

TRUST Matters

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Happy 70th Birthday NHS



Members magazine: Summer 2018 edition

Annual Members' Meeting and Focus on Renal Event!

Wednesday 3rd
October 2018
6–8pm

You're invited

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

Lancashire Teaching Hospitals NHS Foundation Trust invites staff, Foundation Trust members and the public to attend our Annual Members' Meeting, which takes place on Wednesday 3rd October 2018 in the Banqueting Suite, Civic Centre, West Paddock, Leyland, PR25 1DH, 6pm until 8pm.

You will have the opportunity to:

- Hear from the hospital's Chairman and Chief Executive
- Access a presentation delivered by Mark Brady, Clinical Director for Renal Medicine and Consultant Nephrologist at Lancashire Teaching Hospitals
- Meet your governors
- Find out about the hospital's progress and performance over the last year, and its plans for 2018/19
- Receive the Annual Report and Accounts
- Meet staff from across the hospitals
- Put your questions to the Board
- Browse our market stalls

Places are limited for this year's event, and will be allocated on a first come, first served basis. To book your place, call the Membership Office on **0800 073 0663** or email **foundation.trust@lthtr.nhs.uk**



Hello and welcome to the latest Trust Matters magazine. Since our previous edition a lot has happened, so we have a bumper edition for you this time.

Welcome

As you will be aware from the national news, there are significant financial and service pressures on the NHS. Although we are facing these challenges, our staff continue to do a magnificent job in providing excellent care with compassion to the people we serve.

This year is the 70th anniversary of the NHS, and you can read all about the celebrations that our staff and volunteers have been involved in to commemorate this milestone event. Staff at Lancashire Teaching Hospitals have received numerous awards for their fantastic work and their commitment to patient-centred care. Most recently, we were thrilled to learn that two members of staff have been named in the NHS Confederation's prestigious list of the country's top 70 stars of health and care. As part of the NHS birthday celebrations, we wanted to take the opportunity to look back on our successes and recognise the staff who have contributed to making the NHS such an important institution for us all.

We opened a new digital CT post-mortem service at our Preston site, providing an alternative to a traditional autopsy. The service is the first of its kind in the North West and will help to reduce distress and meet the needs of grieving families.

Inside, you will find details of our Annual Members' Meeting including a Focus on Renal Services Event on the 3rd October 2018; we would be delighted if you could come along to meet our governors, board members and other staff.

Finally, thank you for your continued support and for taking the time to read about your hospitals. We are proud and delighted to be able to share with you some of our achievements. Please don't forget to register your attendance at the Annual Members' Meeting, I look forward to seeing you there.

Best wishes

Sue Musson, Chair.



Improving patient experience

Our team on ward 23 has recently created a bus stop in the ward to encourage patients with dementia to sit in a familiar place, and discourage them from walking off the ward. Staff will be able to approach anyone sat in this area to check that they are OK and help them to get back to their rooms.

The team has also created a reminiscence room for patients with dementia to make them feel more comfortable and at ease, and provide a quiet space for the individual to escape to.

Donna Peat, Matron for ward 23 said: "The work that we have been doing has been a huge team effort and has already made huge improvements to the way that we operate and the care that we can give to our patients. It is really encouraging to see the staff proactively volunteering to lead improvements and own projects – everyone is playing a part and together we are making a difference."



First hospital service to achieve national accreditation

Our finance team is the first hospital service, and one of just two NHS organisations in the UK to receive level 3 accreditation from Future Focused Finance. This accreditation reflects the high standard of professional service and expertise provided by our finance team.



Digital autopsies taking place in Lancashire

We recently opened a new digital CT post-mortem, located at Preston Hospital. This revolutionary approach to providing post-mortem examinations is far less invasive which means we are able to treat the deceased with more dignity and more quickly than with the current arrangements.

We are working with the Coroner for Lancashire and Blackburn with Darwen, Lancashire County Council and iGene London Ltd to deliver the new service which is the first of its kind in the North West.

Dr James Adeley, Senior Coroner for Lancashire and Blackburn with Darwen, said: "This is a significant advance in establishing accurate causes of death without the need for the distress of the traditional post-mortem, for families who are already grieving." Thank you to the Muslim Society for their kind contributions to this service.

