



Dear colleagues,

Please find our weekly update covering activity at Blackpool Teaching Hospitals NHS Foundation Trust.

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Positive

COVID VIDEO UPDATE



For those of you who avidly following our video updates from the Trust's Medical Director, Dr Jim Gardner, his latest episode can be viewed [HERE](#).

In this latest update, Dr Gardner reflects on the falling number of Covid cases both in the Trust and local communities.

He also touches on what to do for anyone who might be experiencing side-effects from their vaccination which includes

contacting their GP, pharmacist or calling NHS 111 instead of visiting the Emergency Department at Blackpool Victoria Hospital.

PODCAST

If you prefer to listen into the update, a podcast of Dr Gardner's update is now available [here](#) and also from podcast apps including Spotify and Google Podcasts.

Did you know that in 2019/20 75,000 people visited A&E with a further 29,000 people needing urgent care and 118,000 'walk ins' – where people turn up for care.

This week there has been an 11% increased in people attending the Emergency Department at Blackpool Victoria.

Please remember to use NHS 111 or visit your GP – you can find more information and advice [here](#).

SPOTLIGHT ON CLIFTON HOSPITAL

Over the coming weeks we will be publishing a short series of interviews focusing on Clifton Community Hospital in St Annes, highlighting how things have changed in what has been a challenging year for everyone.

The first of this series features a great chat with Courtney Bickerdike, who has been Clinical Matron at Clifton for 11 years.

Speaking about the impact of Covid, Courtney said: “At the moment, Clifton doesn’t feel the same as it did before Covid. All of the day rooms are closed to patients and we have had to temporarily suspend our many patient activities such as armchair Zumba, exercise classes, Carers’ Café, Pets As Therapy dog visits and our usual public fairs. But I know we are all looking forward to reinstating these and getting back to normality.”



To read more on some of the changes at Clifton Hospital over the past 12 months, please [CLICK HERE](#)

People Centred



TRUST APPOINTS NEW LEAD CANCER NURSE

Experienced nurse Jessica Jones has been appointed as Lead Cancer Nurse at Blackpool Victoria Hospital.

Jessica has worked at the hospital for 15 years, most recently as Macmillan Clinical Transformation Lead, where she led and supported the clinical teams to deliver personalised care for patients

including the implementation of Personalised Stratified Follow-up Pathways.

As Lead Cancer Nurse, she will work with clinical teams to improve the outcomes and experiences of people who have been affected by cancer.

She said: “After 15 years supporting people affected by cancer at Blackpool Teaching Hospitals it’s really an honour and privilege to take on this role.

“I’m looking forward to working alongside our clinical speciality teams to support improvements in cancer care.

“We have some very skilled cancer specialist nurses and support workers and their contribution to patient care is invaluable. I’m keen to ensure they continue to feel valued and supported to deliver safe and effective care to cancer patients.”

Jessica takes over from Jackie Brunton, who worked as Lead Cancer Nurse for four years and is now focusing on the Trust's End of Life and Bereavement Care services.

Jackie added: "I've been privileged to work as Lead Nurse Cancer and End of Life for four years, and equally proud that we will now have dedicated and much-needed roles for cancer and end of life.

"These roles, along with other significant investment to palliative care, bereavement and cancer services teams, bring great opportunities to continue to support the development of these services and the care we provide to be the very best they can be for our community. I look forward to supporting Jess in her role – she will be fantastic."

TONY WARNE TAKES NEW ROLE

Professor Tony Warne, Non-Executive Director at Blackpool Teaching Hospitals will be leaving the Trust to take up a new position of Chairman at Stockport Hospitals NHS Trust.

While at the Trust, Tony has been an integral part of the Board, providing great insight and forward thinking to the business of the organisation. His main role has been in supporting the Quality and Clinical Effectiveness Committee during his tenure.

Speaking about Tony's departure, Chairman Steve Fogg said: "Tony has a long and successful career in health and social care and I would like to thank him for his time spent on the board and wish him well in his new role."

Tony will take up his new role on May 1.



Excellent

VACCINATION TEAM MEMBERS 'GO THE EXTRA MILE'



Two members of the school-age vaccination team based at St Annes Health Centre have been praised for their work supporting a child attending a flu clinic.

