



My name is Pete Murphy, the Trust's Director of Nursing, AHP and Quality. I've asked to be a guest writer for the week, and I want to use this opportunity to dedicate my introduction to all Nurses, Midwives and support staff and reflect on the past year, in this week of the International Day of the Midwife and (next week) International Nurses Day.

So where to begin? My first sentiment is that I am truly proud to represent Blackpool Teaching Hospitals as Director of Nursing. The team is a truly extraordinary group of colleagues and throughout my time at the Trust I have been blown away with their commitment, dedication, and selflessness as we have collectively navigated all the challenges that the pandemic has thrown at us. I am deeply grateful, and wish to extend my heartfelt thank you!

I also am immediately reflecting on a most poignant 48 hours in May 2020 where one of our colleagues and friends died whilst receiving care on our Intensive Care Unit. Medical Director Jim Gardner and I had the privilege of escorting Eleuterio 'Boy' Gibela on his final journey to our mortuary. I will never forget the lined corridors representing a guard of honour on a Saturday afternoon. It had a profound and lasting effect on both Jim and I and we will never forget.

Some 48 hours later we found cause to form another guard of honour as baby Ruby and her mum and dad (Katherine and Stuart) left our Trust. This time a celebration event that witnessed a new life being set free to experience all the wonderful aspects that life has to offer.

As I reflect on these events in many ways it encapsulates the wonderful contribution my colleagues make as Registered Midwives and Nurses to society, caring from conception to end of life and care after death, and all things in between.

Never has this been more exemplified than over the course of the Covid-19 pandemic and we will never forget the contribution everyone has made as we look forward to restoring our services.

Over the last year we have also worked diligently in responding to the many challenges we faced as Trust. It has been a busy year as we have looked to reset our services, implement new systems and processes, invest in our core nursing templates and corporate nursing teams.



Amongst the highlights, the development of the COAST accreditation system is of real significance and again the Nursing and Midwifery family have been brilliant in their acceptance of the system.

We have seen tears of joy and sadness following assessment but for every rating (Gold, Silver or Bronze) a real commitment to consolidate and or improve. This response again encapsulates what makes this Trust so wonderful to work at because it is the passion of our staff and the commitment to improve that makes my job so joyful.

We also have been incredibly fortunate to receive investment for our Infection Prevention and Control team, Patient Responsiveness Team and also for the first time in our history have a [Bereavement Service](#) to support those who are dying and bereaved in those final phases of life. The SWAN model will in many ways revolutionise our end of life care and I look forward to seeing the model embedded across the Trust.

It's been an extraordinary year. One that will live on with us all, but as we reflect with sorrow for the lives lost, pride in the high standards of care we have been able to deliver and most importantly pride for the professions I represent we carry forward a sense of hope for the future.

Life will soon return to some degree of normality and as it does I want to remind myself and hopefully those who read this introduction that we have been fortunate to live through these times and contribute to the effort of response to the pandemic.

But I am also reminded that I work in the greatest profession in the world bar none and it is one of the greatest joy's in my life to work alongside so many fabulous colleagues. Happy International Day of the Midwife and Happy International Nurses day to one and all.

**Stay Safe.**

**Pete Murphy, Director of Nursing, AHP and Quality**

## **IN THIS WEEK'S STAKEHOLDER BULLETIN**

[DEPUTY MEDICAL DIRECTOR UPDATE](#)

[NO NEW COVID PATIENTS](#)

[NEW MEDICAL EXAMINER TEAM](#)

[TRUST RECEIVES ULTRASOUND DONATION](#)

[COMMUNITY MAKES AN IMPACT](#)

[FOCUS ON CLIFTON HOSPITAL](#)

[STAFF SHOUT OUT AWARDS](#)

[DYING MATTERS WEEK](#)

[GOING THE EXTRA MILE](#)

[TWEET OF THE WEEK](#)

[POSITIVE COMMENTS](#)

## Positive



### **COVID DEPUTY MEDICAL DIRECTOR'S UPDATE**

In this week's Covid update, Deputy Medical Director, Dr Grahame Goode, highlights the milestone in the Covid fight with no new Covid inpatients in the Trust. He also thanks everyone for their hard work.

You can watch the video [here](#) or listen to the podcast [here](#)

This coming Wednesday is International Nurses Day an opportunity to celebrate the almost 5,000 nurses who make up the vast majority of this Trust's workforce.

Almost every individual who visits our Trust will have had their care impacted by one of our amazing nursing staff. That includes some 400,000 outpatients supported over the past 12 months.

