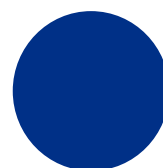


TRUST Matters

News • Awards • Membership • Governors • Information • and much more...

Annual Members' Meeting including presentation from our Parkinson's team



Wednesday 30th
October 2019

Banqueting Suite, Civic Centre,
West Paddock, Leyland, PR25 1DH

5.30pm–8pm



“There are many exciting and interesting articles inside for you to read which will bring you up to date on our recent achievements and activities. ”

Welcome to our latest edition of Trust Matters

Dear Foundation Trust Member

I am delighted to introduce the latest edition of Trust Matters, our key publication designed to keep you informed of the latest developments at our hospitals.

I would also like to take this opportunity to let you know that Sue Musson, Chairman has stepped down after two and a half years in the role at Lancashire Teaching Hospitals NHS Foundation Trust to become the Chair of the Royal Liverpool and Broadgreen University Hospitals NHS Trust and then the Chair of Liverpool University Hospitals NHS Foundation Trust when the Royal and Aintree merge later this autumn.

Sue said “It has been an enormous privilege to serve as Chair of Lancashire Teaching Hospitals, and I am very grateful to have held this role. Being offered the opportunity to deliver the planned merger of two major hospitals was the only opportunity that could have tempted me away from Lancashire Teaching Hospitals. I want to thank all of my colleagues at Lancashire Teaching Hospitals for making me so welcome and for making my time here so enjoyable. Whoever succeeds me as Chair will be very fortunate to work with our exceptionally talented and caring staff and a fantastic Board and Council of Governors. I thank them all for their support and wish them the very best for the future.”

Within this edition, you will find all the details of the Annual Members Meeting which will be held on 30th October 2019. This is an opportunity to meet governors and senior staff, all of whom would welcome hearing about your views and experiences of our services. This year the evening will include a presentation and exhibition stalls from the Parkinson’s team showcasing their work and collaboration with other services.

Please do remember to register to attend our Annual Members Meeting and presentation event; we look forward to seeing you there.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tim Watkinson'. The signature is fluid and cursive, with a long horizontal stroke at the end.

TIM WATKINSON
ACTING CHAIRMAN



Award winning midwifery team

Our caesarean section team won the Team of the Year Award in the British Journal of Midwifery (BJM) Practice Awards this year for their outstanding work to enhance the experiences for women and their birth partners. They have demonstrated how team working can not only have a positive effect on the outcomes for women and their families but on the whole working environment.

The midwifery team was also highly commended as a finalist for the Team of the Year Award in the Midlands Maternity and Midwifery Awards for all of the work that they have been doing to improve experiences for new and expectant mothers. This includes being awarded Beacon status for their birth centres, developing the Maternity Voices Partnership for women to share their feedback and ideas on the services, and more.



An inspirational union steward

Sarah Bunting, Critical Care Outreach Physiotherapist, recently received the Sarah Keilty Leadership Award from the Association of Chartered Physiotherapists, as well as being awarded with the Union Steward of the Year Award by the Chartered Society of Physiotherapy. Despite undergoing cancer treatment this year, Sarah has continued to support staff and teams in a kind, caring and confident manner.



50 years of Chorley Hospital Radio

Chorley Hospital Radio has received a certificate from the Hospital Broadcasting Association for 50 incredible years of broadcasting. Chorley Hospital Radio has now been on air for 50 years so the team received a certificate to celebrate; with one of the presenters Kathy Townsley also receiving a 50 years' service certificate, and other presenters receiving 20 and 40 year certificates.



Exceptional contribution to radiology services

Dr Stephen D'Souza, Consultant in Vascular and Interventional Radiology, has been awarded an Exceptional Contribution Award by the Royal College of Radiologists. Dr D'Souza received this award for his work as part of the national body in fields such as imaging service assessment and improvement, imaging guideline production, and audit and quality improvement.

New medical examiner role

One of our consultants, Huw Twamley, has been appointed as the regional Medical Examiner for the North West. We will be recruiting a lead medical examiner for our hospitals and appointing a team of medical examiners to work five sessions per week to ensure each death that occurs in our hospitals has independent scrutiny of the quality of care received and that every family has the opportunity to have a conversation to answer any questions they may have.



We are a top hospital

We have been named as one of the CHKS Top 40 Hospitals for 2019, a prestigious award based on an analysis of data from all hospitals in England, Wales and Northern Ireland. The CHKS Top Hospitals awards celebrate excellence throughout the UK and are given to acute sector organisations for their achievements in healthcare quality and improvement.

Faith Button, Chief Operating Officer, said: "This is testament to all of the team involved and is a reflection of the quality of our clinical coding processes, as well as the progress that we are making to ultimately improve patient experience and quality of care."



Rising Star of the Year

Andy Nixon, Clinical Research Fellow in Renal Medicine, was crowned the winner of the Clinical Research Rising Star of the Year Award at the North West Coast Research and Innovation Awards this year. Andy was nominated by Paul Brown, Head of Research and Innovation, for his commitment to research and how he has successfully integrated research fellows into the team.



Our unsung hero

Venkata Padala, Head of Enterprise Wide Applications, was presented with the IT Leader of the Year Award at the national Unsung Hero Awards this year. Ven won this award for always putting the needs of others before himself and having their best interests at heart.

Excellence in supplier engagement

We have been named as a finalist for the "NHS Supplier Engagement Award" in the NHS in the North Excellence in Supply Awards. We were nominated by the North West Blood Bikes for the fantastic relationship that they have built over the last seven years with our teams; with notable mention to Maria Burn, Analytics Manager for Pathology, who started this working relationship seven years ago.

Supporting physiotherapy students



Rachael Moses, Consultant Respiratory Physiotherapist, has been selected to be the Honorary President for the Chartered Society of Physiotherapy Student Reference Group for a two year period. The role of the Honorary President is to act in an advisory capacity and to provide support and guidance in selecting members to sit on the group for the following academic year.

Our People Awards 2019

We recently held our annual "Our People Awards"! The awards are a great way to celebrate all of the achievements of the teams from across our hospitals who go above and beyond to deliver excellent care with compassion.

The winner of our Governor's Award this year was our Parkinson's nurses who have worked hard to ensure that Parkinson's medication is delivered on time



across our hospitals. Receiving Parkinson's medication on time is vital for patient wellbeing and receiving these late can affect patients both physically and emotionally. The team has identified a need and implemented measures to improve this and in turn give patients a positive hospital experience. Anyone can nominate a team or an individual for the Governor's Award so have a think about who you would like to nominate for 2020.

