



hospitals fund

The Charity for Blackpool Teaching Hospitals  
Registered Charity Number 1051570



Blackpool Teaching  
Hospitals  
NHS Foundation Trust



# One

# Moment

Celebrating **Success** 2019

## OFFICIAL SOUVENIR PROGRAMME

People Centred

Positive



Together we care

Compassion

Excellence

# Welcome

We are delighted to welcome you all to this year's Celebrating Success Awards which recognise the outstanding innovations and achievements that make up the high standards of excellence within Blackpool Teaching Hospitals NHS Foundation Trust.



▲ Members of the Judging Panel prepare to make some difficult decisions.

Each year Celebrating Success goes from strength to strength and this year we were delighted to receive hundreds of excellent nominations in seven categories. The awards are now in their 13th year and this year the organisers asked people to take just **One Moment** to nominate staff for these prestigious awards.

Our judging panel had an exceptionally difficult time choosing the shortlisted candidates from such excellent nominations and we would like to thank Chairman, Pearse Butler; Chief Executive, Kevin McGee; Staff Side representative, Barry Casey; Public Governor, Pat Roche; Director of Nursing, Peter Murphy, and Radio Wave chairman, John Barnett and his wife Danielle. The Blue Skies Award nominees were selected by the Blue Skies team.

Evidence of exceptional accomplishments were found throughout the award submissions with examples of fortitude, determination and a no-compromise culture that has seen our Trust produce winning teams and individuals.

We were delighted so many patients who received care from us took the time to commend both clinical and non-clinical staff. Our judging panel had a particularly difficult task in formulating this year's shortlist. Decisions were incredibly tight with a large number of nominations deserving recognition.

We would like to thank every person or team nominated in this year's event, but special congratulations must go to those we are here to honour tonight. We would also like to thank our generous sponsors, Staff Benefits, Weightmans, Medstrom Healthcare, JE Harrison Builders, Hempsons, Medirest, AllCool, G2 Speech and Beaverbrooks.

Without their support we would not be able to hold these recognition awards and, as the category prize pots are reinvested into the Trust and patient care, there are winners all round!

We would also like to extend a special thank you to Andy Mitchell from Radio Wave and presenter, Stacey Houldsworth. Radio Wave has been a constant supporter of these awards and have presented the event for us since the inaugural ceremony in 2007.

We hope you enjoy reading about our shortlisted nominees in this brochure and have a wonderful evening of celebration tonight.



# M E N U

## SPLIT-SECOND STARTER:

**Duo of Compressed Melon (GF)**

served with Air Dried Ham, Dried Ham Crisp & Dust, Roquito Pepper & Green Oil

or

**Duo of Compressed Melon (V)**

served with Vegan Mozzarella Cheese, Roquito Pepper & Green Oil

## MOMENTOUS MAIN COURSE:

**Celebration of British Beef (GF)**

Fillet of Beef, served with a Mini Cottage Pie, Wilted Greens, Celeriac Puree and a Beef and Red Wine Jus

or

**Chargrilled King Oyster Mushroom (V)**

served with a Vegan Cottage Pie, Wilted Greens, Celeriac Puree, Seasonal Baby Veg and a Mushroom and Red Wine Jus

## A DASH OF DESSERT:

**Return to the Black Forest**

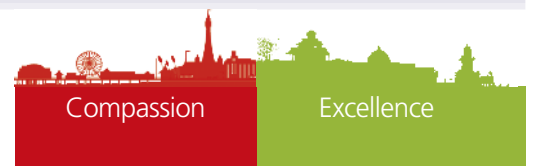
Chocolate and Cherry Stone, Cherry Gel, Chocolate Crumb, Marinated Cherries, Quenelle of Cream & Blackberry

or

**Return to the Black Forest (V)**

Chocolate and Cherry Stone, Cherry Gel, Chocolate Crumb, Marinated Cherries, Quenelle of Cream & Blackberry

(GF) Gluten free - (V) Vegetarian

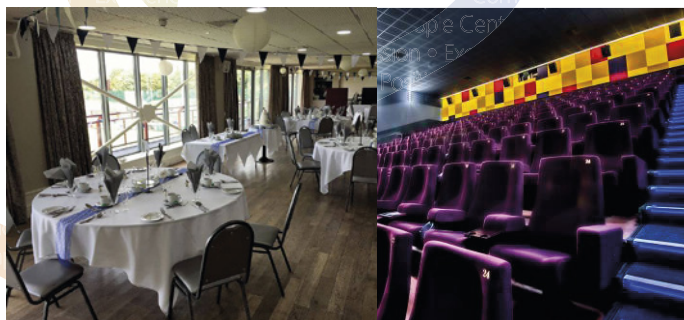




# Raffle Prizes

There are an amazing array of prizes available this year...