We want all our staff to be rewarded for their excellent care and compassion that's why we have launched the Staff Shout Out Awards. You can find out more about these awards elsewhere in this bulletin or [nominate a member of staff today](#).

## TRUST RECORDS NO NEW COVID-POSITIVE INPATIENTS

Blackpool Teaching Hospitals has thanked the public for their support after recording no new Covid-positive inpatients since Saturday.

While the Trust is still caring for four patients in hospital because of the long-term effects of Covid, we have recorded no new COVID-19 positive inpatients for the past five days.



This is a significant milestone for the Trust. Dr Grahame Goode, Deputy Medical Director, said: "This is great news and is thanks to a combination of the lockdown, the successful rollout of the vaccine which the Trust has played a major role in supporting, and everyone continuing to follow the rules.

"The Trust is continuing its plans to restore our services in a safe and timely manner, and ultimately reduce waiting lists which we all know have built up during the pandemic.

"We can see from the wider community figures that cases are very low in Blackpool, Fylde and the Wyre and we encourage everyone to follow the rules and make sure this continues."

The latest Government statistics for the area show Blackpool had 14 cases in the seven days to 28 April and a rolling rate of 10.0 per 100,000 population. In the Fylde it was five cases, and a rolling rate of 6.2; and in Wyre 14 cases with a rolling rate of 12.5.



## NEW MEDICAL EXAMINER TEAM AT BLACKPOOL TEACHING HOSPITALS

A new department has been set up at Blackpool Victoria Hospital in order to scrutinise all hospital deaths. The Medical Examiner System is a national system being rolled out across England and Wales.

The Medical Examiner team, led by senior doctors, ensure that all patient notes are reviewed, and a cause of death agreed

between the reporting doctor and the Medical Examiner.

Dr Brack, a Trust consultant cardiologist at Blackpool Victoria Hospital who is one of the Trust's three Medical Examiners, said: "Not only are we responsible for independently inspecting all the medical notes leading up to the passing of a patient, we also act as a point of contact for the bereaved family."

Medical Examiners (MEs) agree the proposed cause of death and the overall accuracy of the medical certificate of cause of death with the doctor completing it. If there are any concerns, the Medical Examiner's team will escalate these to Divisional Quality and Governance Leads and contact the Coroner, regional and national MEs teams when appropriate.

The new service ensures accuracy and identifies areas for improvement across the Trust. Carla McCaffrey, Mortuary and Bereavement Services Manager, said: "This was an opportunity to improve how we learn from patient deaths.

"The Trust is working hard to develop End of Life services, and the introduction of the ME system presents us with an opportunity to align some initiatives, such as the 'Learning From Deaths' framework and the introduction of the SWAN Bereavement Nurses and their programme of work.

"We are encouraging doctors to champion how we can learn from deaths and ultimately provide a better service for the patient and the bereaved family. We are looking to reduce the length of time families have to wait for paperwork to be completed following a death, and encourage all doctors to present themselves at the ME's Office within one working day to ensure that families and relatives do not have to experience any additional distress at a sad time."

Dr Brack added: "The service started last September, and we have streamlined the process around hospital deaths across the Blackpool Victoria and Clifton sites.

"The service gives us the opportunity to look at policies and procedures and identifies how we can improve governance and what we can do better."

## **HAEMATOLOGY WARD RECEIVES ULTRASOUND DONATION**

Blackpool Teaching Hospitals' charity, Blue Skies, have provided £18,000 worth of funding to purchase an ultrasound machine for the Haematology Ward at Blackpool Victoria Hospital.

Katie Higgins, Advanced Nurse Practitioner, explains that the new machine has already proved very useful for the department, and sped things up for the patients.

"The ultrasound machine is used to scan veins for when we're placing PICC [peripherally inserted central catheter] lines, and we're doing a lot more of those than we used to," Katie said.



“The Haematology and Oncology Day Unit has a machine but if someone on the ward needed it, it meant delays trying to get the patient to the unit. Now we’ve been able to grab the machine and go, instead of having to negotiate use of the machine and bring it across the hospital. It has been an absolute godsend!”

## COMMUNITY DONATIONS WELCOMED



Staff at the Trust have benefited from a range of donations from the community recently.

First, local Body Shop at Home consultant Caitlin Diver, who runs the A Beauty Adventure with Caitlin Facebook page, donated a number of hand creams.

The creams were sponsored by her customers, and were given to the IV Therapy Team at South Shore Primary Care Centre.

Then staff in the Extensive Care Service (ECS) were given around

40 thank you packs by members of the Blackpool Youth Offending Team. Each included Haribo sweets, a coffee latte sachet and Lotus biscuits.