♥ Championing equality, diversity and inclusion



Celebrating Eid

Our catering team held an Eid celebration this year to bring everyone together to celebrate our diverse workforce and to do our part in celebrating this important holiday. Dr Mohammed Munawar, President of the European Association of Bronchology and Interventional Pulmonology (EABIP), also hosted a special lunch to celebrate Eid and raise funds for the Rosemere Cancer Foundation. We are also currently collaborating with staff to create a full calendar of events to enable us to celebrate these important holidays and traditions.

Visiting the Quwwat Islam Mosque



Helen Williams, Alison Cookson and Jean Harris recently visited Quwwat Islam Mosque following an invitation from Khalid Ibrahim who had invited senior officers from the police, fire, ambulance and NHS to visit. The visitors experienced Ramadan at Quwwat at peak time with over 700 worshippers present and were given the opportunity to interact with

worshippers, ask questions, observe prayers and break the fast at sunset. The team were able to learn a lot from Khalid about fasting times, the Quran and the prayer ritual. Helen reflected: "It was really enjoyable, witnessing the elements of faith which were important to this section of our community (and our workforce)!"



Visit us at Preston Pride

We are thrilled to have a presence at Preston Pride again this year. Last year was a huge success and a fantastic opportunity to bring the local community together to celebrate and support inclusion and equality. It provided us with an opportunity to signal our commitment as an inclusive employer but also as a healthcare provider who supports our LGBTQ+ community.

This year, the event is being held on Saturday 28th September at the Preston Flag Market. The rainbow flag will be flying once again throughout the month of September across both sites in support of the day and we have secured a spot on Preston Flag Market where we can park our Life Bus again. As part of the celebrations we will be promoting working for our organisation, handing out some freebies, and talking to Pride goers in our community to gather their feedback on our services.

Our first Living Library

We recently held our first Living Library event; an opportunity to hear about someone's lived experience in their own words and a chance to ask those questions that you don't always get the opportunity to ask in your day to day life. Based on the Human Library concept, the event encouraged members of staff to act as "human books" and share their lived experience with other colleagues or "readers". The event was a huge success, and we are looking to run another one before the end of the year.

Staff ambassador forums

At the start of this year, we launched four staff ambassador forums (multi-faith, living with disability, LGBTQ+ and BME). These forums were decided upon as a result of feedback from our Valuing Diversity event last year, and we are already receiving suggestions of other forums which might be of use or support to our people i.e. to help colleagues who are going through the menopause for instance.

The idea behind staff ambassador forums is that they can be used to celebrate difference, provide people from minority groups with a voice, and act as a community where attendees can give each other support. The forums will encourage discussion of issues as well as suggest ways in which these issues might be overcome.

NHS rainbow badge initiative



We are launching the NHS rainbow badge initiative within our organisation. The initiative aims to give healthcare staff a way to show that their place of work offers open, non-judgemental and

inclusive care for all who identify as LGBTQ+.

The badge itself is intended to be a simple visual symbol identifying its wearer as someone who an LGBTQ+ person can feel comfortable talking to about issues relating to sexuality or gender identity. It shows that the wearer is there to listen without judgement and signpost to further support if needed. Anyone who is wearing the rainbow badge will have pledged their support to the scheme.

Incredible fundraising effort for three great causes



A group of family and friends have undergone a 32 mile walk to raise funds for our Critical Care Unit at Royal Preston Hospital, as a thank you for the care received following a recent personal experience. The team set a target to raise £1,000 initially but have massively exceeded this target with a total so far of £5,449.

Christina Shiels, daughter of Dennis Shiels, said: "Dad and his best friend Robert were due to set sail for their maiden voyage on their boat jubilee when Dad suffered a cardiac arrest at Preston Marina. We wanted to mirror this journey on land to raise funds for this incredible cause."

Generous donation to our post-mortem service



The Masjid-E-Noor Preston made a generous donation of £6,805 towards our post-mortem service based at Royal Preston Hospital for a hydraulic stacking trolley and several body storage trays.

Arif Patel, Secretary for the Masjid-E-Noor said: "The Muslim community are very grateful for the sincere and sensitive work that the department has done over the years for the deceased at a very distressing and sensitive time for the family."



Four inspirational individuals swimming the Channel

The incredible Blue Light Bathers have taken on an epic challenge to raise funds for four charities including Lancashire Teaching Hospitals Charity for MND. The team endured the 21 mile, gruelling swim along the English Channel from Dover to Cap Gris Nez in France with the aim of raising £20,000.

Turning a negative into a positive



Mark Delaney took part in the London Marathon to raise funds for the Critical Care Unit at Royal Preston Hospital, as a thank you for the care his father received on the unit when he was rushed into hospital with suspected sepsis.

Mark said: "The care that my dad received on the Critical Care Unit at Preston was absolutely brilliant. We couldn't be more grateful or speak more highly of the nurses, consultants, physios and everyone that supported us."

Charity hair grow



Eleven of the team from Millers Taxis decided to take on the challenge of not cutting any of their hair for a three month period; and were able to raise a fantastic £2,000 for our Baby Beat Appeal.

Tony Abraham, Director of Millers Taxis, said: "Baby Beat is a charity that myself and the whole team want to support. It's an absolutely fantastic charity and they do such an amazing and important job."

Launch of hospital charity

Lancashire Teaching Hospitals Charity is in the process of developing its own identity and hopes to launch early in the New Year.

Paula Wilson, who has been appointed to lead this new hospital charity, said: "Donations to the charity allow us to make the hospitals a little more comfortable for patients and visitors. I would like to say a huge thank you to everyone who has already contributed to improvements and advances at the hospitals over previous years. You can make a world of difference by providing

those little extras that make a stay in hospital a little more comfortable and a little less daunting."

You can donate to Lancashire Teaching Hospitals Charity via Just Giving, or by post (Lancashire Teaching Hospitals Charity, Royal Preston Hospital, Sharoe Green Lane, Preston, Lancashire, PR2 9HT).

You can also share your fundraising activities with the team at charity@lthtr.nhs.uk or **01772 52 8500**. See above for some of the brilliant donations which we have already received.

Improving patient experience



Our new Fracture and Orthopaedic Clinic

We recently held an opening ceremony to mark the improvements made to our Fracture and Orthopaedic Clinic. The new clinic, which is based within the Day Treatment Centre at Royal Preston Hospital, comprises eight clinic rooms, a treatment room, a plaster room and an x-ray room. Office facilities have also moved into the Day Treatment Centre, allowing the team to centralise medical, nursing and administrative staff into one area, which has not only made the workings of the department more efficient, but has also had a positive effect on morale. A new study facility for registrars and an office for the increasingly

busy orthopaedic spinal rapid access service team have also been incorporated into the new facility.