- A Sonos Smart Speaker courtesy of Let's Connect and Staff Benefits;
- Jewellery courtesy of Beaverbrooks;
- A signed Blackpool Football Club football;
- A gift voucher for Stringers Department Store;
- A family ticket for four to Horrible Histories at Blackpool Winter Gardens;
- A family pass for a family of four courtesy of Blackpool Zoo;
- A family pass for Sandcastle Waterpark for 4 people including Hyperzone;
- A gift voucher courtesy of Pipers Restaurant;
- Afternoon Tea for 2 at Lytham Hall;
- 2 x tickets for the Lion King at Lowther Pavilion;
- A bottle of flavoured Gin courtesy of Black Powder Gins;
- A meal for four and tickets to a match at Fylde Rugby Club courtesy of Campbell and Rowley.



## Our thanks to our raffle supporters



# Programme of Events

**6.30pm:** Drinks reception at The Arena, Winter Gardens

**7.30pm:** Celebration dinner

**9.15pm:** Raffle draw

**9.30pm:** Celebrating Success Awards hosted by Radio Wave's Andy Mitchell and former presenter, Stacey Houldsworth

**10.30pm:** Dancing to The Versions and DJ Hayley Kay

**1am:** Carriages

## Running Order of the Awards

### Clinical Team of the Year Award

Sponsored by Medstrom Healthcare

**Acute Heart Failure Team**

**Clifton Hospital**

**Infection Incident Response Team**

**Ward 25**

### Non-Clinical Team of the Year Award

Sponsored by JE Harrison

**Blue Skies Hospitals Fund**

**Children's Looked After (CLA) Team**

**National Artificial Eye Service (NAES) Admin Team**

### Radio Wave's Unsung Hero Award

Sponsored by Hempsons

**Jean Briggs, Head of Clinical Psychology**

**Clare Edgar, Medical Records Team Leader**

**Lorraine Tymon, End-of-Life Facilitator**

## **Innovation and Service Improvement Award**

Sponsored by Medirest

**Cellular Pathology**

**Fleetwood District Nurse and Project Team**

**Home First Project**

**IDVA and ISVA Service**

## **Employee of the Year Award**

Sponsored by AllCool

**Jackie Brunton, Lead Cancer Nurse**

**James Earle, Team Leader, Central West Hub**

**Michelle Forsyth, Skin Cancer Care Co-ordinator**

## **Volunteer of the Year**

Sponsored by G2 Speech, in association with Beaverbrooks

**Blood Runners**

**Alma Kitsberg**

**Patient Cancer Care Improvement Group**

## **Blue Skies Award**

Sponsored by Blue Skies Hospitals Fund

**Martin Gillan**

**Neonatal Department**

**Orthopaedic Team**

## **Weightmans' Patients' Award**

Sponsored by Weightmans

**Janice Booth, Rheumatology Nurse Practitioner**

**Critical Care and ITU**

**Aoife Healy, Dietitian**

**Charlene Lee-Thornton, Mental Health Nurse**

## **The Chairman's Award**

The award, which has a prize fund of £1,000, will be presented at the end of the awards.

This honour goes to an individual or team from the shortlist that the chairman feels has made the most momentous difference to the work of the Trust, its patients, visitors and/or staff.



# Clinical Team of the Year

This award is kindly sponsored by...



## Acute Heart Failure Team:

This team prides itself on delivering high quality care to all patients with heart failure, helping people to improve their quality of life by empowering them to manage their condition.

The multidisciplinary team has made a significant improvement in patient survival and has reduced the overall length of hospital stays.

The ultimate goal of the service is to achieve optimal care of all heart failure patients. From physical and mental support to pastoral care, the team embraces challenges and provides a personalised service to all patients to enhance their recovery or provide palliative care.



## Clifton Hospital:

Working together as a team and putting the patient at the heart of everything is the ethos of Clifton Hospital. They aim to have as many patients up and dressed as possible to help with

their mindset, rehabilitation and dignity.