Due to the pandemic, young people giving back to the community via the Youth Offending Team have been looking for alternative ways to help. They were given the gifts to pack along with a thank you note.

Karen Connelly, Service Co-ordinator for the ECS, said: “This is such a lovely gesture and we really appreciate your thoughtful gift. We all look forward to enjoying our treats!

“Thanks also to Maggy Heaton, RCN Rep for nominating the Extensive Care Service to receive the gifts.”

Both the Extensive Care Service and IV Therapy Team were nominated by Maggy Heaton of Staff Side to receive them.

## FOCUS ON CLIFTON HOSPITAL

*Our series of interviews with the key members of Clifton Hospital continues, this week we focus on Ward 4, and hear from the new Ward Manager.*

Suzanne Scholz is the new Ward 4 Manager and comes to Clifton following 10 years working in a variety of private nursing homes.

She said: “The NHS and private care homes do have similar issues, so I have hit the ground running here in Ward 4. We had a lot of patient activities in my former home which is something I am keen to reintroduce this here.

“Clifton has a really nice team of people. I have not come across one person who isn't friendly. Luckily, I have some really amazing nurses on the ward too.

“I've got lots of ideas and plans in mind as I was used to daily activities in my former job, so watch this space.

“I am really grateful for the welcome I received here and I am so pleased I came.”



## People Centred

### STAFF SHOUT OUT AWARDS

Blackpool Teaching Hospitals has launched a monthly award scheme to recognise the staff who have provided exceptional care and compassion to patients.

Members of the public can nominate a team or a staff member who has made a difference to them via the Trust website on our [Staff Shout Out Awards form](#).



Each month a selection of individuals and teams will be picked and awarded a **Staff Shout Out** certificate and Marks and Spencer gift voucher. All entries will also go into the Patient Choice Award category in the Trust's annual awards ceremony 'The Celebrating Success Ball'.

Eleanor Walsh, Head of Patient Experience at Blackpool Teaching Hospitals NHS Foundation Trust said:

“Our staff have approached the last 12 months with a sense of togetherness and compassion in the most challenging of circumstances.

“This has been reflected by the 500+ compliments our department has registered each month. Ever compliment

has an example of great kindness, professional expertise or expert patient care which has made a clear difference to the patient and their families experience.

“We want to do more with the positive feedback we get into the organisation to boost staff morale and put a spring back into their tired feet after an incredibly tough few months.”

“If you have been treated by an outstanding member of staff or team, who made your stay or appointment as comfortable and stress free as possible please tell us about it and nominate them for an award.”

The winners of the Staff Shout Out Award will be announced at the beginning of each month on the Trust’s social media profiles and in Trust communications. A Wonder Rainbow Wall is also on display in the main entrance of Blackpool Victoria Hospital, showing some of the wonderful compliments from recent months.

### **The Monthly Winners For April Are:**

Individual - Charlotte / Lottie – HCA Ward 37, Dr Oliver Hopkins- A&E, Karl – Covid vaccination centre, SSPCC Community Hub Physiotherapist, Gianluca Valentini, known as Jan

Teams – Urology Day Case, Ward 19, A&E

### **JOIN US FOR DYING MATTERS WEEK**

This week (10-16 May) marks Dying Matters week in the UK and we are asking our communities to consider what matters to them most in relation to end of life care and to tell three people about their wishes. We want to spark open conversations around death and dying, enabling plans to be put in place that hopefully ensure people get the care that is right for them when the time comes.

There will be posts and events to support Dying Matters week via Trust social media throughout the week so keep your eyes peeled and please do get involved with the conversation.

**NHS**  
Blackpool Clinical Commissioning Group  
Fylde and Wyre Clinical Commissioning Group

**Trinity Hospice**  
Supporting you through life and death

**NHS**  
Blackpool Teaching Hospitals  
NHS Foundation Trust

## Tell three people...

*The Dying Matters campaign aims to create an open culture that talks about death and where people feel able to listen and support those who are planning for end of life, who are dying and who have been bereaved.*

**Here on the Fylde Coast, we want to encourage you to think about your wishes and what is important to you and then tell three people.**

**We want to break the stigma around death and dying, the more we talk about and share our wishes the more likely they are to be realised when the time comes.**

@DYINGMATTERS      #TELL3PEOPLE      #DMAW21

## TWO WINNERS OF GOING THE EXTRA MILE



The Going The Extra Mile awards recognise hard work and dedication across the Trust either by a team or an individual. This week we have been celebrating the excellence of two members of staff.

