy closely supports the Trust's overall Strategy by identifying and prioritising delivery of specified key improvements in three quality and safety domains "informed", "timely" and "safe". Each of which has two goals providing a clear view of what our quality and safety priorities are and measures have been set to monitor progress against each goal.

The Quality Strategy supports the Trust to provide compliance against the care standards set by the CQC. The Trust was inspected by the CQC in November and December 2017, which resulted in an overall "Requires Improvement" rating. The published report in March 2018 noted 12 areas of action under four regulated activities and some other areas identified for the Trust to review. Action plans developed to address the regulated activity and the other areas identified for review have been monitored by the Quality Committee and at CQC Quarterly Engagement Meetings throughout 2018/19. The regulated activity actions have also been monitored through the Fylde Coast Executive Steering Group.

The Trust has an agreed quality contract with local commissioners with agreed key performance indicators that reflect national and local key health care targets, including agreed CQUIN requirements. Progress within performance, against the indicators within the quality contract, are monitored on a monthly basis with commissioners at a formal Quality Review Board where key quality improvements are also tabled and priority areas for development agreed.

Key Quality Improvements and service developments are also identified through external reviews such as, CQC inspections, agreed targets set with commissioners, quality surveillance peer reviews, feedback from staff/patients surveys, information from concerns raised and requirements set from national guidance or directives.

Learning lessons

The Trust aims to ensure that we provide the best possible treatment and outcomes for each and every patient and that everyone accessing our services feels welcomed, listened to and valued by our staff. We value feedback and use it to monitor and improve services. If our standards are not achieved, the matter is investigated as a Serious Incident (SI) and we use the findings to make sure lessons are learned.

The Trust continues to demonstrate a very positive and proactive culture of patient safety incident reporting and being open with patients, visitors and staff. Trust staff are encouraged to report all untoward incidents and in the past year over 19,000 patient safety incidents were reported by staff across all categories; no harm (near misses), low, moderate and severe harm impacts. Incidents are also reported which involve staff, visitors, contractors and other partnership organisations.

All serious incidents are investigated through the use of a Root Cause Analysis (RCA) tool to establish if not only gaps or omissions in care or treatment but also identifying best practice to be shared. Action plans, with timeframes and identified responsible leads, are compiled for each of these incidents. Anonymised root cause analysis (RCA) reports are made available to all staff through the Trust's internal Risk Management web site, to review and use as a learning tool. In the event of a patient death, these are routinely reviewed through the Trust's mortality and morbidity review process, which links into the Trust's serious incident review process.

Following recommendations from NHS Improvement and the Care Quality Commission, the Trust is currently reviewing how we implement and organisationally embed learning from our serious incident investigations. The Trust triangulates learning from formal complaints, informal patient concerns, claims, litigation, inquests, as well as from incidents, in order to capture where improvements and innovative change needs to happen.

Below are some of the ways in which we share learning from the above:



- The review of patient harm incidents, their outcomes and trends and themes across all levels of the organisation from the Board, reporting Committees, Divisional Governance and Departmental meetings to departmental and ward level team meetings, handovers and patient safety huddles;
- A bi-monthly dedicated forum - Learning from Incidents and Risk Committee (LIRC) where Divisions report how they are managing patient safety and risk within their own areas and share learning outcomes and action work streams;
- A quarterly Patient Relations, Incidents, Litigation and Learning (PILL) report is developed to inform and provide assurance that the Trust is learning from incidents, risks, claims, complaints and general feedback from patients;
- The publication of a bi-monthly dedicated Trust-wide Lessons Learned Newsletter to share the learning from serious incidents and organisational risks with all staff. The December newsletter also highlighted the initiatives and service improvements the Trust has been responsible for over the last 10 years and more, in order to promote and celebrate the achievements of the Trust and its staff;
- Sharing with Clinical Divisions weekly and monthly data reports on incidents, complaints and litigation, including trends and themes and new initiatives established to improve patient safety;
- The publication of 7 Minute Briefings to inform and advise staff of new initiatives, developments and legislations, including 'Incident Reporting', 'Never Events', 'Duty of Candour', 'Freedom to Speak Up', 'Always Events', 'Mental Capacity Act (MCA)', 'Equality & Diversity', Medicines Management etc.