Described by one nominator as a 'magical place', the Clifton team pride themselves on the number of weekly activities they hold from Zumba to sing-a-longs, cinema clubs to garden parties; the staff go over and above to stimulate the patients and give the hospital a buzz.

The patients get so much pleasure from the events and the staff enjoy coming to work that the end result is a safe, happy environment which helps prevent patient anxiety and results in a reduction in the use of medication needed to calm patients.



## Infection Incident Response Team:

This team is crucial in keeping patients and staff safe. They work constantly behind the scenes ensuring the risks of infection are minimised and that people in the hospital remain safe from the consequences of serious infections.

Central to the success of the multidisciplinary team is its ability to draw rapidly upon expertise from within its ranks and co-ordinate an immediate response to an outbreak or an

infection-related incident.

Their dedication was never more evident than in their exceptional response to the Monkeypox outbreak which they managed to control. The Trust received a letter of thanks from England's Chief Medical Officer for showing professionalism and exemplary care of patients.



## Ward 25:

A ward that meets every challenge head-on with a smile and a knowledgeable solution. This is a ward that is determined to deliver gold standard care in a caring and compassionate way to every patient that comes through the door.

Staff believe that laughter is one of the best medicines, particularly for the elderly and often frail patients they care for. Although an extremely busy area they give patients the care and treatment they would want their own family members to receive.

And their care does not stop at the patients, they also understand the difficulties loved ones are undergoing, some who are elderly and frail themselves, and ensure their needs are met offering food, drinks and even somewhere comfortable to sleep when necessary.

# Non-Clinical Team of the Year

This award is kindly sponsored by...



## Blue Skies Hospitals Fund:

A team which has great ideas and a determination to succeed. The charity had an unsettled past, but under new leadership Blue Skies blossomed to become a major part of the Trust.

From selling stuffed toy elves to holding fund-raising dog walks, from organising junior and teenage charity champions to linking in with Rosemere to raise £100,000 for a cancer unit, this team knows no boundaries and works together to improve the experience of both patients and staff at Blackpool Teaching Hospitals.

When a patient, who had just a few hours to live, wanted to marry his long term partner, the team sprung into action and were able to call in favours from local businesses and Trust staff, and a wedding was organised in just two hours. This included rings, a wedding shawl for the bride, photographs, a cake and decorations.

Nothing is too much trouble, and there is no such word as no – a small team with a big heart who are determined to embrace success.

## Children's Looked After (CLA) Team:

Blackpool has the highest rate of children looked after in England with 185 per 10,000 children in this category compared to a national average of 64. The team plays a crucial part in providing a commitment to quality and excellence to ensure the best interests of the children are achieved.

Team members maintain good relationships with other departments and external organisations to secure effective communication to allow timely health assessments and ensure a care plan is developed for each child. The team conducts courtesy calls for appointments and raises issues with appropriate staff to avoid unnecessary last-minute cancellations.

In a job that, at times, can be demanding and emotionally thought-provoking, the team remain positive and pull together to keep motivation and morale high to provide the best service to the most vulnerable children.



## NAES Admin Team:

Made up of a small group of loyal, caring and dedicated employees, this administrative team has a massive impact on patient care and satisfaction.

Staff often have to deal with traumatised patients and always work hard to try to resolve patient problems to achieve the most acceptable outcome.

They work on the ethos that their customers are patients for life and, if they can make them happy from the first contact, most of the hard work is already done.

The admin team is the first line of contact for staff, patients and outside agencies and it prides itself on lending an understanding ear and taking immediate action to prevent unnecessary delays.

The team also works hard to ensure a smooth service for health professionals getting clinical or patient information in a timely manner and working to reduce appointment waiting times.



# Radio Wave's Unsung Hero

This award  
is kindly  
sponsored by...

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more of the music you love

## Dr Jean Briggs, Head of Clinical Psychology:

A more patient-centred clinician would be difficult to find.

Dr Briggs has supported patients through some of the darkest of times, showing compassion, care and support until the end of their life.

Her nominator wrote of Dr Briggs' warm personality which makes her so loved by many. This doctor's role is about helping people come to terms with their condition and accept, cope and live well with their illness.

This support is also invaluable to clinicians who, when a patient's medical condition is not reversible, have another route of referral for support which is approachable, warm and understanding.

