

TRUST Matters

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

Your Votes
have been counted

Governor
Elections 2019

Results!

See inside for new elected **Governors**

Governor event pictorial diary





“Inside, you will find the latest news from our hospitals, including an update on recent awards and achievements. None of these would be possible without the efforts of our dedicated and hardworking staff, a number of whom have received recognition for their outstanding work.”

Welcome to our latest edition of Trust Matters

There are many exciting service developments to share with you in this edition; these range from the outstanding achievements of our maternity services to the governor-led ICU hear initiative to bring music to critically ill patients. Our hospitals have been selected to join the Flow Coaching Academy, a prestigious vote of confidence for our approach to continuous improvement, and we continue to see excellent performance on our research and education activity.

It was wonderful to see so many members attending our **Annual Members’ Meeting and Focus on Renal Event** in October. The event included the formal presentation of our Annual Report and Accounts 2017/18, and showcased the outstanding clinical services provided by our renal colleagues. The evening provided an ideal opportunity for members to meet staff, learn more about renal services and hear about our plans for the future.

Winter pressures – the winter months are a time when the pressure on urgent and emergency care comes sharply into focus. A vital part of our preparation for winter involved safeguarding staff, patients, their families and visitors from flu and working with local health economy partners to plan for peaks in demand for health and social care services. Although winter pressures have been significant, our wonderful staff have managed these intense periods of unprecedented demand with great professionalism and compassion. It is particularly encouraging to note the performance improvements that have been achieved and

sustained, including significant improvements to ambulance handover times.

We have introduced an award winning pharmacy service with a dedicated pharmacy team based within the emergency department at Preston. This innovative service is being rolled out to other pharmacy teams within the hospitals and will enable patients to receive their medications more quickly.

Elections to the Council of Governors in March. A report of the results and further information about your new governors can be found on page 15. I would like to say a sincere thank you to all those members who put themselves forward to serve as a governor and to those who took the time to vote. I would also like to recognise and thank those governors whose terms have come to an end for their support and dedication.

I do hope you enjoy reading this issue of Trust Matters. If you have suggestions for articles for future editions, please email the Membership Office via foundation.trust@lthtr.nhs.uk or telephone **01772 524412**.

With very best wishes



Sue Musson, Chair.



Huge improvements made to our emergency department

We have made huge improvements to our emergency department at Preston, thanks to a £1.9m funding boost to improve facilities and increase capacity.

Developments made to the emergency department include a new rapid assessment triage space to enable ambulances to handover patients without delay, extra cubicles to treat patients with serious conditions, upgraded high acuity cubicles, a new space for frail or elderly patients, extra surgical assessment capacity, a mobile x-ray, and IT systems to improve bed management.

Karen Partington, Chief Executive, said: "We are delighted that our bid was successful and we have been able to invest this much needed money into a number of schemes to reduce ambulance handover delays, and ensure our emergency department patients can be seen and admitted promptly. This investment is particularly welcome when capital funds for the NHS have been restricted in recent times."

"We are confident that this investment will improve patient experience within our emergency department and vastly improve the standard of care which we are providing."

Lynn Sime, Matron within the emergency department, said: "This has been a real team effort from all of the staff within our emergency department, our domestic and estates staff, project management team, and IT staff, as well as local contractors D&G builders. This investment provides a much better environment and has really boosted morale, which is fantastic to see."

Our Health Our Care

The Our Health Our Care programme is a partnership made up of Lancashire Teaching Hospitals, Lancashire Care, Lancashire County Council and local commissioners, and has been looking at how to tackle the very real challenges for health and care services of increasing demand, workforce pressures and rising costs. These challenges were set out in a case for change which explains the central problem that we are trying to solve. It has been accepted by all partners in Central Lancashire that local health and care services need to change, and the case for change was approved by commissioners in December. Changes are needed to deliver our local communities the best possible patient experience that they deserve.

A new model of care has now been produced which looks at what needs to change and proposes a new way of providing services, so that we can improve quality of care for patients, and work in a way that is sustainable in the future. The new model of care looks at providing more joined up services between the different health providers and is provided around the needs of patients, meaning that care is more personalised, accessible, coordinated and delivered closer to home wherever safe and practical.

The model is made up of seven key elements:

1. Single point of access and urgent care advice hub
2. More responsive urgent care service
3. Better emergency care provision
4. More efficient critical care service
5. Separation of emergency and planned surgery
6. Modern outpatient services
7. Highly effective discharge process

The model has been approved which means we can proceed with the next stage, which is to develop options for how the model of care can be put into practice, including proposals for where services could be delivered in the future. Proposed options will need to be costed, and meet a range of requirements of NHS England.

You can read more about the Our Health Our Care programme on our website www.lancsteachinghospitals.nhs.uk



Our Health Our Care

Unique follow up clinics launched for patients

Brand new, innovative follow up clinics have been introduced to improve experiences for patients with head and neck cancers. The clinics aim to provide holistic care for the more "low risk" patients.