Our Performance

During the last financial year, the enhanced streaming to the Urgent Care Centre initially reduced the number of Emergency Department (ED) attendances. However, the number has gradually increased even though streaming to the Urgent Care Centre remains relatively consistent. It is anticipated that the activity profile for 2019/20 is more likely to be similar to the outturn for 2016/17. The variation in demand remains, however it is now more predictable, both within the hours of the day and days of the week, with peaks associated with seasonality.

Similar issues continue to be seen in children's services, with an increasing number of referrals to the Children's Assessment Unit (CAU). The CAU is open seven days a week to support A&E operational standards. The Trust is working in partnership with the local CCGs, and other local secondary care providers, to implement standardised pathways of care for the management of children's health and social care that will support primary care professionals to make appropriate choices in urgent / emergency situations.

In elective services, the Trust has managed to reduce the number of open pathways below the volume reported at 2017/18 year end and had consistently been below trajectory on the number of patients waiting longer than 52 weeks, with a plan to eliminate these by the end of March 2019. In order to achieve the 18-week RTT standard at specialty level, the Trust will continue to respond to changing patterns of demand.

Our finances

The Group planned to deliver a £5.0m deficit as part of the Annual Planning process for 2018/19.



This table compares performance against the 2018/19 plan.

The Group reported a deficit of £10.9m for the year. After taking into account a loss on the transfer by absorption of assets related to the transfer of community services to University Hospitals of Morecambe Bay NHS Foundation Trust of £0.1m, the Group reported a deficit of £11.0m for the year.

Full details of the Group's financial performance are set out in the accounts for 1st April 2018 to 31st March 2019 that accompanies the Annual Report in Annex G.

Table: Compares the 2018/19 actual performance to the 2018/19 plan.

Table 1	Plan £'m	Actuals £'m	Variance £'m
Total Income	422.6	434.0	11.4
Expenses	(416.2)	(433.7)	(17.5)
EBITDA*	6.4	0.3	(6.1)
Depreciation	(7.4)	(7.6)	(0.2)
Dividend**	(2.8)	(2.5)	0.3
Loss on Revaluation	0.0	(0.1)	(0.1)
Interest income	0.0	0.1	0.1
Interest expense	(1.3)	(1.3)	0.0
Deficit	(5.0)	(11.0)	(6.0)

* Earnings before interest, tax, depreciation and loss on asset disposal and amortisation

** Public Dividend Capital

Feedback from our patients and the community

Key Quality Improvements and service developments are driven from external reviews such as CQC inspections, agreed targets set with commissioners within the quality contract schedule, feedback from staff/patients surveys, information from concerns raised, lessons learned from internal investigations, peer reviews through national quality surveillance team, audit findings and requirements set from national guidance or directives.

The Trust develops its services based on suggestions in patient/carer feedback and the Trust's Influence Panel. The Influence panel comprises of 20 members of the public, patients and carers who meet monthly to discuss Trust transformation projects. They offer their ideas to help us make patient centred improvements to the way we provide our services.

We also work closely with several external organisations to improve mutual understanding of what we do and deliver. This includes Healthwatch Blackpool and Lancashire, NVision, Blackpool Carers, N-Compass and patient engagement teams in the ICS.

The Trust has a comprehensive and extensive library of clinical information leaflets for patients and carers online, in the wards and clinics, and on the first floor of the main entrance at Victoria Hospital. In 2018/19, the Trust produced 18 information materials to assist patient and carers and help them to become responsible for their own health status. Eighty-three patient information materials were also updated or reviewed by individual services.

All Trust patient information continues to be reviewed by our Readers Panel. Members of the panel have read or commented

on 96 leaflets during 2018/19, so we know we are using the right words, in the right way, to get our message across clearly.

During 2018/19, a new bedside folder was also made available for inpatients at every bedside at both Victoria Hospital and Clifton Hospital sites. The folder combines a large number of separate information sources into one easily accessible place. It includes a wide range of material from staff uniform and day-to-day life on the wards to bedside TVs and shop /café opening times. The information provided aims to ensure patients settle into a ward environment and ensure that they, their families and friends know how the hospitals work.