Dr Briggs has secured the ongoing development of clinical psychology into areas such as Oncology, Haematology, Trinity Hospice, the Cardiac Unit, pain management and the new Adult Cystic Fibrosis service.



## Clare Edgar, Medical Records Team Leader:

Clare's tireless work ethic and being an advocate for her department and the Trust as a whole are just two of the reasons she was nominated for an award.

She was described by one of her nominators as the kind of manager everyone would like to work for.

She is approachable and supportive to members of her team and shows care and compassion to patients and their families when managing the Macmillan Unit.

Clare will often go out of her way to spend time talking with patients and family members, offering them drinks and generally looking after them in order to make them feel as comfortable as possible under often difficult circumstances.

Clare is so passionate about this area that she has recently been successful in securing a position as a volunteer cancer buddy for the unit.

## Lorraine Tymon, End of Life Facilitator:

Lorraine works unremittingly to provide fantastic care to end-of-life patients across the Fylde coast.

Working both within the hospital setting and in the community, she builds connections with teams and local businesses to encourage lateral thinking to make a difference to people who are at the end of their lives.

This was particularly evident in the work she co-ordinated for last year's Dying Matters campaign when Lorraine organised a team of people from the hospital, community, hospice, charities and local businesses to put on events to get the public to interact and engage with end-of-life care.

Lorraine was described as someone who is highly motivated and truly understands how to communicate with patients and their families during the most difficult of times.



# Innovation and Service Improvement

This award is kindly sponsored by... 



## Cellular Pathology:

Lung cancer is one of the most prevalent forms of cancer and, thanks to changes in the cellular pathology department, in-house testing has now reduced turnaround times for results.

Several new tests have been brought in to the department's repertoire to assist in the treatment of non-small-cell lung carcinoma and tests which were previously sent to another laboratory are now undertaken on site.

This has drastically cut result waiting times from 10 days to less than five meaning that patients can begin treatment earlier where necessary. From the beginning of January 2019 the average turnaround time is now two days which is testament to the mammoth undertaking by the department and the real vision and commitment shown by the manager, biomedical scientists and consultants.

## Home First Project:

Developed without any additional resource, this initiative is allowing patients to leave hospital earlier but still have the support of skilled staff.

The project is based on the ethos that if a patient is admitted from home they should be discharged back to their home and assessment to long-term needs should be done at home. While this is carried out the patient's hospital bed is held open for two hours to allow readmission if necessary.

Therapists meet the patient at his or her front door after they are taken home by the Red Cross. An assessment of the person's needs is carried out and any community referrals are made as appropriate. The system saved 840 bed days during an eight month period and only 7.5 per cent of patients were readmitted.



## IDVA and ISVA Service:

Blackpool is the first Trust to host an Independent Domestic Violence Advisor (IDVA) and an Independent Sexual Violence Advisor (ISVA) service.

This helps victims access rights and services and gives them a people-centred, positive approach to preventing abuse and rebuilding their lives. Having a dedicated, bespoke service means patients are fully supported and do not have to keep retelling their story to different organisations or professionals and clinicians have a service to refer people to.

This positive work has been recognised nationally with the team being invited to speak about best practice at national conferences.

## Fleetwood District Nurse and Project Team:

This team have effectively installed an automated case-load scheduling system which allows staff availability to be matched to patient need.

The Malinko system makes sure staff have safe and manageable workloads and ensures the right staff with the right skills attends

a patient at the right time.

The team have also embraced the Agile Working System which enables clinical staff to access the full GP system from any location negating the need for a clinician to keep returning to base to access records. The team have encountered many challenges



with this new way of working but found compassionate solutions and embedded the projects aims.



# Employee of the Year

This award is kindly sponsored by...



## Jackie Brunton, Lead Cancer Nurse:

Described as a role model who works tirelessly to ensure the visions and values of the Trust, Jackie is described as being extremely passionate and motivated and keen to facilitate positive staff development.

She was praised for her ability to build a rapport with staff and quickly and spontaneously build good relationships with key organisations to create and develop opportunities within cancer services.

Jackie has led on many initiatives and developments to make improvements to cancer and end-of-life care including the expansion of the Macmillan Information and Support Centre and has supported bids to secure funding to expand the local cancer workforce.