The traditional practice is that, following treatment, consultants review the patients for five years to ensure that they remain free of cancer. However, in the third, fourth and fifth year following treatment, the risk of cancer returning is significantly reduced. The Macmillan clinical nurse specialists in head and neck at Preston have the skills necessary to monitor patients in this way, and also to assess the unmet/undiagnosed



needs of these patients, and help patients to self-manage the long term consequences of treatments.

The model that we have chosen is a challenging one that uses advanced nursing practice skills such as developing appropriate psychological coping strategies, nasendoscopy (a test to look at the inside of the nose, throat and voice box using specialised equipment), and neck examinations

which many head and neck clinical nurse specialists do not use. Not only does it benefit patients following treatment, but also frees up the consultant team to allow them to spend additional time treating newly diagnosed head and neck cancer patients.

Flow Coaching Academy: our journey of continuous improvement

We have been selected to become a Health Foundation Flow Coaching Academy - an important step in our continuous improvement journey that will help us work towards delivering outstanding care for our patients.

Our Flow Coaching Academy, Lancashire & South Cumbria, will be one of a network of ten in the country and allows our teams the opportunity to take part in a 12 month action learning programme aimed at developing the combination of coaching skills and improvement science.

The aim of the Flow Coaching Academy is to learn how to apply team coaching skills and improvement science at care pathway level to improve patient flow and experience through a healthcare system. This will build on the considerable progress we have already made to drive change using continuous improvement methodologies, and will give staff the skills and support needed to transform patient pathways across organisational boundaries.

Karen Partington, Chief Executive, said: "This accreditation recognises the considerable expertise we have in our organisation to transform services through continuous improvement. As part of the flow coaching academy programme we will have access to even more knowledge and support to help us tackle the long standing patient flow challenges at a pathway level that we have experienced in our hospitals. As a flow coaching academy we will also be able to offer support and training to other hospitals locally and share our learning and knowledge nationally, and so help improve standards and performance."



Our local heroes

Tracy Earley, Consultant Nurse for Nutrition, and Alison Brindle, Midwife, have been named as local heroes in the 2BR Local Hero Awards.

Alison won the #Hero Award for creating and implementing the internationally recognised social media campaign – the #theatrecapchallenge. The theatre cap challenge promotes the idea of writing your name and job title on your theatre cap in order to improve recognition and personalisation of care in theatres.

Tracy was crowned the NHS Superstar for her work to improve education and training around the correct insertion of nasogastric feeding tubes. Tracy and the nutrition nursing team were also awarded with the "Patient Safety Improvement" Award at the national Nursing Times Awards for this work.



High profile, national role for our consultant

Dr Mohammed Munavwar, Consultant Chest Physician and Clinical Director for Respiratory Medicine, has been appointed as the new President (Elect) of the British Thoracic Society.

The British Thoracic Society is the largest and only specialist society for respiratory medicine and chest diseases. The society aims to improve standards of care for people who have respiratory diseases and to support and develop those who provide that care. Dr Munavwar's appointment into the post of President (Elect) provides further opportunities for scientific collaboration and advancements in care for our patients.

Accreditation for high standards in education and development

The Health Academy has been awarded with a national quality standard for excellence in education and development. The matrix standard is a quality framework for organisations to assess and measure the support that they provide for individuals in their choice of career, learning, work and life goals. In particular, the matrix accreditation looks at the information, advice and guidance offered to learners.

The Health Academy was successfully awarded the accreditation and received positive feedback specifically related to the way that the organisation is led and managed due to the clear importance placed on education by the hospitals as a whole, and the importance of the health academies in providing a facility and forum for learning.

Time to change for mental health

Leaders at our hospitals have lent their support to the national 'Time to Change' campaign with a special employer's pledge signed recently to mark the commitment. The pledge demonstrates our commitment to think and act differently about mental health in the workplace and make sure any staff facing problems feel supported.

Underpinning this is the development of a comprehensive action plan to improve awareness of mental health amongst colleagues, increase the support available in the workplace and continue to foster an open and supportive culture whereby it is as normal to talk about mental health as it is physical health.



Our own NHS star

Did you know that one of our members has been involved with promotions for the NHS many years ago? Richard Toon promoted the NHS orange juice in 1949 as the NHS was just starting out! Richard said: "I've always been very proud to have had some very early involvement with the NHS."



Innovative new team to improve patient care

We have formed a dedicated, regional tracheostomy team; following a hugely successful pilot looking at the tracheostomy decannulation potential of patients across Lancashire and South Cumbria. The team will work with a variety of key stakeholders across primary and secondary care, including inpatient teams, community care providers, GPs, commissioners and families with the primary aims of investigating potential outcomes and quality of life of patients with long term tracheostomies. This is the first team of its kind in the UK and will make a huge difference to patients with tracheostomies in our communities.

CQC inspection

The Care Quality Commission (CQC) will be inspecting our hospitals again this year, as anticipated. Our last inspection was last summer and we were rated as 'requires improvement' which is why we are being re-inspected this year.

Whilst the overall rating remains the same as the previous inspection, the majority of services at both hospitals have improved and are now rated as 'good' which is significant progression since the previous inspection in 2016, and we continue to make improvements and work towards achieving an overall rating of 'good.'