The number of formal complaints received by the Team from April 2018 to March 2019 was 529 written complaints, a 19% increase from the previous year, with 58 e-complaints (dealt with at the point of service). The Trust supports the raising of informal concerns and formal complaints and the Team has attributed the rise in complaints received to improved reporting and also a reflection of challenges faced within the Organisation around elective and non elective pathways including rearranged outpatient appointments and waits for letters.

The Trust has seen a decline in the percentage of complaints that were responded to within 25-35 days. Sixty-eight per cent of formal complaints were responded to within a 25-35 day timeframe, between April 2018 - March 2019, a 16% decrease from the previous year. Formal complaints are often complex. Due to the complex nature and with the increase in case numbers both informally and formally the time to complete investigations has been affected.



Our People

Our aim is to create a great and safe place to work for our staff. In order to meet the new challenges and opportunities ahead it is vital that we have the right people, in the right jobs with the right skills at the right time. The Trust also offers a broad range of apprenticeship programmes, that support both new recruitment and the development of existing staff, which supports our commitment to having a workforce that has the necessary skills to deliver a high quality service. Apprenticeship opportunities range from Intermediate Level through to Degree Level, with new programmes being introduced during the last 12 months including a Nursing Associate Programme. Occupational Health supports all staff and there has been a lot of work done this year looking at staff working environments. There are also a number of other personal development sessions that staff can access such as stress management and resilience, mindfulness and improved sleep.

All staff, and their close family, have access to the Employee Assistance Programme that can give staff access to counselling, legal and financial advice as well as a wealth of wellbeing resources. Other interventions include:

- Menopause Group - A menopause workshop has been well received and is breaking down some of the stigmas attached to the condition;
- Flu Campaign – The 2018 campaign was designed to protect our staff, patients and families;
- Men's Health – Pilot workshop starting in 2019 for education sessions on men's health.

Our Board of Directors

Our Board of Directors comprises eight Non-Executive Directors (including the Chairman) and seven Executive Directors (including the Chief Executive). Each director has a shared and equal responsibility for the corporate affairs of the Trust in strategic terms and for promoting the success of the Trust. As a self-governing Foundation Trust, the Board of Directors has ultimate responsibility for the management of the Trust, but is accountable for its



stewardship to the Trust's Council of Governors and Foundation Trust Members. In addition, the Trust's performance is scrutinised by NHS Improvement and the Care Quality Commission.

Our Governors

The Council of Governors now comprises a total of 29 Governors, including 16 Public Governors (elected from the constituencies of Blackpool, Fylde, Wyre and North West Counties, six Staff Governors (elected from the staff groups of Medical & Dental, Nursing & Midwifery, Clinical Support, Non-Clinical Support and Community Health Services (North Lancashire)) and seven Appointed Governors (from a range of key stakeholder organisations). The Council has the following three main roles:

- i) Advisory – to communicate with the Board of Directors in respect of the views of members of the Trust and the wider community;
- ii) Guardianship – to ensure that the Trust is operating in accordance with its Constitution and is compliant with its Provider Licence; and
- iii) Strategic – to advice on a longer-term direction to help the Board effectively determine its policies.

Our Members

The Trust currently has a public membership base of 4,931 people and we always welcome more. All members of the public who are aged 12 or over and who live within the boundaries of Blackpool, Fylde and Wyre Borough Councils, or the wider catchment area of Lancashire and South Cumbria for which we provide tertiary cardiac and haematology services, are eligible to become members. Other members of the public who do not fall into these categories, either due to age or place of residence, are eligible to become affiliate members of the Trust. We also have staff members.