She was hailed as an inspiration to all staff and someone who ensured that excellence is provided to all people affected by cancer.

She was also praised for her compassion shown to colleagues, helping promote the health and wellbeing of staff.

## James Earle, Team Leader, Central West Hub:

Listening to staff, encouraging positivity and valuing every member of department have helped James build a better working environment and provide a seamless service for patients.

Leading by example, James regularly goes out on home visits with staff to help find ways to improve the service and keep in touch with patient care.



He is said to be approachable and self-deprecating, ready to interact with staff and seeing himself as 'just another member' of the team.

Since taking over the team-leader role, James has turned the Hub into a power-house of activity which has set a benchmark for other teams to follow.

He is a manager that is said to be extremely well-liked and respected by his team.

## Michelle Forsyth, Skin Cancer Care Co-ordinator:

Enthusiasm and drive are two of the qualities that make Michelle so successful within her role.

She works in the community to develop skin awareness and has developed excellent relationships within the charitable sectors and has become an ambassador for Skcin Charity who supply resources and sun cream to schools undergoing training.

In fact, she has been described by the charity as arguably one of their most proactive ambassadors.

Michelle has developed innovative ways to promote skin cancer prevention including videos, working with lifeguards on Blackpool beach and attending school sports days and fairs.

She has dedicated much of her time to promoting safe sun messages and, through this, has encouraged people to access care and get skin issues dealt with. She is also teaching children sun care skills that will help them in the future.





# Volunteer of the Year

This award is kindly sponsored by... **G2 SPEECH** & **BEAVERBROOKS**  
DOING MORE WITH SPEECH THE JEWELLERS

## Blood Runners:

The Blood Runners are a team of dedicated volunteers who take blood samples from Outpatients, Macmillan and the Haematology Oncology areas to the hospital's Pathology Unit.

This service cuts the time patients have to wait for test results and can potentially mean treatment can begin quicker.

Pathology has a target turnaround time for urgent samples of 60 minutes and this is now being outperformed thanks to the help of the volunteers.

Before the volunteers took over this role, staff members, who were often busy in clinics, had to take the samples to pathology which could delay clinics and increase patient waiting times.

The blood runners' nominator praised the job the volunteers do. Their friendly and approachable manner was acknowledged and this simple but effective idea was praised for exceeding everyone's expectations.

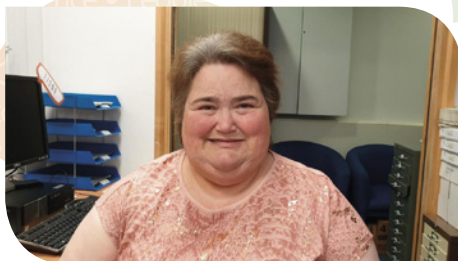


## Alma Kitsberg:

Described as a 'joy to be around,' Alma does a number of volunteer roles in the hospital and nothing is too much trouble.

She is a member of the Listeners, the Influence Panel and also part of the Macmillan team.

She is a positive, committed and caring person who has amazing empathy and compassion when dealing with patients.



Alma enjoys speaking to patients of all ages and from all walks of life and understands that each individual's journey is different and the effect illness can have on everyday life.

Because she has this empathy she can make a difference to a patient's hospital stay by either helping them with any problems or just having a chat with someone who does not have many visitors.

She is an amazing volunteer who can lift the spirits of patients and staff and pitch in to help when extra hands are needed.



## Patient Cancer Care Improvement Group:

This group was formed to ensure the Fylde Coast Cancer Steering Group had a patient and carer presence to help the group with effective decision making.

The cancer care group has been working with Blackpool Transport to help produce a bus timetable for patients who need to get to the hospital for their cancer appointments.

They have also worked with NHS England and the hospital's Patient Experience team to design information packs for cancer patients and set up support groups to help improve the health and wellbeing of people affected by cancer.

This group are ensuring cancer care is a two-way conversation and are making a significant difference to service improvements across the Fylde coast.

# Blue Skies Award



## Martin Gillan:

Health Care Assistant, Martin Gillan works in the Haematology and Oncology Unit and is well known by patients on the unit for his cheerful personality and caring nature.

He has been nominated for this award as he is extremely passionate about Blue Skies Hospitals Fund and, over the past few years, has spent much of his free time volunteering at events with the charity. He dedicates a lot of time and energy into helping promote Blue Skies charity.