Karen Partington, Chief Executive, said, "We are delighted that we have been able to improve upon our previous facilities with our brand new Fracture and Orthopaedic Clinic. We are confident that this investment will improve patient experience within the department and improve the standard of care which we are providing."



New midwifery team improving continuity of carer

The Eden Caseloading Team is a pilot team that has been introduced to improve continuity of carer for expectant mothers and their families. The team has been introduced in response to the recommendations from the national Better Births review which aims to improve outcomes of maternity services in England over a five year period. A key aspect of this work is to provide continuity of carer in order to ensure safe care, a reduction in intervention and to improve maternal and neonatal outcomes and experiences based on a relationship of mutual trust and respect in line with the woman's decisions.

Patient's contribution to case notes

Tarek Hany, Colorectal Surgeon, has worked with patients to co-design a patient diary which has been piloted on ward 12 (colorectal) at Royal Preston Hospital with impressive early results. Patients are provided with a diary early in their journey to write down their feelings and experiences, and any issues or concerns that they have during their stay in hospital. The diary has been designed with patients to capture what matters most to them.

Launch of digital appointment letters

New electronic patient letters are now being issued to all outpatients who have registered a mobile phone number with us. If the digital letter is not accessed within 24 hours or no mobile number is held, then a postal letter will be automatically sent and the digital letter deleted. This new way of working will mean that patients will be able to view all of their appointment details on their smartphone, tablet or computer as well as being able to cancel or confirm the appointment in one-click.

It is hoped that the new system will help to reduce the number of missed appointments as well as improving patient's experience of booking appointments. Patients who prefer to receive a postal appointment letter will still be able to.



Our Health Day 2019

Our Health Day is an annual event to support people living with learning disabilities to improve their knowledge on how to manage their own health and have the opportunity to ask advice from healthcare professionals. This year, the day saw a mixture of



healthcare providers come together to support the day; including demonstrations by the pet therapy team, a chance to step inside the HARRI bus by Lancashire Care, and an array of interactive stalls.

PALS contact update

Our PALS team and customer care team have now joined together so that they can provide the best support possible to patients, and provide timely and appropriate responses. To contact the PALS team you can now contact

PALS@LHTR.nhs.uk or **01772 522972**.

Improving care for allergies

Our adult allergy and clinical immunology service has become a national Specialised Commissioned Centre. The service manages adult patients with allergic conditions such as drug allergies, food allergies and patients with primary immune deficiencies. There are numerous benefits to becoming a Specialised Commissioned Centre; including the opportunity to deliver cutting-edge care and innovation, access new drugs, and improve the quality of care for patients.

Endoscopy services achieves formal accreditation

Our endoscopy service has achieved a formal accreditation from the Joint Advisory Group (JAG) of GI Endoscopy for meeting the high standards required of an endoscopy service.

The accreditation is a patient-centred and workforce-focused scheme based on the principle of independent assessment against recognised standards. The accreditation is based on four key areas: clinical quality, quality of the patient experience, workforce, and training.

New method of diagnosis for new and expectant mothers

Our clinical biochemistry and obstetrics teams have developed a new service to aid in the diagnosis of pre-eclampsia; which is the first of its kind in the North West. Pre-eclampsia is a condition that affects some pregnant women. Critically, this service improvement involves the use of innovative blood tests in all pregnant women who are suspected of having pre-eclampsia. The test requires a blood sample which is analysed for pre-eclampsia markers. The use of these tests means that pre-eclampsia can now be diagnosed quicker, earlier and with more accuracy. Additionally, they are being used to assess a woman's risk of developing pre-eclampsia and to improve outcomes for both mother and baby.

Improving patient experience with generous donation

A variety of old coins have been donated to the Governor Patient Experience Charitable Fund; which were exchanged for a fantastic £365. Janet Miller, Governor, was able to investigate the worth of the old coins and have them independently valued to obtain the £365; having declined lower offers through her tenacity to obtain the most money to enhance patient experience across the hospitals. Since its launch, the fund has contributed towards a range of items to benefit patients across the hospitals. This has included televisions in various patient areas, armchairs and footstools, live music on the Critical Care Unit, and activity blankets and memory boxes for patients with dementia. Staff, patients and members of the public are encouraged to apply for funding from the charitable fund by completing an application form. All applications will be evaluated by members of the governor Patient Experience Group. For further information, please contact the Membership Office **01772 524412** or email **governor@lhtr.nhs.uk**

Improving patient experience



Improving outcomes for motor neurone disease

We recently joined the ENCALS (European Network to Cure ALS) network to create more opportunities to improve the care for patients with motor neurone disease throughout Lancashire and south Cumbria. ENCALS is a network of motor neurone disease (MND) centres in Europe that undertakes various European collaborative projects with the ultimate aim of finding a cure for MND.

The Lancashire Health and Wellbeing Board has also now adopted the Motor Neurone Disease (MND) Charter, thanks to a joint effort by people living with MND and volunteers in Lancashire, the Lancashire and South Cumbria Motor Neurone Disease Care and Research Centre at our hospitals, and the MND Association. The MND Charter is a statement of the respect, care and support that people living with motor neurone disease, and their carers, deserve and should expect and aims to ensure that everyone understands and respects the rights of people with motor neurone disease to enable them to receive the best care possible.

Do you want your voice to be heard?

Youth Voice is a group of 11-18 year olds in Lancashire who are passionate about improving the NHS for other young people. The group meet on a monthly basis on a Thursday in Health Academy 1 at Royal Preston Hospital from 6pm – 8pm. Everyone is welcome to come along and get involved in sharing their ideas by e-mailing Youth.Voice@lthtr.nhs.uk.

Fab Feedback Friday

Every other Friday, one team in our organisation opens their doors to our senior leaders and invites them to see what is going on in their area. This is an opportunity for teams to showcase what they do and the amazing work that takes place in their department.

We have seen some fantastic teams over the past few months. Our casenote scanning team showcased the work that goes on behind the scenes to upload patient records onto Evolve; with former Nursing, Midwifery and AHP Director Gail Naylor and new Company Secretary Joanne Platt having a go at the tasks. Our Parkinson's nurses gave a fantastic presentation on the work that they have been doing to ensure that patients with Parkinson's disease receive their medication on time. The team from our integrated discharge service displayed the huge impact that the team are making to improve the discharge process. And, our learning support team talked about how they are improving the support and advice available to our learners; including a new Quiet Room and workshops.