Unique new learning disability service



Tracy Green and Lyndsey Wood, Learning Disability Nurses, recently joined us to improve patient experience, safety and care through support, education and

awareness amongst staff about how best to support and guide those with learning disabilities.

It is hoped that this improved care and support will mean that these patients are able to have shorter hospital stays; which will provide a much better experience for them.



Introduction of a dedicated sepsis team

We have developed a dedicated sepsis team to focus on teaching and educating staff on wards about identifying and treating the life threatening condition. The team has developed a sepsis screening and an action tool, which has been deployed throughout the organisation. This includes use of a flow chart to help assess a patient correctly and implementation of the sepsis six pathway when sepsis is suspected.

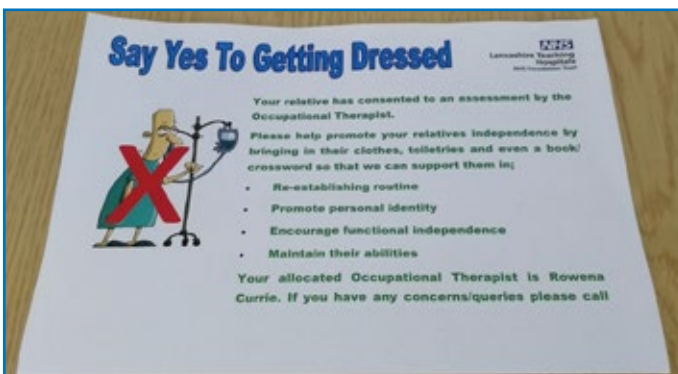
Since the team started work, sepsis screening has doubled. The team is now developing sepsis mandatory training and sharing best practice throughout the NHS.

Earlier this month, the North West Ambulance Service alerted our staff that a patient with suspected neutropenic sepsis was on the way into hospital. The NWS team commenced delivery of the sepsis six in the ambulance; and then took the patient into the emergency department at 09:42. The sepsis team and staff in the emergency department had then finished delivery of the sepsis six and administered antibiotics at 09:50; within 15 minutes of the patient's arrival.



Anaesthetic team recognised for high quality patient care

Our anaesthetic team have received the prestigious Anaesthesia Clinical Services Accreditation (ACSA) from the Royal College of Anaesthetists (RCoA). ACSA is the RCoA's peer-reviewed scheme that promotes quality improvement and the highest standards of anaesthetic service. To receive accreditation, departments are expected to demonstrate a high standard in areas such as patient experience, patient safety and clinical leadership.



Purpose 4 Purple

Kelly Gates and Nicky Ward work on ward 24 and are encouraging patients who may have a cognitive impairment such as confusion, delirium, or dementia to wear purple slipper socks in order to ensure they are easily identifiable as being potentially vulnerable, so can be approached and stopped before they leave the ward area.

Our midwife-led birth centre is a beacon site

Our midwife-led birth centre has been awarded beacon status as recognition for its high quality and patient focused approach.

Cathy Atherton, Head of Midwifery, said: "We are thrilled to have been selected as a beacon site for our midwife-led birth centre. It is important that women are cared for in the most appropriate birth setting where the care they receive can be tailored to their individual needs. The whole maternity team is committed to offering choice to women and to providing the best information to help women with their decision."



Happy first birthday to our cancer robot!

We conducted the first robotic operation using the DaVinci Xi robotic system on the 3rd May 2017 and have already performed almost 300 procedures, improving outcomes for patients throughout Lancashire and south Cumbria.

The robot provides a 3 dimensional view and the 'wristed' instruments allow much greater control and care of tissues, making it much easier for our surgeons to access parts of the body that are difficult to reach, and undertake complex procedures using keyhole incisions rather than open surgery, reducing the risk of complications and enabling a speedier recovery.

First robotic recruit into international clinical trial

We have recruited the first robotic patient into the international IntAct clinical trial, which aims to improve the outcomes of patients having minimally invasive surgery for rectal cancer.

When undergoing rectal cancer surgery, there is the potential for a leak from where two parts of the bowel have joined; called an anastomotic leak as a result of surgery where a piece of bowel containing the cancer is removed and joined back together, but does not heal properly. The IntAct study aims to identify whether new technology could help to reduce this potentially life-threatening complication.