Gail Naylor, Nursing, Midwifery & Allied Health Professionals Director, said, "We are delighted that the CQC has recognised the positive changes we have made in a range of services over the past 18 months. Five out of eight services at Preston and four out of six at Chorley are now rated as 'good' which is excellent progress, and testament to the hard work of our staff to maintain care safety and quality in increasingly challenging circumstances. The CQC has also identified many examples of

outstanding practice at both hospitals, and we are proud that inspectors judged that our staff are kind, compassionate, and caring."

"We are already implementing a number of changes that will build on the progress we have made so far, and further improve the quality of care we provide. Looking to the future, we will continue to work with local partners to transform how health services are organised and provided in central Lancashire so that together we are making the best use of our workforce to provide outstanding care."

Inspected and rated by



Car parking update

We installed a new Automatic Number Plate Recognition (ANPR) system on 21 December 2018 to simplify existing carpark arrangements, provide a wider range of payment options, and because the existing system was becoming obsolete.

A number of technical issues arose during the implementation process. It also became apparent that whilst ANPR technology is widely used in carparks across the country, some people were unfamiliar with such systems, so took longer to process payments than we had predicted. Together the technical issues and lack of familiarity with ANPR caused queues to develop, and created some confusion and concern.

We have worked hard to address these issues, and have already taken a number of actions, including:

- The total number of pay kiosks at Preston Hospital has increased to eight. One additional kiosk has been installed at Preston Hospital main entrance, and several have been relocated in response to usage patterns.
- The total number of pay kiosks at Chorley Hospital has increased to six. Two additional kiosks have been installed at Chorley, one inside the ATC entrance, one outside. Work is underway to provide shelters for the kiosks that are outside.
- The Parking Eye team is providing assistance and advice to carpark users at both Preston and Chorley, between 8.30am and 8.30pm every day. We are monitoring usage via CCTV so can deploy additional staff to provide assistance should anyone need help, or if queues are forming. A phone helpline will be introduced shortly.

- The majority of the kiosks are fully functioning 98% of the time. The Parking Eye team is providing onsite technical support to swiftly resolve any issues that arise.
- Step-by-step guidance posters are being provided at the kiosks to assist patients and visitors who are having difficulty in using them. 2000 step-by-step guidance flyers have been produced and are available from reception desks.
- A software update has been deployed to all kiosks, to make the on-screen instructions clearer, and the size of the keyboard has been increased to reduce the likelihood of mistyping.
- Patients and visitors adapting to using the new system, and are accessing additional ways to pay for parking. 40% of payments now being made by card, and 600 people have signed up to online payments.

The staff car parking situation is a cause of growing stress and frustration, and many staff feel the current arrangements are both unfair and inadequate. Unfortunately, we do not have enough space for all staff who want to park on-site, due to the physical constraints of our hospitals' grounds, with no opportunity to expand. Off-site parking is also becoming more of a challenge. We are committed to doing everything possible to resolve the situation, and make as many improvements as we can. A survey has been sent around to all staff to share their views and new parking criteria for staff parking permits is being developed.

Excellence in cardiology

Dr Ian Schofield, Consultant Cardiologist, was named as a finalist for the British Junior Cardiologists' Association (BJCA) Trainer of the Year Award in a national nomination scheme, which reflects his high standards of work and commitment to training.

The British Junior Cardiologists' Association (BJCA) represents over 1000 aspiring cardiologists and cardiologists in training in the UK and shares best practice and new ideas to promote the specialty and improve the care provided to patients.

Appointment into high profile, national position

Dr Emma Baird, Anaesthetics Consultant, has been appointed into the role of Acute Pain Representative for the Faculty of Pain Medicine at the Royal College of Anaesthetists.

The Royal College of Anaesthetists is the professional body responsible for anaesthetics throughout the UK. It aims to ensure a high quality of care for patients through standards in the fields of anaesthesia, critical care and pain medicine.



Our award winning library team

Our library service has been recognised for high standards in library and knowledge services, achieving a 100% rating for the fifth year running in the annual Library Quality Assurance Framework (LQAF).

The team also achieved a Marketing Excellence Award for their work in developing their project entitled "Summer reading journey – escape with a good book" by the Chartered Institute of Information and Library Professionals (CILIP). The project encouraged users to engage with the hospital library via their fiction collection. The project was awarded with the bronze award for effective use of resources and well-designed promotional materials.

Commitment to patient safety at Chorley Hospital

Chorley Hospital has been named as a National Joint Registry (NJR) Quality Data Provider for 2017-18 for commitment to patient safety after successfully completing a national programme of local data audits. This is the second time that the hospital has achieved this accolade. The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes for the benefit of patients, clinicians and industry.



Consultant named in prestigious power list

Dr Martin Myers, Consultant Clinical Biochemist, has been named within PHARMAfield's "Pf Power List" within the category of new technologies and techniques, for his dedicated and committed approach to continuous innovation in healthcare.

PHARMAfield is a leading voice for the pharmaceutical and healthcare sectors and has published its first ever Pf Power List of people who are leading change, making a difference today and shaping the industry of tomorrow.