If you would like to become a member, please contact Jacinta Gaynor, Membership and Governors Officer, on 01253 956673, email Jacinta.gaynor@nhs.net

Our Strategy for 2020

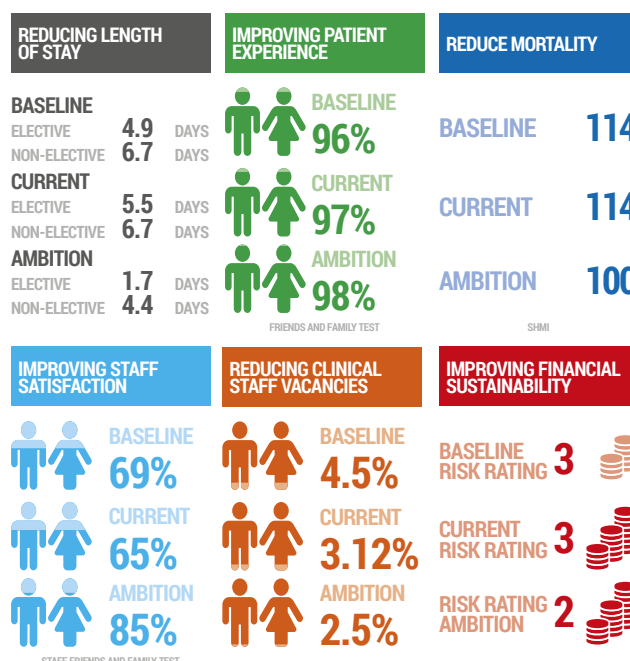
The Trust continues to work closely with partner health and social care organisations in the development of the Fylde Coast Integrated Care Partnership. It is planned to refresh the Trust's strategy in the context of developing a strategy for the Fylde coast in 2019/20.

Five Year Strategic Plan

During 2015/16, the Trust worked with partner organisations to undertake an in-depth strategic review across all aspects of its care provision, led by senior clinicians from across the organisation and wider Fylde coast health and care economy. This resulted in the creation and launch of our Five Year Strategy and 2018/19 has been the third year of its implementation.

The Trust, along with the wider NHS, is facing significant challenges in the years ahead - an ageing population, increasing numbers of people living with complex, long-term health and social care needs, rising expectations about quality of life and the range of services that are provided and increasing

Our Five Year Strategy is focused around the delivery of six strategic ambitions:



costs of providing care for our patients.

The Trust's aim is to embrace these challenges, seeing them as a real opportunity to reshape the way in which healthcare services are provided to our patients, with care and treatments that are better designed to meet the needs of individuals and their families.

Our Five Year Strategy is focused around the delivery of six strategic ambitions, shown right:

Fylde Coast Local Delivery Plan

The Trust is a key partner in the development and implementation of the Fylde coast Local Delivery Plan (LDP). This is a reflection of the national direction of travel outlined in the Five Year Forward View and, more recently, in the NHS Long Term Plan which was published in January 2019. We also recognise that we will only be successful in supporting the residents of the Fylde coast with their health if we work in partnership across both commissioners and providers of health and care.

These will be achieved through our strategic work programmes:

- Efficiency**
Reducing length of stay to deliver high quality care affordably
- Quality**
Consistency in care provision to deliver high quality care to all patients
- Value**
Getting most value from all our resources
- Appropriate**
Transforming non-elective points of entry into the healthcare system
- Partnerships**
Working as part of the local health economy to develop new, integrated models of care
- Collaboration**
Working as part of a Lancashire-wide redesign team to develop new of care
- Enabling**
Putting in place enablers such as improved use of information technology, making good use of our estate and enhancing our communications

During 2018/19, the new models of care, introduced as part of the Fylde Coast Vanguard, have been further refined and embedded into our neighbourhood teams. The national funding that we received to allow us to pursue our new care models helped us to move faster and at a greater scale than we otherwise would have been able to. Our evaluation of the impact of these care models has informed the content of the NHS Long Term Plan in relation to primary and community care.



We have continued to participate in a number of national initiatives including the Test Bed Programme, which is focused on the use of technology to support patients in managing their conditions in their own homes, and the Healthy New Town Programme, which is focused on the design and establishment of new living environments that support improved health and wellbeing.

The Trust has been working to develop an Integrated Care Partnership, along with local Clinical Commissioning Groups, Blackpool Council and Lancashire County Council. The Fylde coast region was selected as one of only eight areas across England to act as a forerunner in this development, where partners across a defined area pool resources and work together more closely and more formally to achieve a common vision. Our plans are guided by feedback from patients, their families, local communities and clinicians who have told us that they want:

- A focus on keeping people well;
- Empowered patients and communities who support themselves and each other;

- A better experience for patients, their carers and families;
- More support to help people better manage their long-term conditions;
- Coordinated care so that people don't have to repeat their medical history unnecessarily;
- Timely and appropriate care in community settings where possible;
- Less unnecessary time spent in hospital;
- A motivated, happy workforce;
- A financially stable system that makes best use of the "Fylde coast pound" (the total money available on the Fylde coast for health and care services).