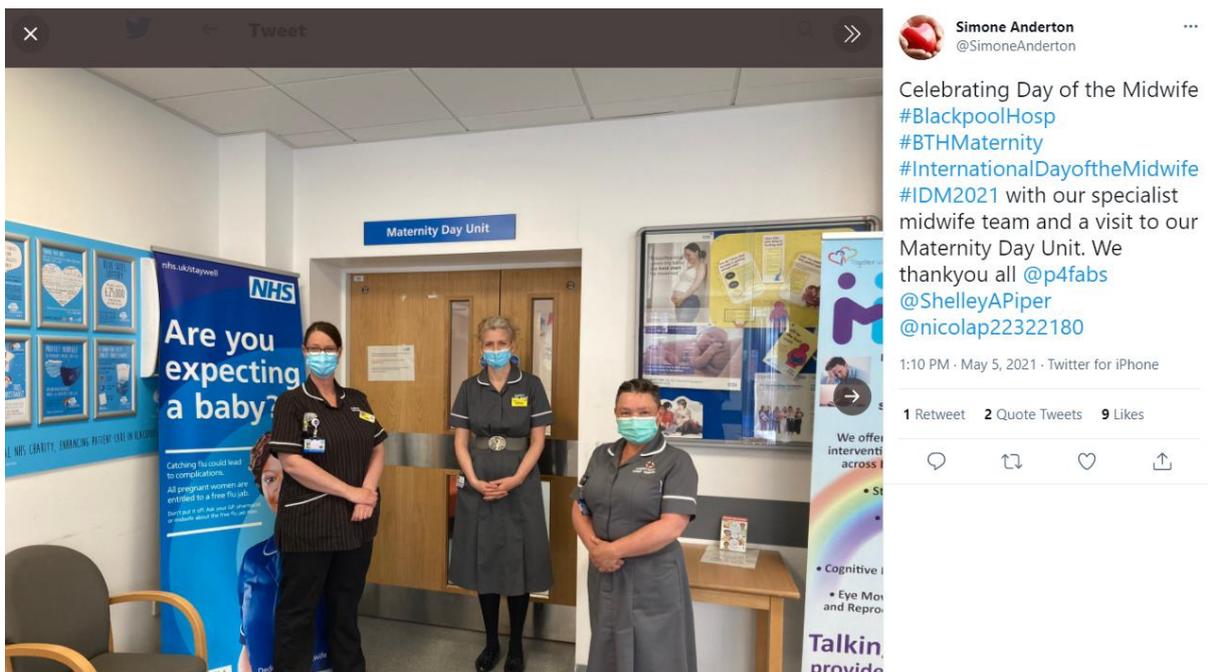
Diane Booth, Head of Children's Community Services at Whitegate Drive Primary Care Centre, who has been nominated by her colleagues for her "support in horrible times."

Meanwhile, Ahmed Gomaa, Ophthalmic Consultant at Blackpool Victoria Hospital was nominated anonymously. His nomination said: "For simply being amazing and stepping in to cover as much as possible. You are amazing—I wanted to tell you how much you are appreciated."

Mr Gomaa said: "It was such a great surprise to open an envelope on my desk and find that I was nominated by a colleague for the extra mile award! Nothing indeed compares to having a note of appreciation from the people you care about, especially when it comes as a surprise!"

## TWEET OF THE WEEK

There was lots of social media activity this week focusing on International Day of the Midwife. We could have selected any of a large number of posts, but we will give the spotlight to our Deputy Director of Nursing and Quality, Simone Anderton.



## POSITIVE COMMENTS

### Laura had a positive patient experience at BTH recently...

*'This morning I had a procedure at Blackpool hospital in the women's gynaecology unit.*

*I wanted to message to say thank you so much to the two women that looked after me! They were so caring and calmed my nerves so much.*

*One lady was called Lauren and I'm not sure of the other lady's name, I would love to know who they were so that I can thank them for the care they gave me. Thanks so much, Laura xxx'*

### New mum Kelly and baby Alfie send kind messages this week ...

*'Hi, just wanted to send you a message to pass on my Thankyou's to every single Midwife, Student Midwife, Anaesthetist, Surgeon and all other staff of the Delivery Suite and Ward D. I had a elective section on Friday 30th and everyone was so lovely and put me at ease immediately.*

*The care I received in Delivery and then on Ward D was just perfect. Nothing was too much trouble no matter how small and I felt so looked after. So a huge thank you to all involved from myself and baby Alfie x'*

**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**