Our Health Our Care

We are working in partnership with the local clinical commissioning group and other health and care services on the Our Health Our Care programme, which is developing proposals for how and where our hospital services should be delivered in the future.

Our clinical staff have been working with a range of colleagues to develop a wide range of potential options for how this model of care could be delivered, and how hospital services could be organised and provided.

The options that are clinically viable and affordable are being further developed and were reviewed in August by the governing body of the local clinical commissioning group, which has the legal responsibility for making proposals for change. Following this review, a shortlist of options will be shared. A number of external assurance processes will run in parallel, concluding with assurance from NHS England towards the end of this year. Any proposals to make significant changes to how services are provided will then be subject to a formal public consultation.

Continuous improvement: urgent and emergency care improvement programme

We recently reviewed and redesigned all aspects of the urgent and emergency care pathway, and implemented new ways of working. All of these achievements have had a huge impact on our hospitals and for our patients, visitors and staff; including:

A sustained reduction in triage times through the creation of one joint triage system. This means that patients are able to be directed to the correct service at the first time. Paediatric triage has also now been implemented, enhancing efficiency and effective triage for children.

The emergency department work stream has adopted a continuous improvement approach and the team was successful in making an application for capital funds which enabled the

design and build of a rapid assessment and treatment space. This has significantly improved patient experience as patients are now received and handover from ambulance crews in a purpose built area.

The capital programme has enabled a separate area to be created for children and young people.

The emergency department team has also completed improvement work in ambulance handover times and has redesigned the handover process with North West Ambulance Service colleagues.



Lipid clinics leading the way

A designated lipid clinic for the central Lancashire region has been developed in which clinical biochemists and clinicians are able to assess patients and develop a bespoke treatment plan based on their findings. The unique approach enables the team to streamline these patient services.

Lipid clinics are centres where you can get specialist help if you have raised blood fats, known as lipids. They have not been formed in this way with the involvement of clinical biochemists before nationally. This means that the clinic is now made up of an integrated team who all play a direct role in improving patient care.

Volunteers needed at Chorley Hospital

The Royal Voluntary Service (RVS) is calling for local people to consider giving a couple of hours per week to support older people within Chorley Hospital. The RVS "On Ward" service currently has a number of volunteers, but more are needed to continue to reach those patients who would value volunteer support the most. Volunteers are part of the ward team, working alongside NHS staff so that the NHS can focus on patient care. To find out more about volunteer opportunities, contact Kim Snape on **01772 958 506** or via email at **lancashirehub@royalvoluntaryservice.org.uk**

Haematology collaboration

Our clinical haematology department has fully collaborated with Blackpool Teaching Hospitals to become a single department to create the Lancashire Haematology Centre, working across Blackpool and Preston. This partnership has already seen a number of benefits including; increased consultant sub-specialisation and the recruitment of additional senior staff to build a multi-professional consultant team supported by advanced nurse practitioners for the benefit of patients with blood disorders including blood cancers living across the Fylde coast, Preston and Chorley.

Our maternity stars

We are currently working with a production company called Chalkboard TV to produce a documentary series on our maternity unit! The show will follow a series of expectant mothers and their families, and showcase our amazing midwives too. The series is due to air early next year so keep an eye out for this!



Governors live on air

Pav Akhtar and Nicola Leahey recently took over the mics at Preston Hospital Radio to talk about what they do and share how they can help around the hospitals!



GOVERNORS UPDATE



Pav Akhtar, Public Governor and Chair of the Group

Membership Group

Organ Donation Week 2019

At the start of Organ Donation Week 2019, a new wall-mount has been unveiled at the Royal Preston Hospital in honour of Jordan Grant, the teenager who had signed up to donate his organs and tissues before his unexpected death in February 2012, aged just 17

Speaking at the ceremony, Lisa Grant, from Preston, described how the heartbreak of losing her son, Jordan, had changed her life forever, but she took comfort in knowing that Jordan's admirable forethought to donate his organs and tissues helped to save the lives of others.

Lisa, a former nurse at St Catherine's Hospice, now works at the Royal Preston Hospital. She also campaigns to promote the importance of discussing organ donation and end-of-life wishes with loved ones. Lisa said: "I urge everyone to please have those conversations with your family and friends round the dinner table. We lost a beautiful young man, but the positives it has brought to my family knowing what he's done for other families, words can't express it."

The wall-mount was officially unveiled by Lisa who also announced that the hospitals had agreed to a memorial on hospital grounds to allow the families of donors, transplant recipients and others whose lives have been touched by donation or transplantation. Also in attendance at the unveiling were Public Governors, Takhsin Akhtar and Janet Miller, who were joined by families of donors, transplant recipients, and the hospital's team of consultants and specialist nurses from NHS Blood and Transplant.

Organ Donation Week runs from 2-8 September. Every year a week of action is planned to shine a light on the generosity of donors and the incredible impact they have on transplant recipients. It is also an opportunity to educate, inform and inspire people, to help save and improve more lives.

Lancashire Teaching Hospitals' Organ Donation Committee organised a week of activity in Chorley and Preston. It began with the unveiling of the wall-mount in honour of Jordan, and continued with "cakes and a catch up", information stand; a giant operation game; sponsored cycle ride, raffle prizes, the raising of the NHS Organ Donation flag at full mast across both hospitals, and the lighting up of key landmarks across Preston and Chorley.

For more information please visit:

<https://www.organdonation.nhs.uk/>

Supporting the crucial role of carers

Lancashire Teaching Hospitals values the important role carers play in supporting their loved ones during a stay in hospital. This commitment to carers is enshrined in an organisation-wide Carers Charter.

The initiative guarantees carers recognition of their role; involvement in what is being done to enable them to support their loved one, and a certain degree of flexibility in arranging appointments, diagnostic investigations, and during the stay in hospital.

Takhsin Akhtar is a registered nurse and recently elected Public Governor. As a member of the Council of Governors she has a shared responsibility to represent the voice of patients and members of the hospitals. Takhsin, however, is also a full-time carer for her 10-year-old daughter, Tehreem, who has multiple complex needs which often requires long stays at the Royal Preston Hospital. The complex needs are compounded by the child's significant communication difficulties.

Takhsin, from Preston, said: "Mums, dads and carers know their loved ones inside out so we can provide a constant source of information for the multiple staff who come into contact with them."

"Not only is it reassuring for Tehreem to have me close by, but it also benefits the staff as I can assist with her personal care or eating and drinking."