Dr Myers was nominated for his work on "multiple programmes of rapid technological innovation" as well as for "championing change" and "inspiring colleagues to break inertia in delivering integrated pathways".



High standards in education and training

The Royal College of Obstetricians and Gynaecologists (RCOG) has formally recognised the achievements of our obstetrics and gynaecology teams. The team has been placed within the top 10 performing hospital sites across all four nations in the categories of obstetrics training and in overall performance by the RCOG for 2018.

The awards were based on feedback gathered from national training data via the standardised Training Evaluation Forms

(TEF) which were completed by trainees across all hospitals.

The team were highly commended within the top 10 hospitals for training in obstetrics in 2017 and have gone from strength to strength since then, now being recognised within the overall performance category too.



Using music to improve experiences for critically ill patients

We have introduced the ICU-Hear initiative onto our critical care unit to improve patient experiences. ICU-Hear offers live music to critically ill patients on the intensive care unit in hospital, provided by a charity group called Music in Hospitals and Care.

The aim of this initiative is to provide a soothing, relaxing, calming and even uplifting atmosphere for patients who are critically ill in hospital. The music aims to make the critical care unit less clinical and provide a calming ambience for patients. The music is played live rather than just being played on the radio or another platform to enable the musicians to alter their tone or pace accordingly in response to the behaviour of the patient.

Holly Marland played the kora (African harp) for patients as part of the launch event, with great responses from everyone on the unit. This session was funded by the Governor Patient Experience Charitable Fund.



Recognition for patient centred care

Jennifer Dawber, Parkinson's Disease Nurse, was awarded with the Newcomer Award at the Parkinson's Disease Nurse Specialist Association (PDNSA) Awards for her management of medication training and audits; and for increasing awareness of the team and what they do.

The Parkinson's disease nurse specialist team were also shortlisted within the awards for Team of the Year for their continued commitment to patients and enthusiasm in educating all staff about Parkinson's disease across the hospitals.



National award for commitment to patient safety

Victoria Heald, Suhail Kaba, Laura Barnes and Jon Kwok from the pharmacy team have been awarded with the Patient Safety Award from the UK Clinical Pharmacy Association. The UK Clinical Pharmacy Association is a national group which aims to share and learn from practitioners' expertise and experience in the field of clinical pharmacy.

The team were awarded for their commitment to patient safety in the work that they have been conducting to pilot the provision of a pharmacy service to the emergency department at Preston. The pilot proved to be a success; providing evidence that patient safety was positively impacted through access to a pharmacy service.

High praise for our maternity services

Our maternity services have received positive feedback in an annual, national survey for 2018; demonstrating significant improvements from the year prior.

The National Picker Maternity Survey is aimed at women, aged 16 years or over who gave birth at the hospitals in February 2018. The purpose of the survey is to understand what women think of the care they have received ranging from antenatal care, labour and birth, and postnatal care.

Our results demonstrate a significant improved position for maternity services compared to the last national Picker survey and also the one prior to that. We ranked 12th out of 69 hospitals nationally. This is compared to the 2017 survey where we ranked 36th out of 68 surveyed; a huge improvement.

Notable positive feedback for the services included being offered a choice of where to have the baby, being given the help they needed by midwives, having their partner able to stay with them as long as they wanted, being able to see the midwife as much as they wanted, and receiving support or advice about feeding their baby during evenings and weekends.



Consultant Radiographer honoured for life-changing work

Tracey Ellis, Macmillan Consultant Radiographer, was recognised for the fantastic work that she has been doing to support people living with cancer at the annual Macmillan Excellence Awards.

Tracey was nominated for the Innovation Excellence Award, which recognises and celebrates the people whose vision and commitment has made a lasting difference to the quality of services offered to people living with cancer. She also received a Macmillan Fellowship, which are awarded to professionals who have set the highest standards in their area of work. Fellows gain access to increased learning and development opportunities and also contribute strategically to Macmillan's work.

Commitment to patient safety at Chorley Hospital

Chorley Hospital has been named as a National Joint Registry (NJR) Quality Data Provider for 2017-18 for commitment to patient safety after successfully completing a national programme of local data audits. This is the second time that the hospital has achieved this accolade. The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes for the benefit of patients, clinicians and industry.



Our health hero

Yakub Vali, Domestic Assistant, has been named as a runner up for a national Daily Mail Health Hero award, where he met the Prime Minister, for having a heart of gold and going above and beyond the call of duty in his role. Yakub was nominated for making a huge difference to our specialist stroke unit, and going above and beyond to help our patients.

Outstanding contributions to midwifery services

Community midwives across our hospitals and Liverpool Women's Hospital have been awarded with the innovation award for "outstanding contribution to midwifery services" at the Northern Maternity Midwifery Festival.

The team received this award for their recruitment to the Strawb2 trial, which looks at stress and wellbeing after childbirth. The aim of this study is to look at the effectiveness of self-help material given by midwives to women in preventing post-traumatic stress symptoms.

Award win for outstanding midwifery team

Our caesarean section team has won the Team of the Year Award in the annual British Journal of Midwifery (BJM) Practice Awards. The caesarean section team has won this award for their outstanding work to enhance the experiences for women and their birth partners when they undergo a caesarean section. 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 creating huge job satisfaction for every member of the team.