Martin also organises a big Christmas Raffle each year to raise money for the Haematology and Oncology Unit.

He is a wonderful ambassador for the charity and for the volunteers that he manages on the unit. The hospital would certainly be a duller place without him.

## Neonatal Department:

If a new-born baby needs extra help or is born prematurely; parents, friends and family can be sure the Neonatal staff will use their caring expertise to guide them through their journey.

The team are also proactive in fundraising every year through bake sales, raffles and tombola's with World Prematurity Day a big calendar event for them.

They are always looking at how they can make the unit the best it can be for the parents and the babies who need medical care after birth.

It is a forward thinking unit, always looking for new ideas to help babies and their parents on their neonatal journey, such as providing iPads for mums who cannot visit their babies so they can interact with them electronically.

Their ultimate aim is to provide the best care for the whole family while making the neonatal environment as inviting and comfortable as possible through what can be such a difficult and stressful time.



## Orthopaedic Team:

The Orthopaedic Team is a perfect example of a department going the extra mile for their patients.

Sister Louise McGuinness and Sister Natalie Parr were nominated for holding a number of fundraising events every year, from an Aquapark Funday to cake sales on the mezzanine to Louise having her head shaved to raise funds.

They're incredibly committed to raising money to improve patient care in their department and are currently raising cash to create an orthopaedic, dementia-friendly garden at the hospital which will ensure their patients have a safe outdoor environment to visit and somewhere for physiotherapists to take patients for some gentle rehabilitation.

The ward sisters are amazingly hard working and are an inspiration to everyone at the Trust



# Weightmans' Patients' Award

This award is kindly sponsored by...

Weightmans



## Janice Booth, Rheumatology Nurse Practitioner:

Described as an extraordinary nurse, Janice is dedicated to looking after her patients.

Her nominator commended Janice for providing excellence at all times with her individualised care and attention.

Nothing is too much trouble for this rheumatology practitioner who is loved and respected by all her patients. She was described by her nominator as being a positive and proactive member of the department.



## Critical Care and ITU:

A patient nominated the Critical Care Unit for its professional and dedicated approach to helping some of the sickest patients in the hospital.

He commended the team for their caring attitude to both the patient and their families, keeping them informed at all

times in what is often the worst, most stressful days of their lives.

The nominator also praised the follow-up care received from the rehabilitation team which he described as 'fantastic and thorough'.

The commendation said the Trust should be proud of this team which delivers high-tech emergency care on a daily basis with amazing professionalism.



## Aoife Healy, Dietitian:

Confidence and trust were two of the main ingredients that this dietitian gave to her nominator.

The patient had lost all mobility and was having to use a full body hoist to get in and out of bed when she first met Aoife.

There was no clear diagnosis and the patient did not feel she was getting the support she required.

But then she was referred to Clifton Hospital and onto the books of Aoife and everything changed.

Aoife worked without judgement or criticism to help the patient gain weight, strength and mobility. A few weeks later the patient was able to be discharged and walk out of the hospital.

Her nominator said Aoife was more than exceptional, she gained her trust and respect and left no stone unturned in her determination to save people's lives.



## Charlene Lee- Thornton, Mental Health Nurse:

Being valued and respected in a non-judgemental way led to a patient nominating mental health nurse, Charlene, for this award.

The patient praised the wonderful service she received which, she said, excelled from the first contact.

She said Charlene listened to her and fulfilled any promises she made.

"She stuck with me and got access to the support I needed to get well.

She helped me find the me I thought had gone. She didn't judge, condemn or criticise," the citation read.

"She cleared a path for me to better health and paved it with dignity."



# Thanks to our event sponsors

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## Category Sponsors



## Special thank you to our... Media Partners





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The Charity for Blackpool Teaching Hospitals  
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CONGRATULATIONS TO ALL NOMINEES  
AND AWARD WINNERS. WE HOPE YOU  
ENJOY YOUR ONE MOMENT!

We hope you enjoy the evening and thank you for your continued support.

Keep up-to-date with pictures during the evening on our social media:

Facebook: <https://www.facebook.com/BlackpoolHospitals>

Twitter: <https://twitter.com/blackpoolHosp>

Instagram: <https://www.instagram.com/blackpoolteachinghospitals/>  
and by using the hashtag [#BTHOneMoment](https://twitter.com/blackpoolHosp)

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