Takhsin, is seeking to use her role as a Public Governor to champion the needs of carers and patients who rely on their carers. Takhsin would like to hear from other carers who use services at Lancashire Teaching Hospitals.

"Carers have invaluable knowledge of the patient that can help staff meet their individual needs more effectively. I want to hear from carers, or patients who have carers, about their experiences of using the Carers Charter. I am especially keen to hear any ideas

you have about what could be done to improve your experience when using hospital services.”

“Working with organisation’s Patient Experience and Involvement Lead, Alison Cooke, we will aim to collate any feedback and prepare a report to share with the governors in order to give some consideration to further improve the patient and their carer’s experience.”

Please email Alison Cookson, Patient Experience and Involvement Lead with your ideas: alison.cookson@lthtr.nhs.uk or telephone: **01772 522972**

To find out more about the Carers Charter, visit: <https://www.lancsteachinghospitals.nhs.uk/download.cfm?ver=10519>



Hazel Hammond, Public Governor and Chair of the Group

Patient Experience Group

Hello, I am Hazel Hammond and I have taken over the role of Chair of the governor’s Patient Experience Group (PEG). I am a newly appointed governor this year, although I was on the Council of Governors a couple of years ago, when due to work commitments I relinquished my post as I did not feel I had the time to put into the role. I would like to thank Nicola Leahey and Anne Heywood for the excellent job they did of chairing the group prior to my election.

As a Foundation Trust, Lancashire Teaching Hospitals’ standing orders permit the establishment of committees and, in this regard, the organisation has established a governor working group known as the Patient Experience Group (PEG). This group is established in order to provide a mechanism for governors to discuss and provide feedback to the hospitals from its membership and the wider public, on issues relating to the provision of services to patients, their carers and families, to consider their experiences and to make appropriate recommendations to the governing council on such issues. The group has no executive powers, but can make recommendations to the Board, through the governing council.

To me this group is a vital part of the governor role, as Lancashire Teaching Hospitals is a service provider for people all over the North West of England and therefore their views are invaluable to us! We meet bi-monthly and have a membership which includes public, appointed and staff governors. We also have a Non-Executive Director (NED) on the group, whose role within the group is to listen to the issues being discussed with a view to feeding back any patient experience issues raised by governors to the Board.

As standing agendas at our meetings we receive reports from various groups and committees in the organisation including:

- The Patient Experience Improvement Group (PEIG) via the group’s Chair
- The Patient Information Group - via the group’s Chair
- The Safety and Quality Committee - via a Non-Executive Director attending the committee
- The governor Patient Experience Charitable Fund – via the group’s Chair

Any release of monies from the governor Patient Experience Charitable Fund has to be approved by the governors. We also invite staff members to give us various presentations on matters which might affect the patient experience i.e. maternity services, car parking and STAR Safety Triangulation Accreditation visits on which a governor is present. The governors also give feedback on the “15 steps” process. This is an approach to service/quality improvement that focuses on ward (or service) ‘walkarounds’ using a ‘15 steps challenge’ that includes patients, carers, staff, and board members. The governor considers their first impressions of the ward/service from the perspective of a service user, recording how it appears, looks, sounds, smells etc. The outcomes help inform improvement actions at a ward/service and organisational level, linking into other relevant initiatives as appropriate. We also talk with patients and their relatives about their care and any issues or questions they may have. The PEG visit newly renovated hospital areas or any areas of concern regarding patient safety or patient experience.

We hope that the PEG helps us to gain an understanding of the services provided by the hospitals and the issues affecting service users, by contributing to initiatives which enhance the patient experience and by being involved in discussions on ways which improvements can be made to services as a result of feedback received from patients and their families. We are also involved in interpreting and responding to the findings of national and local patient surveys and promoting methods in which the organisation’s membership and the wider public can be involved in the improvement of issues surrounding the patient experience.

We have a dedicated email address for initial contact (governor@LHTR.nhs.uk) and would be happy to receive any thoughts or comments on your service user experience or indeed pass on any questions you may have to the relevant executive at the hospital.

I look forward to helping to improve the patient experience at Lancashire Teaching Hospitals and updating you on our work through the PEG in future editions of Trust Matters and at the Annual Members Meeting.

Contact us!

One of the most important parts of our work is to represent YOU!

Please contact us by emailing governor@lthtr.nhs.uk



Lynne Lynch, Public Governor and Chair of the Group

Buildings and Environment Group

The Buildings and Environment Group meet every two months, with the Chair of the group being Lynne Lynch, Public Governor. At present there is no deputy chair. The meetings regularly attract twelve to fourteen governors consisting of public governors, staff governors and an appointed governor. Geoff Rossington, Non-Executive Director, regularly attends and provides the group with a link to the Board of Directors. He is able to provide feedback from Board meetings and also take concerns raised at the Buildings and Environment Group to the Board.

The Director of Estates and Facilities attends the meetings which allows the group to have first-hand knowledge of building projects both current and plans for the future. The group frequently discuss issues relevant to foundation trust members. Recent examples are: concerns around car parking at both Chorley and Preston hospitals, litter and smoking, particularly at the front entrances, and hospital signage. Having the Director of Estates and Facilities in attendance at the meetings can sometimes help to resolve issues being dealt with promptly. The group has also asked the hospitals to look at the use of single use plastics for cups, milk cartons etc.

The group carry out visits to various wards and hospital departments. The most recent was a visit to the main operating theatres at Royal Preston Hospital. We received a presentation on the emergency planning measures that are in place, should the need arise. We have discussed the Birth Centre issue at Chorley and have asked what plans are in place to re-open; to date a decision has not been made.



Ask the governors

How do you communicate?

Trust member Kath Atkins asks: how do governors communicate effectively with patients and the public to keep them involved?

Face-to-face engagement between governors and members takes place at events held by the hospitals. The programmes of health seminars are – space permitting – open to members and involve clinicians sharing their expertise followed by Q&A session. Members can observe the public part of Council of Governors and Board meetings. Members can also meet governors at the Annual Members’ Meeting which, this year, will be held on 30 October in Leyland.

Pav Akhtar, Public Governor and Membership Group Chair, said: “Our Council of Governors is very active. In the last year we attended more than 140 community events in Preston, Chorley and beyond. They included health melas; pensioners’ group meetings, disability inclusion events, the Race Equality Council, community health consultations, the Youth Forum, Preston Pride, events to mark cultural festivals, as well as health promotion activities, and staff events.