Rachael Nurse and Kim Williamson are based on the second floor at the Durham Avenue site, and were nominated for one of the Trust's Going The Extra Mile Awards - which highlight the incredible work done every day by staff - by their colleague and clinical lead, Beverley Watson.

Beverley explained she nominated them after they helped a child who was upset attending a flu clinic and had been unable to have the

flu vaccination.

She wrote: “They spent 30 minutes with the girl and her mum, even FaceTimed Granddad to encourage her.

“The result was she had her flu vaccination and a very positive experience too. Mum was very grateful, and the child is protected against flu. What a fantastic job they did.”

Rachael said: “We work in such a lovely supportive team, where everybody always tries to go above and beyond for our patients.

“A lot of our patients have anxiety or phobias against injections. When we can help these children overcome their fears, it really makes us feel like we have done a good job.

“We had spent a lot of time with this little girl in school, but she didn’t want to have her nasal spray. We invited her and her mum to a clinic so that mum could be with her. She was still a little unsure, but we just spent time with her reassuring her, we even had her Grandad on FaceTime cheering her on.

“Seeing how proud she was of herself after she had overcome her fear, really makes our job worthwhile.”

TRUST SAYS THANK YOU FOR SURVEY RESPONSE



The results of the 2020 NHS Staff Survey were published last month, giving all of the Trust’s staff an opportunity to have a say and influence on the way the Trust is run. The Staff Survey plays a vital role in guiding how we measure and improve our performance.

We were delighted that more than 3,500 staff members participated

in the survey and this week gifts were handed out to teams for outstanding performance and improvement rates in completing the survey.

Sharon Adams, the Trust’s Interim Operational Director of Human Resources (HR) and Organisational Development (OD) visited two teams to thank them for their hard work.

The Catering team at Blackpool Victoria Hospital went up from 19.4 per cent completion rate in 2019 to 65.8 per cent in 2020. This was an improvement of more than 46 per cent and 13 per cent higher than the second most improved team.

Meanwhile, the Medical Education Undergraduate Team had 100 per cent completion for the second consecutive year – the only team with more than 11 staff to achieve this milestone.

This year the Trust’s response rate to the survey overall rose to 49.5 per cent, compared to 46.9 per cent for the 2019 survey.

TWEET OF THE WEEK

Great to see the Trust's Podiatry team signing off UK Foot Health Week with this positive comment from a patient.



BTH Podiatry Team
@BTHPodiatry



As [#UKFootHealthWeek21](#) comes to end, I think this patient survey sums up the amazing work our podiatrists do.

NHS Foundation
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Service: Podiatry Service Tier 3

We would like your feedback on the care or treatment we give you any time you use our services, so we know what is working well and what we can do to improve.

The survey, called the NHS Friends and Family Test, takes seconds to complete and you can say what you think without giving any personal details.

1. Thinking about your Community Appointment, overall how was your experience of our service?

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
<input checked="" type="checkbox"/>	<input type="checkbox"/>				

EXCELLENT

2. Please can you tell us why you gave your answer?

Superb treatment from Podiatry
They have saved my father's
life and leg. You're the
best!!!

3. Please tell us about anything we could have done better?

Podiatry are the BEST!
Thank you Thank you

Please tick this box if you DO NOT wish your comments to be made public

Please see

2:35 PM · Apr 16, 2021 · Twitter for iPhone

POSITIVE COMMENTS

Sophie has been in touch to say thank you to Katy in the Children's Assessment Unit:

I would like to say a massive thank you to a nurse on the children assessment unit (Katy) on Tuesday 13th April around 6pm. This lady was the most polite, happy person I have seen in the Vic. Please pass the comment to the amazing woman, nurse Katy. From Lilli Mae's parents.

Natalie has sent this message for the Oncology Team

I just want to say a massive thank you to Oncology again yesterday I have had chemo and getting a canular in is never easy.... so thank you to Kate, Richard and especially Helen for always making me feel so relaxed during this time. Much love Nat xx

Thank you for reading this bulletin. If you have any comments or questions, or would like to know more about any of our services, please get in touch via telephone on 01253 300000, through our [online contact form](#), or via post at Blackpool Teaching Hospitals NHS Foundation Trust, Trust Headquarters, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool, FY3 8NR