Ioannis Peristerakis, Consultant Colorectal Surgeon, said: "We are delighted to have established one of the best performing robotic colorectal units in the UK and are proud to be currently the only robotic unit contributing to this high profile international study. To be able to combine robotic surgery with clinical trials is an exciting opportunity and a first for our Clinical Research Facility. Thank you to Rosemere Cancer Foundation for funding this life changing equipment."

First robotic oesophagectomy

We recently completed our first robotic oesophagectomy using our DaVinci Xi robotic system.

Neil Jones, 56, suffered from aggressive cancer of the food pipe, and was told the muscle between his throat and stomach had to be removed. After the surgery, Neil spent around two weeks in hospital, one of which was in intensive care, but has since made a full recovery.

Neil said: "My recovery has been exemplary, and my whole experience has been wonderful. I was thrilled when I found out I would be having robotic surgery as I'd been told that the robot could be more precise. My experience of the robot has been very positive. I would highly recommend that anyone who can have surgery done robotically does not hesitate in getting it done."

Paul Turner, Consultant Upper GI and Colorectal Surgeon, carried out this operation and said: "Everything went very well, thanks in no small part to the robot. As surgeons, it is fantastic for us to be able to bring the very latest technological innovations into the operating theatre."



Rosemere update

20th Anniversary Appeal hits £1.5m target!

Thanks to the phenomenal support of our patients, staff, local businesses and the general public, the Rosemere Cancer Foundation 20th Anniversary Appeal reached its £1.5m target in April.

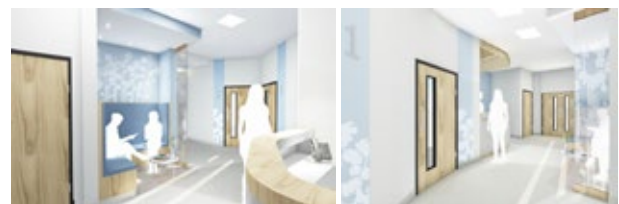
As a result of this campaign, the Da Vinci Xi robot (main picture on page opposite) has now performed almost 300 procedures on urology, gynaecology, colorectal and upper gastrointestinal cancer patients, giving them quicker recovery times, less pain and reduced risk of infection. The sophisticated equipment, the first of its generation in the North of England, has also made possible complex surgery that previously was not available in the region.



In the NIHR Lancashire Clinical Research Facility, the appeal has funded on site pathology and pharmacy facilities to make the pathway for patients on cancer clinical trials easier. Karen Jones has also been appointed as Oncology Research Co-ordinator, funded by the Appeal for two years, to help support patients involved in clinical trials and make them more accessible, particularly to patients from outside the immediate Preston area.

Finally, the appeal raised a total of £158,000 to refurbish our Ribblesdale Ward (see Concept Visual). However, the opportunity has arisen on the back of other major projects being undertaken at the hospitals to completely remodel what is the region's only dedicated in-patient cancer facility. Rosemere is therefore rolling on its 20th Anniversary Appeal to raise an additional £842,000 to create a ward for the future and hopefully work will commence in spring next year.

Concept Visuals – Reception



Faded blue tones of the Rosemere logo create a calming and welcoming space, with a balance between decorative floral manifestations and natural wood effect vinyl finishes.

If you can help in any way please call **01772 522913**, email info@rosemere.org.uk or visit www.rosemere.org.uk

Fabulous turn out for our Walk in the Dark



Almost 500 people supported this year's Walk in the Dark from Chorley Hospital back to Preston Hospital, including many staff groups from across the hospitals. Suitably dressed up for the occasion, together they raised a fantastic £50,000 for the 20th Anniversary Appeal. The event was sponsored by the Eric Wright Group and we are very grateful to them for their support.





Happy 70th Birthday NHS!

The NHS turned 70 on Thursday 5th July 2018 and our staff celebrated this milestone event through a variety of events and activities.

Our health academies organised birthday parties with goody bags, quizzes and bake off competitions, as well as old photographs and memorabilia from the past 70 years. The catering team arranged for patients to have special NHS70 cakes. Staff created fabulous displays of what the NHS means to them, why they love the NHS and used old photos to show how all of the team looked when they first started their careers. NHS 7tea parties were held across the hospitals for patients and staff to get together and celebrate the birthday milestone, with a huge amount of celebratory cake on offer! Our chapel organised a celebratory service, and we celebrated our NHS 70 stars.