GOVERNORS UPDATE



Steve Heywood, Public Governor and Membership Group Chair

Membership Group

Who are we?

The Governor Membership Group includes public and staff elected governors, a non-executive director, the Membership Engagement Manager and Company Secretary who meet several times a year to co-ordinate a wide range of activities focused on continually improving how governors engage with members and the wider public.

What are our objectives?

The prime objective of the membership group is to work with and support the Membership Engagement Manager in delivering the organisation's Membership Engagement Strategy and annual plans. The strategy is currently being reviewed and will be updated every three years to ensure it remains topical and relevant to the members and can be refreshed as the governor population changes with the three year appointment cycle. The Membership Management and Engagement Strategy will be available to view on the website once it has been approved. If you do not have access to a computer, and would like a paper copy, please contact the Membership Office and they will provide you with one.

What do we do?

Discussions and actions at the group meetings are focused on five types of activity:

1. Established annual events specifically governors
2. Support of different internal events organised by the hospitals
3. Involvement in external events which are opportunities to engage with different sectors of the public
4. Internal sessions where governors can represent members' views in shaping strategy and planning of services
5. Day to day feedback on issues important to members and public

Annual events

These include the production of this Trust Matters magazine, the Annual Members Meeting and Focus On event which includes a presentation and display stands provided by one of the hospitals' clinical services, the annual Elections to the Council of Governors and the annual forward planning session with the Board.

Internal events

Every year there are numerous activities organised by different parts of the hospitals which are great opportunities for governors to improve their understanding of how the organisation works whilst meeting staff, patients and families. These cover the whole spectrum of services provided by the hospitals and often are events which recognise outstanding achievements. Examples this year include the Research and Innovation Showcase, the end of programme for Adult Nurses Degree programme, Maternity Open Day, the Valuing Diversity Conference and the launch of Youth Voice.

External events

To give all governors the opportunity to meet and engage with a wide cross section of the members and public they represent the number of external events we aim to attend is increasing in number and diversity every year. This ensures that not only are a wider range and differences of views better understood by governors but also that more people can understand the role of members and governors and become involved. Good examples of these are the annual health melas at Preston, Chorley and Leyland, Preston Pride Event, public lectures at UCLAN, Our Health Our Care public events, governor presentations to organised groups and the Mental Health Listening event at the Gujarati Centre.

Trust Meetings

Governors are routinely involved in a range of internal meetings through nominated representatives but are also engaged in larger groups on specific topics and strategies. This allows governors to input topical members views at various stages of the processes from intelligence gathered at the various engagement events they have attended throughout the year. The Patient Experience Improvement Group, the Nursing, Midwifery and Allied Health Professionals Strategy, End of Care Strategy and Clinical Governance Committee are good examples.

Day to day feedback

Whilst many of the membership group events are annual or occasional events the regular presence of governors and volunteers around the hospitals at Preston and Chorley does give the opportunity for governors to be the eyes and ears of the members and public. Whilst this is not the prime role of governors there are processes in place for governors to feed back to the relevant group when issues or concerns are recognised. These can range from specific one off health and safety issues such as obstacles or cleanliness, through frequently raised issues such as signage and smoking through to day to day support to process changes such as the new car park system. It is not the governor role to resolve the issues but their ability to feedback to the appropriate place can be invaluable.

How can you help?

Governors are always keen to listen to the views of members and the general public and would love to hear from you about any major issues or concerns you would want us to be aware of and to raise on your behalf about the services provided by the hospitals which you think would help us improve for the future and benefit other health service users. This would help governors increase their understanding of what is important to members and be a great way to supplement the information governors pick up from their engagement with members and public at events throughout the year.

Our email address for initial contact is **governor@lthtr.nhs.uk**

It would be particularly 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 we will continue to contact you by post on important issues.

Changing is easy, please contact us by phone on

0800 073 0663 or email **foundation.trust@lthtr.nhs.uk**

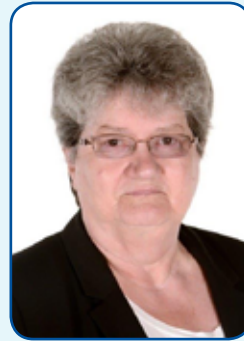
About your Council of Governors representatives

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>.



Anne Heywood, Public Governor and Patient Experience Group Chair (April 18–March 19)