“Providing a good patient experience and care with compassion is the core of what the governors work with the hospitals to achieve. Accordingly, the governors engage is a series of visits around the hospitals to ensure that we meet staff, patients and visitors regularly.”

“These events are valuable opportunities for governors to meet with members, and the public. Done well, they generate invaluable feedback to be shared with the organisation about stakeholder perception of services and patient experience. Lancashire Teaching Hospitals is on a continuous journey of improvement to services in order to meet public need and patient necessity. Governors and members can also be consulted periodically about their views on proposals.”

Pav added: “Members receive an electronic or print copy of Trust Matters magazine twice a year. It communicates highlights from the governors. The hospital’s main website carries more in-depth news. Members are welcome to identify opportunities to invite governors to attend meetings.

“We are working on further innovations to strengthen dialogue. A governor-specific Twitter handle will help members to engage across digital platforms. The content and design of governor highlights in Trust Matters magazine will look to include member views where possible.”

If you have a question, comment or idea please email: governor@lthtr.nhs.uk or call **01772 524412**

Meet a governor

Pav Akhtar was elected a Public Governor of Lancashire Teaching Hospitals in 2018. Here, he explains why he's spending time encourage people in the community to pursue a career in the NHS.

Pav Akhtar trained as a journalist before switching to a career in employment law. He spent three years in the UK working for UNISON, the public sector union. During this time he negotiated pay increases for NHS professionals, and navigated NHS staff through disciplinary processes. Pav moved on to work in industry overseas for a decade before returning to settle in Lancashire.

Explaining his reasons for standing as a governor, Pav said: "I had brought my mother to her physio appointment in the hospital and was sat in the waiting room. That's when I saw an advert for the Council of Governor election. I decided to apply because I believe it's important to have a voice in your local health service."

"We will all need our hospitals at some point, but being a governor means that I can also help inform strategy so that it takes account of people in the community and patients in the hospital."

Since his election, Pav has championed a number of causes. One has been to work with local schools to highlight the different job opportunities in the NHS. He explained his reason why: "All governors have areas of personal interest. One of mine happens to be connected to the time I spent in industry creating good jobs and promoting workers' well-being."

"When I became a governor, I was surprised to learn how many vacancies there are in the NHS. I was even more surprised when I saw how many jobless there were in the same communities our hospitals are serving. I really believe that a good job can lead to better health and well-being. A secure job can also go some way to tackling social and economic inequalities too."

"I care about equality, inclusion and the distribution of benefits from a good job which an organisation like Lancashire Teaching Hospitals can offer. I met with the Widening Participation Manager, Jackie Higham, who told me the hospitals offers 650 placements in (non-)clinical NHS roles. The hard bit was getting good candidates to sign up, especially those from under-represented communities."

"I didn't need to think too much about my next steps. I simply signed up to attend as many school careers events as I could manage and talked to young people about their plans, about what happens in a hospital, and signposting them to learn more about an NHS career. Whether that's as a doctor, chef, electrician, therapist, or something else, there is most likely a role for almost everyone."

To find out more, please visit: <https://healthacademy.lancsteachinghospitals.nhs.uk/work-experience> or email: workexperience@lthtr.nhs.uk

Volunteering for us

Shirley Murray, recently elected governor representing volunteers at Lancashire Teaching Hospitals, sets out the important role that the hospitals volunteers play at and how to get involved.

The two hospitals in Chorley and Preston are supported by a team of almost 700 dedicated and skilled volunteers, who give up their time to ensure that every patient's experience is the best it can be.

Last year our volunteers spent an incredible 20,000 hours providing support in a range of roles, from wayfinding and welcoming, to admin and reception.

There are also volunteer opportunities in hospital cafes and shops, as well as at the Baby Beat Appeal which is a registered charity that fund raises money to enable the Maternity and Neonatal Units at Royal Preston Hospital to have access to the latest equipment.

Sylvia Turner, voluntary services lead, said: "Volunteering is a two-way process. Our volunteers gain skills, experience and a sense of contributing to society, while the hospitals benefits from a wide-ranging group of people who really want to help others."

For the majority of volunteer roles you need to be at least 18-years-old, but there is no upper age limit.

Sylvia added: "We ask for a minimum commitment of at least three hours per week for at least six months – but we have a few very special people, like 93-years-old Kenneth Tomkinson who is our oldest serving volunteer. Ken has been helping us out as a volunteer for more than 12 years. I'm very proud of the work all our volunteers do."

For more information about the volunteers service contact Sylvia Turner on **01257 247536** or email sylvia.turner@lthtr.nhs.uk You can also visit: <https://www.lancsteachinghospitals.nhs.uk/volunteers>

Is your community group missing out?

Did you know that your governors are increasingly going out to meetings of local community groups, clubs, and charities to listen to your views about our hospitals or to talk about who governors are, what they do and how you can engage with them. If you would like a couple of governors to join one of your regular meetings for an informal presentation and discussion please contact our Membership Office via email at foundation.trust@lthtr.nhs.uk or by calling **01772 524412**.

Help us to reduce our carbon foot print!

We have more than 12,000 public members but unfortunately only 3,000 are contactable via e-mail rather than by post. Email is the most cost effective method of communicating with our membership and savings made on printing and postage can be used to enhance patient experience. It is also easier to maintain contact when members change address. It would be really helpful if members with email addresses would consider changing their preferred method of contact to email rather than post. Clearly if you do not have access to an email address then we will continue to contact you by post on important issues.

Changing is easy, please contact us by phone on **01772 524412** or email **foundation.trust@lthtr.nhs.uk**

About your Council of Governors representatives

Governors are a vital group of people, all volunteers, who work with our board of directors to ensure that local views are represented and that the people who run our hospitals consider and understand the needs of our patients and service users. Most governors are elected by our members but some are also appointed from partner organisations to make sure that their views are represented.

The governors represent the interests of members and partner organisations in the local community. They do not investigate individual concerns or complaints but will provide information to members or the public on the correct procedures to be followed.

If you would like further information about the Council of Governors or if you are interested in becoming a governor, please contact the Membership Office by emailing **foundation.trust@lthtr.nhs.uk** or telephone free on **0800 073 0663**

Our governor's photograph and profile can be viewed when you visit: **<https://www.lancsteachinghospitals.nhs.uk/governors>**.

Have any of your personal details changed?

Have you moved house or changed your email address? If so, please inform the Membership Office so that we can ensure that as much money as possible is spent directly on patient care and we can keep you in the know whilst reducing our costs and carbon footprint. Amending your details is easy just telephone the Membership Office on **0800 073 0663** or email **foundation.trust@lthtr.nhs.uk**.