Family fun days were held across both Preston and Chorley sites on Saturday 7th, with activities such as face painting, choirs singing their NHS70 songs, and a chance to look inside

our simulation ambulances. At Preston, our Clinical Research Facility opened its doors to allow people to make their own DNA necklace and take part in randomisation trials. At Chorley, our LIFE Centre was opened to showcase the fantastic new facility and provide various activities.

Karen Partington, Chief Executive, said: "As the NHS turns 70 this year, it has been great to see so many staff from across our hospitals pull together to celebrate. The NHS turning 70 is the perfect opportunity for us to look back at our achievements and promote what we do; as well as look to the next 70 years."

"We have seen so many achievements over the past 70 years that are attributed to our fantastic staff who work so hard on a daily basis to ensure that our patients are receiving the best care possible. Our hospitals are consistently at the forefront of research and innovations, which we are proud to be able to offer to patients from the Lancashire and south Cumbria area."

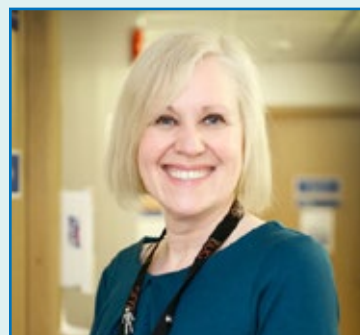


Our NHS 70 Stars



Rachael Moses, Consultant Physiotherapist, and Alison Birtle, Consultant Oncologist, have been named in the NHS Confederation's prestigious list of top 70 stars as part of the NHS's 70th birthday celebrations.

Rachael was named on the list due to her work to improve the quality of life of patients with breathing difficulties. Rachael said: "I am absolutely thrilled to have been named as one of the NHS' top 70 stars; and to have even been nominated to be on this prestigious list! I am particularly excited about the platform that this award gives to nurses and allied health professionals who have an idea that could make a similar impact."



Alison was named on the list as a result of her work leading the practice changing POUT trial. Alison said: "I am so pleased to be considered as one of the NHS' top 70 stars, what an amazing achievement. It has been a fantastic opportunity to work on such

a large, practice changing trial and I am absolutely thrilled with the results and the difference that this research will make to both current and future patient's lives."



GOVERNORS UPDATE



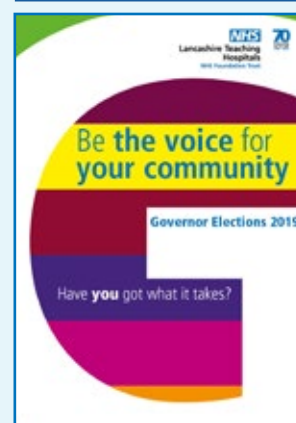
Who are your governors?

Lancashire Teaching Hospitals NHS Foundation Trust has 30 governors made up of 18 public governors, four staff governors and eight appointed governors from local councils and other local organisations. Their terms of office vary from one to three years although most can be re-elected or re-appointed for more than one term up to a maximum of nine years in total.

This means there is a regular turnover in representation and that the members, staff and public have a group of governors with experience across health and public services, industry, charities, local government and local businesses and from different backgrounds to represent them. Many have also had first hand family or personal experience of use of health services provided by our hospitals so also have a true patient perspective.

In April this year, we welcomed new governors Karen Leckie, Pav Akhtar, Anne Heywood, Frank Robinson and Mike Simpson (public), Dr Huw Twamley (staff) and Steve Mills (hospital volunteers) to the Governing Council. We also said farewell and thank you to Brian Atkinson (nine years' service) and Sheena Keskin (three years' service) for their significant contributions as public governors particularly to the governor led working groups.

What about YOU for 2019?



Would you be interested in becoming a governor? The Council of Governors composition of public, appointed and staff governors ensures that the significant challenges of representing our diverse community are met. The Council strives to ensure the needs and views of all sectors of our population are fully included in all future plans.

If you are keen to contribute then the annual election is your opportunity to be involved.