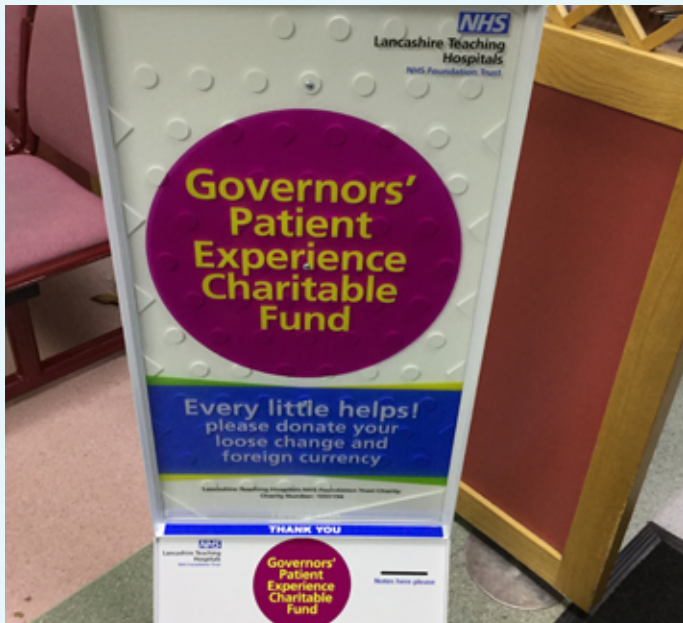
Patient Experience Group

The group meets bi-monthly and has a membership of 15 members, made up of public, appointed and staff governors. Anne Heywood was until the recent elections, Chair and Deputy Chair is Nicola Leahey. The NED (Non-Executive Director) is Kate Smyth who has recently been appointed to the position. One of Kate's roles within the group is to ask questions and make challenges on behalf of the group when in Board meetings.

The governors have been elected by you the members to represent you, so we have governors representing you on The Patient Experience Improvement Group and the Patient Safety Collaborative Group and our NED representing you on the Safety and Quality Committee.

The Chair of the group along with the Chairs from the Membership Group and The Buildings and Environment Group meet bi-monthly at The Chairs, Deputy Chairs and Lead Governor meeting to discuss any issues or concerns warranting immediate attention with the Chief Executive, Chairman and Company Secretary.

One of the duties a governor can undertake in their role is to participate in 'Star Visits', (Safety Triangulation Accreditation Review). This involves auditing both wards and clinical areas at both Preston and Chorley hospitals. During the visits, which last a couple of hours we get the chance to speak to patients and ask them their views on how their journey either as an inpatient or outpatient has been. One thing a governor doesn't do is deal with complaints or patients' concerns, but we will signpost them to the right department or pass on the information who will be able to deal with their concerns. This will also be fed back to the group at the next meeting; however we don't reveal the person's name to the group.



Relaunch of our Governor Charitable Fund

Eagled eyed visitors to our hospitals will have observed our new Governors' Patient Experience Charitable Fund boxes in the main entrances to both Preston and Chorley hospitals; which were introduced last November.

Governors took the decision to revamp our fund by renaming our charity and updating the collecting boxes. Our brilliant graphic designer, Scott Carey, took the helm and produced the new eye catching design for our boxes.

Since the introduction of our new collecting boxes we have supplied a vast range of items to enhance the experience of both our patients and visitors at both hospitals. This has included the furniture in our newly refurbished Patient Advice and Liaison Service office along with assorted toys for various children's waiting areas and resources for our dementia patients. To date, our most unusual request was

received from the staff of our Critical Care Unit who wanted to introduce live music to the unit. Funds were used to engage the services of ICU-Hear, an initiative, which arranges live music to be played for critically ill patients. The aim of this initiative is to provide a soothing, relaxing and calming atmosphere for hospital patients who are critically ill. The event we funded for our patients included musician Holly Marland who played the Kora, a West African harp.

Staff, patients and the general public are encouraged to apply for funding from the charitable fund by completing and submitting an application form. All applications will be evaluated by members of the Governor Patient Experience Group.

Completed application forms should be sent to PatientExperienceCharity@lthtr.nhs.uk



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**.

Require a different format?

TRUSTMatters is available in different versions including audio. If you require this magazine in a different format then please contact the Membership Office on **0800 731 0319** or e-mail **foundation.trust@lthtr.nhs.uk**

Contact us!

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

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

Election update

Many thanks to all of you who stood as a candidate and exercised your vote in the Elections to the Council of Governors. Elections are held annually and governors are elected for a period of three years, they are permitted to stand for three terms of office (nine years in total).

This year, 1,369 members voted in the public elections and eight governors have been elected; we are delighted to welcome back some old faces as well as some new ones.

Members can have a real say in how to shape the future of our hospitals. As a Foundation Trust member, you can get involved with a wide range of work that goes on in our organisation, from attending events to sharing your views about service development and so much more; your feedback is an important part of how we continue to make improvements.

The Council of Governors represents the views of patients, the local community and staff to influence the running of the hospitals. Governors work extremely hard to gain a greater understanding of the workings and intricacies of the NHS.

In recognition of the important role governors play, a learning and development programme is in place with training from initial induction to ongoing development. The Governing Council comprise a mix of skills and experience from all walks of life which ensures there is a balance of knowledge and a diverse range of skills and new ideas with continual learning and development for all. They attend dedicated workshops to learn more about the hospitals' finances and its plans for the development of services. The governors have special sub-groups to look at service delivery and communications with members. They also attend numerous events to encourage new members and ensure we maintain a diverse membership.

If you are interested in becoming a governor in the future, we are looking for candidates who are enthusiastic and willing to represent the views of their communities. You should have an interest in healthcare and the ability to understand how a complex organisation works. Please contact Catherine Arrand-Green, Membership Manager on **01772 524412** or e-mail **foundation.trust@lthtr.nhs.uk** if you would like to know more about the role.