Have YOU got what it takes? Are you interested in becoming a hospital governor?

How would you like to be the voice for your community and have the chance to make a difference? We are looking for foundation trust members to join the Council of Governors at Lancashire Teaching Hospitals NHS Foundation Trust. Governors are essential in making sure that the views of our wider community are taken into account in providing and developing our hospital services.

The Elections to the Council of Governors will be in March 2020 and there will be six governor vacancies available within the public constituency and two within the staff constituency. You do not need specific qualifications for the governor role; only a commitment to representing members and the wider public to the best of your ability. We will provide you with an induction programme and an ongoing training in support of the role.

Is it for me? What does a governor really do?

To find out more and if it's right for you, come along to one of our prospective governor information workshops. You'll get a chance to learn more about the role, meet existing governors, and hear about how you can make a difference. This opportunity is open to both public and staff members; the workshops will be held on:

- **Thursday 12 December 2019, 6.00pm – 8.00pm**, Lecture Room 1, Health Academy Centre 1, Royal Preston Hospital
- **Monday 16 December 2019, 10.00am – 12.00pm**, Seminar Room A1, Health Academy Centre 3, Chorley & South Ribble Hospital

To book your place on a workshop or for any further information, please contact Catherine Arrand-Green, Membership Manager on telephone number **01772 524412** or Freephone **0800 073 0663** and leave your contact details (please state your name, address and telephone number clearly) alternatively you can email **foundation.trust@lthtr.nhs.uk**

Be the voice for
your community

Governor Elections 2020

Have **you** got what it takes?

Research and education update



The first Lancashire Health Research Showcase

The first Lancashire Health Research Showcase took place recently to enable the public to find out more about what research is going on in the region and get hands on with various equipment and tools. The event was organised by Lancashire's Lay Research Group and provided a unique opportunity to speak

with experts, bust health myths, get hands-on with a human mannequin and brain-scanning equipment, build a double helix and find out how randomised control trials work.

Championing research



Steph Cornthwaite, Senior Research Nurse, has been successful in her application to join the first Clinical Research Nurse Advisory Group. As part of this group, Steph will be able to help to shape the work that the team are doing to support research nurses working on cancer clinical trials with their professional and educational needs.

Gold accreditation for work experience

We have been recognised for providing high quality work experience opportunities for the local community after receiving Gold accreditation against Fair Train's prestigious Work Experience Quality Standard (WEQS). Each year we provide over 650 placements across both Royal Preston Hospital and Chorley District Hospital in a range of clinical and non-clinical roles to help develop an individual's skills, knowledge and understanding of the NHS as well as the associated roles to help increase employability.

Improving care with artificial intelligence

We are working in partnership with LIOPA, a Belfast based artificial intelligence (AI) start up, and Queen's University in Belfast, to develop an AI-powered mobile app that translates lip movements for tracheostomy patients. This will offer an easy-to-use, accurate and cost effective method of communication between tracheostomy patients, their family members and healthcare staff which is aimed at improving patient engagement and autonomy. This system will have huge benefits for patients who are currently unable to communicate with their loved ones and carers.

Significant contributions to research

The research team, based within the NIHR Clinical Research Facility at Royal Preston Hospital, has received an award for significant contributions to the national PREP trial aimed at helping pregnant women to quit smoking. The award was given by the sponsors of the trial; Queen Mary University of London and the University of Nottingham.

Socialising the genome

We are working in partnership with Preston North End Community and Education Trust, to deliver a programme of genomics education in local schools. The programme started in May with sessions in five primary schools over a three week period. Educators from Preston North End Community and Education Trust taught the children about the basics of genomes, to cultivate their understanding and literacy in the rapidly developing field of genomics. Children were educated about heredity and DNA sequencing, and even extracted their own DNA in a fun experiment.

Genomic medicine uses an individual's DNA to predict, prevent, and more accurately diagnose disease through personalised treatment. Sequencing the genome is a real game changer for

the NHS and one of the most important medical advances of the past 70 years.



Karen Partington, Chief Executive, said: "By linking in with Preston North End Community and Education Trust, we hope that we will inspire these young children into careers within healthcare and genomics in particular; which is an ever expanding field. As the cancer centre for Lancashire and South Cumbria, as well as a leading research centre, it is really important that we are involved in such pioneering programmes. This will enable us to bring emerging treatment and approaches to local patients now, as well as break new ground in healthcare that will benefit future generations."

Our Nurse of the Year



Alison Swan, Research Nurse in the NIHR Lancashire Clinical Research Facility, has been shortlisted for the Nurse of the Year Award in the national Nursing Times Awards 2019. Alison was nominated for this award by her colleague, Nichola Verstraelen, for her commitment to research, and supporting both colleagues and patients with clinical trials. The NIHR Lancashire Clinical Research Facility recently opened and recruited to its first early phase research trial; and Alison has embraced this challenge and worked tirelessly to deliver the trial successfully.



Apprenticeship Employer of the Year

We have been awarded with the Apprenticeship Employer of the Year Award at an awards ceremony held by the Blackpool and The Fylde College. We were recognised for the hard work and support that we provide to over 100 apprentices on a programme with the college who are based across both Royal Preston Hospital and Chorley District Hospital.

Highest recruiters for international trial

We have recruited the highest number of patients in the UK into an innovative kidney cancer trial; as well as recruiting the second highest number of patients globally into this trial currently.

The trial, entitled CheckMate 914, looks into the use of a combination of treatments to stimulate the body's immune system in kidney cancer patients in order to fight cancerous cells and prevent the return of a tumour following surgery.

The trial hopes to answer the important question of whether immunotherapy treatment after surgery for high risk kidney cancer patients (those whose risk of cancer returning is about 50%) reduces the risk of this cancer coming back and increases the chances of curing the cancer altogether.



Changes within our executive team

Sue Musson, Chair, has stepped down after two and a half years in role. Sue has been appointed to chair the Interim Board of Liverpool University Hospitals NHS Foundation Trust, the name of the proposed merged organisation of Aintree University Hospital NHS Foundation Trust and the Royal Liverpool and Broadgreen University Hospitals NHS Trust. Over the past two and a half years, Sue has demonstrated her wealth of knowledge and her passion for the NHS, our patients and our staff. Until a formal Chair appointment has been made; Tim Watkinson, Vice Chair, will undertake the statutory duties of the Chair; and Ann Pennell will be Acting Vice Chair.

Jeannette Newman, Non-Executive Director, has also now left the organisation; with Tricia Whiteside having started in the role this month.