Governors play an important role in representing the interests of patients, families, our members and the wider community. They can help influence and shape the future of health services in the North West by participating in governor council meetings, in a range of working groups and in public consultation events.

Left to right from top: Alistair Bradley, Eddie Pope, Gurvinder Sahota, Javed Iqbal, Karen Walton, Steve Mills, Alan Morrow, Anne Heywood, Dylis Hayton, Frank Batin, Frank Robinson, Janet Miller, Ken Jones, Lynne Lynch, John Daglish, Karen Leckie, Mike Simpson, Nicola Leahey, Margaret France, Margaret Newsham, Helen Bradley, Huw Twamley, Pav Akhtar, Steve Heywood, Rebecca Allcock, Trisha Calderbank

Elections for publicly elected governors are held annually and there are typically three to five vacancies each year. The election process starts around the year end with voting by members taking place in March.

Nomination forms are easy to complete and you don't need someone else to nominate you – you just need to be one of our members.

Look out for full details which will be sent to all members by post or email later in the year.

We need your views

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.

Is your local organisation 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**.

What have the governors been doing in 2018? ...

Lancashire Teaching Hospitals' NHS Careers Event April 2018 (pictured top right)

With the help of our membership engagement and communications teams, we have been working to widen our engagement with staff, patients, families, members and the general public. This allows us to gain a more topical and wider perspective about what is important to the people that the governors represent both now and for the future. This then allows the governors as a group and as individuals to reflect these important issues through our regular interactions with the Board, its non-executive directors, senior managers and clinicians, and through our involvement in a range of strategy and working groups.

This doesn't always mean that the result is what the public, the members or governors would prefer but it does mean these voices have been heard and taken into account when sometimes difficult and controversial decisions have to be made.



...in the hospitals

Many governors regularly work with staff from across the hospitals through what are known as STAR visits. This is one of the prime assurance processes developed by staff over the last two years and is used across all areas of the organisation to continuously assess their processes and practices. The governor role in this process is primarily to engage with patients to gain their perspective on their experiences of care in the hospital.

Similarly, some governors are trained to take part in Patient Led Assessment of the Care Environment (known as PLACE) which, as it says, is patient led. These are less frequent assessments – twice per year at Preston and Chorley- and focus more on the physical environment and facilities available to patients.

On an ad hoc basis, governors will identify individual projects targeted at a single area or facility to work with staff to identify potential improvements.

The governors continue to have three sub-groups focussed on patient experience, buildings and environment and membership, where issues identified from the above activities can be raised directly with the appropriate staff. These meet generally on a bi-monthly basis.

On a more formal basis, governors are involved in the annual Forward Planning session each September, focus groups with the Care Quality Commission and appointment of Non-Executive Directors.

...at public events

Through close working with the membership and communications teams, governors are involved with or invited to an increasing number of public events where we can engage and interact with members and the wider public.

Examples of annual events are the local health melas at Preston, Chorley and Leyland, listening events, and Our Health Day at

Governors update

Chorley in June. One-off events include the NHS fun days and official openings of new hospital facilities and services such as the chemotherapy unit and LIFE centre at Chorley.

Preston Health Mela – April 2018



Governors also regularly attend strategic events such as the sessions on the Our Health Our Care Programme (OHOC) which are engaging on the way services will be provided in the future to meet the challenges of increasing demand, increases in numbers of older patients, limited staff resources and cost constraints.

To further strengthen governor involvement, we now have two governors appointed to join the OHOC Stakeholder Panel as the proposals move to a public consultation phase later this year – watch out for more information.

...at staff events

To help focus on the positive aspects of life in our hospitals and the commitment and excellence of staff working in the organisation at all levels, governors are invited to individual and group celebration of success events in education, training, clinical and medical excellence and national and local award ceremonies. Examples of these are the Our People Awards, BSc Nursing (Adult) Programme, NHS at 70 awards etc.

Governors have regular short visits to both clinical and non-clinical areas of the hospitals to widen their understanding of how they work and engage with more staff. In addition governors join with the Trust Management team in the fortnightly Fabulous Feedback Fridays which are opportunities for staff to raise awareness of what they do and to celebrate their achievements informally.

A number of governors attended the organisation's first Valuing Diversity Conference for staff held in June. The event included presentations from hospital staff and NHS England about why diversity makes health sense and how inclusion makes for better workplaces. This was supported by a case study presented by our recently elected governor Pav Akhtar. More details about the event are included on page 16.