Bay Health and Care

The Trust is one of the Bay Health and Care Partners – who are delivering the Better Care Together (BCT) Strategy across Morecambe Bay.

During 2018/19, the Trust transferred community and family services to the University Hospitals of Morecambe Bay NHS Foundation Trust in support of the strategy for that locality.

Communications, Fundraising and Voluntary Services

Our Communications Team champions the good work that goes on throughout the Trust by securing positive coverage within a wide spectrum of media and through its own publications including Weekly News, Health Matters, and Your Health.

The department also supports the Trust through social media platforms with 7,500 followers on Twitter and a growing audience on Facebook and Instagram. The team has also developed a Staff App which was originally distributed as a pilot and will now be rolled out across the Organisation in 2019/20.

The Communications Team helps recognise continued excellence and innovation through events such as the Celebrating Success Awards. There has been a growing emphasis on recognising the work of staff and rewarding them for their commitment and loyalty. The 'Going the Extra Mile' recognition scheme was launched and more than 670 staff have been recognised and thanked for their contribution. Staff were also recognised for their length of service to the Trust and wider NHS along with colleagues who had achieved a professional or academic qualification.

Fundraising

Blue Skies Hospitals Fund is the Trust's charity and is supported by Trust staff and members of the public who help its work either by making a financial donation, by raising awareness of the charity,



planning fundraising activities or providing gifts in kind.

The department is passionate about fundraising with fun runs, raffles and events all helping to bring in much needed funds to help enhance patient care. The charity has also attracted two new patrons, comedian Bobby Ball and his wife Yvonne.



Voluntary Services

The Voluntary Services Team works to enhance patient care across the organisation. It oversees more than 400 volunteers who come into the Trust and donate their time to assist patients and visitors. Our volunteers help to ease the pressure on staff and we are extremely grateful for their support.



Tell us what you think

We would be grateful if you would take the time to provide us with feedback on our services.

Please complete this form, tick all the relevant boxes, detach, fold in half and return to:

Freeepost RRZB-RRAU-TGET, Communications Team, Home 15, Whinney Heys Road,
Blackpool Victoria Hospital, Blackpool, Lancashire FY3 8NR.

Have you used our services in the past year? ☐ Yes ☐ No

What has been your experience of using our services?

☐ Excellent ☐ good ☐ fair ☐ poor ☐ very poor

Do you think our quality priorities focus on the right issues?

- ☐ Yes, definitely
☐ Yes, for the most part
☐ No, there are some things missing
☐ No, they are not right at all

Have you any comments about how we can improve our services?

.....
.....
.....

Your contact details (optional)

Name:

.....

Address:

.....

.....

Postcode:

.....

Telephone:

Mobile:

.....

Email:

.....

Would you like a response to your comments? ☐ Yes ☐ No

Would you like to become a member of Blackpool Teaching Hospitals
NHS Foundation Trust and keep up to date with all the latest news?

☐ Yes ☐ No

Would you be interested in standing for election as a Governor? ☐ Yes ☐ No

Blackpool Teaching Hospitals NHS Foundation Trust in Numbers

3

HOSPITAL
SITES

29

GOVERNORS

4,285

NUMBER OF
COMPLIMENTS

96.80%

OF PATIENTS SURVEYED
in FFT would recommend the
Trust to family and friends

In Excess

£433m

TURNOVER

4,931

PUBLIC
MEMBERS

(Head Count)

6,791

STAFF
EMPLOYED

77,050

A&E
ATTENDANCES

104,548

DAY CASES &
INPATIENT SPELLS

363,981

OUTPATIENT
ATTENDANCES

Approx.

352,000

POPULATION
of Fylde Coast

68%

complaints responded to within
25-35 days

Approx.

18m

VISITORS
to Blackpool

1,052,417

COMMUNITY
CONTACTS