We have seen a number of other changes to our executive team over the past few months. Jonathan Wood has now joined our executive team as our new Finance Director and Deputy Chief Executive. Sarah Cullen has also taken up the role as our Nursing, Midwifery and Allied Health Professionals Director, Faith Button is now in role as our Chief Operations Officer, Joanne Platt is our Company Secretary, and Ailsa Brotherton is our Director of Continuous Improvement.

New staff car parking criteria

Earlier this year we commissioned a task and finish group to review our staff car park criteria, to make the arrangements fairer. Thank you to everyone who provided feedback, with 2,268 members of staff completing the survey.

Based on what you said, the task and finish group has made a number of recommendations which the executive team has approved. The final, new criteria are:

- 1 Staff registered as Blue Badge holders**
- 2 Staff who work a rotating 24 hour shift pattern (working overnight, or up to midnight)**
- 3 Staff who participate in a 24 hour/7 day on call rota**
- 4 Staff who are rostered to work beyond 9pm as part of their regular shift pattern**
- 5 Staff who are required to use their car for work on at least two occasions per week**
- 6 Staff whose commute exceeds 30 miles each way**
- 7 Staff who have childcare or other caring responsibilities that require them to use their car during work e.g. at lunch break**
- 8 All other staff**

Recent CQC inspection

We have now reached the completion of our CQC inspection; with the CQC noting many improvements since the last inspection. This included better compliance with mandatory training, as well as the improvements we have made in undertaking timely appraisals. The CQC highlighted many areas of improvement throughout our hospitals, including the new Rapid Assessment and Treatment Service, the children's waiting area, use of telemetry, and the mental health room in the emergency department.

Overall the CQC noted that our working culture is good, leadership is visible in most areas, staff are engaged and positive, and there is good understanding of our aims and goals. Inspectors also noted that staff are positive about the continuous improvement programme, and about their local leadership teams. So there is much to be proud of, and some issues we still need to improve. We expect to receive the full report later in the year.

Rosemere update



New Chief Officer



There has been lots of change at the Rosemere Cancer Foundation with Chief Officer Sue Thompson retiring after leading the charity for over 22 years. In her own words: "The last 22 years have been a roller coaster of a ride, but it has been an absolute privilege to meet and work with so many wonderful supporters over that time who helped us achieve

so much. Back in 1997/8 our income was just £67,000; £30,000 of which was gifted to us by what was then Preston Acute Hospitals Trust." In Sue's final year Rosemere raised £1.4m for projects that will directly benefit local cancer patients across Lancashire and South. Her replacement is Dan Hill, a member of the Rosemere team for nearly 8 years, who looks forward to taking the charity to greater heights over the years to come.



Improvements for cancer patients

Over the past few months, Rosemere has funded a variety of projects to benefit cancer patients at Lancashire Teaching Hospitals. These include funding an electro chemotherapy machine at a cost of £40,000 for cancer patients in the plastic surgery department at Royal Preston Hospital. This is a new innovative and is used for harder to treat patients whose cancer deposits keep coming back. This funding now means that our hospital is only one of a handful in the UK able to offer this new procedure.



Rosemere have also funded a variety of smaller projects for cancer patients including a monthly cocktails and canapés service on the Ribblesdale Ward. The Rosemere Cancer Centre main waiting area for patients undergoing radiotherapy treatment has gone back to nature with four giant, brand new framed photographs of natural scenes installed under a roof light which help to ensure the waiting area is pleasant and calm.



Help us continue to support cancer patients

There are numerous ways to support the work of Rosemere. Why not join them for their annual Walk the Lights event along Blackpool Promenade on Friday 4th October. Last year over 400 people took part helping to raise over £15,000! To sign up or find out more visit www.rosemere.org.uk.

Rosemere is also organising a new Food and Drink Fair at St Teresa's Parish Centre in Penwortham on 6th October with a range of exhibition stands from artisan producers from across Lancashire and Cumbria.

📷 Governor event pictorial diary



Annual Members' Meeting including presentation from our Parkinson's team

Wednesday 30th
October 2019

Banqueting Suite, Civic Centre,
West Paddock, Leyland, PR25 1DH

5.30pm–8pm

We are delighted to invite you to join us at the Annual Members' Meeting which will include a presentation from our award-winning Parkinson's Team. Everybody who has an interest in how we deliver services is welcome to come along and learn about the work we do.

At the Annual Members' Meeting you will have the opportunity to:

- Browse our information stalls about hospital services
- Enrol as a foundation trust member
- Meet the hospitals' governors
- Receive information on our governor and membership initiatives
- Meet key staff from across the hospitals
- Receive the Annual Report and Accounts
- Share your views with our board of directors and governors

Please confirm your attendance and inform us of any special assistance by:

Email: foundation.trust@lthtr.nhs.uk

Telephone: 01772 524412

Eventbrite: <https://lthtr2019amm.eventbrite.co.uk>

We do hope you can join us for this exciting event and look forward to meeting you.

Dates for your diary 2019

Your governors will also be in attendance at all of the events below.

Annual Members Meeting and Focus On Event

30 October 2019	5.30pm – 8.00pm	Banqueting Suite, Civic Centre, West Paddock, Leyland PR25 1DH
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NHS Careers Event

20 November 2019	3.00pm – 6.00pm	Education Centre 3, Chorley & South Ribble District Hospital
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If you or you know somebody that is considering a career in the NHS, come along to find out about apprenticeships, NHS careers, University paths and much more.

For more information please visit our website: <https://healthacademy.lancsteachinghospitals.nhs.uk>

Council of Governors meetings

29 October 2019	1.00pm – 4.00pm	Gordon Hesling Room, Royal Preston Hospital
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Council of Governors meetings are held four times per year and any member of staff or the public are welcome to attend.

Board of Directors meetings

3 October 2019	1.30pm – 5.30pm	Lecture Room 2, ducation Centre 2, Royal Preston Hospital
5 December 2019	1.30pm – 5.30pm	Seminar Room A1, Education Centre 3, Chorley & South Ribble Hospital

Please note that meeting dates may occasionally be subject to change. Please email company.secretary@lthtr.nhs.uk to double check Council of Governor and Board of Director meeting dates before attending.

To view **TRUSTMatters** online go to: www.lancsteachinghospitals.nhs.uk/trust-matters

If you would like to access Trust Matters in a different format (i.e. audio, plain text, large print etc.) Please contact the Membership Office via email foundation.trust@lthtr.nhs.uk or telephone 01772 524412