Lancashire Teaching Hospital's new Youth Forum needs you!



The organisation and its Council of Governors are continually striving to ensure that all sectors of its customer base in terms of geography, ethnicity, demographics and diversity, have their voices heard and are represented. Whilst this has improved in many sectors the most glaring gap in representation is of the younger generation. Young people, particularly those in the under 25s group, often have different and innovative views on how and where services can be provided and accessed in the future. We are very keen to work in partnership with the younger generation to help to improve the experiences and care of young people in the local area whilst developing their skills at the same time.

To help to encourage this involvement and following on from the success of the national NHS Youth Forum project, Lancashire Teaching Hospitals is establishing its own local Youth Forum. But we need your help to do this! We are holding a listening event called "What's the big idea?" for children and young people to come along and help us design what the Youth Forum should be named, its aims and how it should be organised. Keep an eye out for more information in the coming months regarding the "What's The Big Idea?" listening event on 11th October 2018 in The Health Academy Centre 1, Royal Preston Hospital. If you, a family member or friend are interested in joining this group or want to learn more then please contact Jacob Ashton via **YouthForum@LTHTR.nhs.uk**.

We also recognise that not everyone would want to join this forum so are keen to remind you that anyone of any age has the opportunity to influence positive change within the hospitals by providing us with feedback. Additionally, young people aged over 16 are eligible to become a member and are then able to nominate themselves as a potential governor in the annual elections.

Contact us!

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

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

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**

Governors Patient Experience Charitable Fund

The Governor Patient Experience Group is the guardian of this fund that collects loose change, old coins and foreign currency in receptacles placed in the main entrance foyers of both hospitals. All funds go towards departments to help purchase non-clinical items to enhance the experience of both patients and public when visiting our hospitals. Staff can apply for funding by completing an application form accessible on the intranet site. Public are invited to request an application form via the governor email address **PatientExperienceCharity@lthtr.nhs.uk** or by post to: -

Governor Postbox c/o Membership Office, Royal Preston Hospital, Sharoe Green Lane, Fulwood. Preston PR2 9HT. Tel: 01772 524412

The Patient Experience Group evaluates the funding applications against set criteria.

Recent successful applications include: - TVs for several wards, reclining chairs for the Ambulatory Care Unit at Chorley, Christmas trees and decorations for several areas in Chorley Hospital, furniture for refurbished patients and relatives room in Preston PALs department, toys, TV, book racks, wall mural for our X-Ray department (paediatric area) at Preston, MP3 music players for the Stroke Rehab Unit, Rookwood at Chorley Hospital, and an age appropriate bookshelf for the Paediatric clinic at Preston.

Whilst visiting hospital inpatient and outpatient areas or attending public events, governors take the opportunity to ask patients and public for suggestions on how to improve their visit / stay at Lancashire Teaching Hospitals. Governors can advise on the criteria for applying for funding and actively encourage staff and the public to submit requests.



Listening Event 30th May 2018

Our mission is to provide excellent care with compassion

One of the most important aspects of Foundation Trusts is the involvement of members in helping to improve and enhance the services provided by their hospitals and in developing them further in order to meet the needs of the local community. The Council of Governors have a statutory duty to represent the interests of both members of their trust and of the public.

The aim of the Listening Event was to provide an opportunity for governors to carry out this important role.

Ailsa Brotherton, Director of Continuous Improvement and Moira Roberts, Head of Continuous Improvement delivered a presentation explaining the techniques and methods used to take us where we are now, to where we want to be. Cathy Atherton, Divisional Midwifery and Neonatal Nursing Director highlighted some of the great work that has been implemented in the maternity and neonatal services.

The event was well attended and provided an opportunity for people to contribute by giving their views and opinions around three specific questions. Table discussions took place by members, our senior managers, clinicians and governors.