We would like to give a huge thanks to all of our exiting governors; Anne Heywood, Alan Morrow, Steve Mills, Margaret Newsham, Frank Robison and Tricia Calderbank for their outstanding dedication, contributions and service to our Governing Council.

☆ Welcome to our newly elected governors

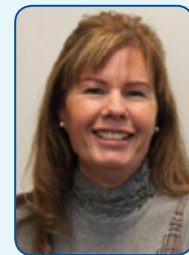
We would like to express a very warm welcome to our new colleagues on the Council of Governors elected by you, our members who voted in the March 2019 elections. People featured below have all been elected as governors. Our staff chose to elect Alison Slater as Staff Governor representing Non-clinical staff.

Please visit <https://www.lancsteachinghospitals.nhs.uk/governor-elections> for more information on our newly elected governors.



Takhsin Aktar

Public Governor.



Angela Allison

Public Governor.



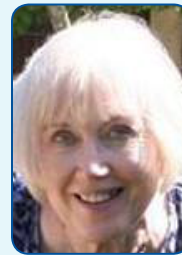
Peter Askew

Public Governor.



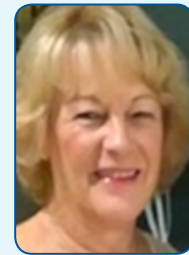
Steve Heywood

(re-elected)
Public Governor.



Trudi Kay

Public Governor.



Shirley Murray

Appointed Governor representing Volunteers.



Janet Oats

Public Governor.



Hazel Rae

Public Governor.



Alison Slater

Staff Governor.



Mike Simpson

(re-elected)
Public Governor.



Celebrating the completion of an innovative degree programme

The second cohort of students on our BSc Nursing (Adult) Programme came to the emotional end of their three-year course. In order to celebrate their achievements and look back on a fantastic three years; an event was held at Chorley Hospital with all of the students, their families, mentors, ward staff, University of Bolton lecturers and other senior members of the hospital.

The event commenced with mentors reminiscing on a fantastic three years, with a presentation given by Gail Naylor, Nursing, Midwifery and Allied Health Professionals Director, who gave

out some fantastic advice to the graduating students to take with them in their careers. Gail also presented students with an engraved, uniquely designed hospital badge, which has recently returned to the organisation. Mentors then each chose a student to award a special prize with who has stood out to them over the three year course; followed by the students awarding their mentors with prizes! There were smiles, tears and lots of laughter as the students came to the end of their course.



Championing research

Nichola Verstraelen, Operational Manager at the NIHR Lancashire Clinical Research Facility at Preston Hospital, has been successful in her application to join the 70@70: NIHR Senior Nurse and Midwife Research Leader Programme.

The programme has recruited 70 outstanding senior nurses and midwives who are committed to championing and embedding a research active culture across nursing and midwifery within

the organisation. The programme will run for a period of three years and will enable applicants to share best practice and learnings in order to drive real change across research systems and strengthen the research voice and influence of nurses and midwives in NHS provider organisations.



Promoting research and innovation

Our annual Research and Innovation Showcase took place recently, building on its tradition of showcasing the importance of research, and highlighting how our teams are at the cutting edge of contributions to furthering medical knowledge. 120 doctors, nurses, midwives, allied health professionals and research staff from across the region came along to the special event to find out more about the great work that our teams do through a variety of presentations and discussions.

Our research team were also named as the top performing site in the North West for recruitment into clinical trials last year;

recruiting over 1000 patients into clinical trials.

One trial which the team have performed exceptionally well on has been CheckMate 914; a trial looking 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 team has recruited the highest number of patients in the UK into, as well as being the sixth highest site globally for recruitment into the trial. They were also able to recruit the first patient in the UK into this trial.



Recognition for service improvements

Dr Rajesh Kumar, Associate Specialist in Anaesthetics and Pain Management, has been awarded with the NHS 70 award from the British Association of Physicians of Indian Origin (BAPIO) for his dedication and commitment to improving services for patients and other medical professionals.

The awards committee chose Rajesh for this award due to what he represents – from his long and sustained contributions of Indian doctors to the NHS and to the care of patients, to representing professionalism of the highest order and working at many senior levels since his arrival in the UK.



Significant contributions to library and knowledge services

Emily Hurt, Clinical Librarian, has been awarded with the Director of Health Libraries North Award; an annual award given to a LIHNN (Library and Information Health Network North West) member who has made a significant contribution to LIHNN or library and knowledge services in the North West.

Emily has been recognised on multiple occasions for her work to encourage staff to be research active; including designing and delivering a series of workshops to improve the way that information is used in research.



Celebrating diversity, equality and inclusion

We are one of the top inclusive employers in the country

We are extremely pleased to have been named in the Inclusive Top 50 UK Employers List for 2018. Being recognised within the list recognises the outstanding efforts of employers that are on a journey to reinforce their commitment to attracting and retaining a diverse workforce.

The list is compiled by a dedicated panel of judges, with organisations being scored on their performance in a range of areas including recruitment, training and a host of diversity related initiatives.

We pride ourselves on being an inclusive and diverse organisation, and are lucky to have a workforce full of talented individuals who originate from 94 different countries across the globe and who come from a variety of backgrounds.

Mandy Davis, Head of Diversity, Inclusion and Blended Learning, said: "Being named within the top 50 inclusive employers signals the work that we are trying to do to further enhance our equality, diversity and inclusion offer to our workforce. As an organisation, we are totally committed to enhancing our equality, diversity and inclusion offer to our people. I am excited that the work we have already undertaken signals our progression and look forward to improving on this position year by year. We want to ensure our hospitals truly celebrate diversity and champion inclusion at every level and have started our journey to achieve this through various forums and events."

Celebrating with Pride

We had a presence at Preston Pride at the end of last year, with the aim of signalling our commitment to being inclusive to our workforce but also to bring the local community together to celebrate and support inclusion and equality. This was the perfect chance for staff to speak with people in the community to gather views about the services and how to work together in the future. Furthermore, the Pride flag was raised across both Royal Preston Hospital and Chorley District Hospital sites in support of the celebrations. These flags were raised again in support of LGBT History Month in February; an opportunity to encourage conversations and reduce prejudice and discrimination through improving education around lesbian, gay, bisexual and transgender history.

Staff ambassador forums

Staff ambassador forums have recently been launched to allow our staff to share their views, discuss issues and concerns, and network with other colleagues. There are forums dedicated to different staff groups such as LGBTQ+ staff, BME staff, staff living with disabilities, and multi-faith colleagues. All staff are welcome to attend, either as a staff member who identifies as belonging to one of the aforementioned groups, or as an ally who supports equality and inclusion for all and wants to understand issues and support positive change.

Rosemere update



Second phase of appeal raises additional £842k for Ribblesdale Ward

The second phase of Rosemere's 20th Anniversary Appeal is set to reach its target of £842,000 by the end of March. This brings the total raised for a radical remodelling of the Ribblesdale Cancer Ward at Preston Hospital to a million pounds and it is hoped that work will commence as soon as plans are agreed. As the region's only dedicated cancer inpatient facility, Ribblesdale will be redesigned to include bathrooms on two of the bays, greater privacy and dignity for patients and their loved ones at end of life, a family room where patients can meet with their relatives away from the bedside and age appropriate facilities for teenagers and young adults.



Radiotherapy clinic rooms get makeover

The six clinic rooms in the radiotherapy department at the Rosemere Cancer Centre at Preston Hospital are in the process of getting a makeover, thanks to a grant of £15,000 from the Rosemere Cancer Foundation, most of which was funded by the profits from the Rosemere Coffee Shop. Use of colour on the walls, co-ordinating furniture, built in workstations and art work have turned rather cold and dated areas into more spacious, attractive and comfortable rooms in which patients can meet with members of the clinical team.



Rosemere continues to fund innovation

The Rosemere Cancer Foundation is continuing to help clinical staff at Lancashire Teaching Hospitals remain at the forefront of cancer treatment by funding innovative new pieces of equipment. A robotic ultrasound probe at a cost of £14,477 will enable our urologists to accurately determine the boundaries and depth of kidney cancers and thereby confidently use less invasive robotic techniques with less blood loss, less risk of infection and faster recovery times for patients. An investment of £40,000 in an electrochemotherapy machine will allow the establishment of an electrochemotherapy service for the treatment of previously resistant and untreatable skin cancers, providing patients with an alternative to recurrent surgery and chemotherapy.



Help us to help cancer patients

If you would like to help the Rosemere Cancer Foundation provide the best care possible for cancer patients being treated at Lancashire Teaching Hospitals there are lots of ways you can get involved. Visit www.rosemere.org.uk for details of our many events across the region this summer. Or if you have a few hours to spare and can volunteer your time we would love to hear from you. Simply call **01772 522913** or email **info@rosemere.org.uk**. And don't forget to sign up for our Walk in the Dark from Chorley Hospital back to RPH on Saturday 27th April!

Dates for your diary 2018

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

Annual Members Meeting and Focus On Event

30 October 2019	6pm – 8pm	Banqueting Suite, Civic Centre, West Paddock, Leyland PR25 1DH
-----------------	-----------	--

The annual members meeting will include a presentation and exhibition stands provided by one of the hospitals' clinical services, further details to follow.

Council of Governors meetings

29 April 2019	1.00pm – 4.00pm	Gordon Hesling Room, Royal Preston Hospital
15 July 2019	1.00pm – 4.00pm	Lecture Hall, EC3, Chorley & South Ribble Hospital
29 October 2019	1.00pm – 4.00pm	Gordon Hesling Room, Royal Preston Hospital

Board of Directors meetings

6 June 2019	1.30pm – 5.30pm	Seminar Room 9, EC1, Royal Preston Hospital
1 August 2019	1.30pm – 5.30pm	Seminar Room A1, Chorley & South Ribble Hospital
3 October 2019	1.30pm – 5.30pm	Lecture Room 2, EC2, Royal Preston Hospital
5 December 2019	1.30pm – 5.30pm	Seminar Room A1, 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 the 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