The event was a huge success; everyone gave meaningful input and feedback about their own experiences and concerns regarding the hospitals' services and environment. Many people commented that they felt that they had been "listened to". The outcome of the event will be useful and will help us to develop our future plans to continually improve the way we provide their care. You can see the full report of the event on our website via the link below:

<https://www.lancsteachinghospitals.nhs.uk/listening-event-our-journey-to-excellent-care-2018>

Award winning staff



Celebrating Our People

The annual Our People Awards took place in May to celebrate the teams and individuals across our hospitals that deserve recognition for their achievements in making a difference to our services, and our patient's experiences. Below are the winners of the various awards:

- **Best Safety Initiative** – Patient Safety Champions for their work to develop the patient safety programme, and to educate and inspire staff to embrace a safety culture.
- **Best Innovation** – the implementation of an e-vital signs package that incorporates the national standardised early warning score.
- **Team of the Year** – Orthopaedic Spinal Surgical Team for giving the best experience possible to their patients and continually striving to develop their service.
- **Unsung Hero** – Hannah Raisbeck, Midwife, for her dedication and caring approach to her role, and for always going above and beyond to ensure that women receive the best care.
- **Chair's Award** – Mary Baldwin, an inspirational nurse who has dedicated her 51 year-long nursing career to our hospitals.
- **Governors' Award** – the Motor Neurone Disease Care and Research Centre for significant improvements to patient experience.
- **Most Inspirational Person of the Year** – Shashi Chandrashekariah, Consultant Anaesthetist, for building team spirit and recognising individuality.

Our health heroes



Rachael Moses, Consultant Physiotherapist (Therapist of the Year); Emma Gornall (left), Delivery Suite Ward Manager (Midwife of the Year); and our Chemotherapy Day Case Unit team (Team of the Year) have all been awarded with Health Hero awards by the Lancashire Post. The Health Heroes awards aim to recognise and celebrate

excellence in healthcare; those who have gone above and beyond to help others.

Several of our staff were also shortlisted for a Health Hero award. Tracy Earley, Consultant Nurse for Nutrition, was shortlisted in the Nurse of the Year category; Alison Birtle, Consultant Oncologist, was shortlisted in the Doctor of the Year category; our Clinical Research Facility team were shortlisted for the Team of the Year award; and three of our staff were nominated for the Unsung Hero Award; Lynne Harpley, Paul Bradley and Jacqui Battle.

Karen Partington, Chief Executive, said: "How fantastic that so many members of our staff have been nominated and awarded for a health hero award. This is testament to the fantastic work that our staff do on a daily basis; and I am delighted that these individuals are receiving the recognition that they truly deserve."

Award for information literacy

Emily Hurt, Clinical Librarian, has won the LILAC Information Literacy Award for her work to increase research capacity and capability amongst health care professionals which involved designing and delivering a series of workshops to improve the way that we use information in research.

Recognition for fantastic improvements to patient experience

The upper gastrointestinal (upper GI) team has been recognised in the British Medical Journal (BMJ) National Quality Awards for the improvements that they have made to the emergency care of patients with acute biliary disease. The team were recognised for their implementation of a new clinical pathway for acutely unwell patients to have their gallbladder removed within eight days of their emergency admission.

The work that the team has done has reduced the time to surgery for patients admitted with acute biliary disease. This has led to improved outcomes and experiences for these patients by

reducing re-admissions and complications secondary to gall stone disease. 80% of patients with an acute biliary problem who are suitable for surgery have had their surgery within eight days of admission.

Vinutha Shetty, Consultant Upper GI Surgeon, led this project; making us one of the most successful hospitals in the country at this work. This is due to the efficient implementation of the new patient care pathway which involved establishing dedicated theatre sessions at Chorley Hospital for these patients.

National awards success for our photographer



Cat Lamoon, Senior Multimedia Developer and Medical Photographer, has won five Institute of Medical Illustrators awards. The awards recognise excellence in clinical photography, healthcare design and clinical video.

Cat scooped the awards for films she created about bereavement, the importance of skin to skin contact for mothers and their babies, and

home births, and two accolades for a photo of a caesarean section.

Cat said: "I feel so lucky to have the job that I do as I am able to capture such special moments as women giving birth and having their first moments with their new-born babies. I am able to work across the whole of our hospitals in my role so really do get to see some amazing work taking place, and meet some fantastic and talented individuals. I am so pleased that my work has received this recognition."

Highly commended work for innovative organisational development team

Our Leadership and Organisational Development team have been highly commended for a Health Service Journal Value (HSJ) award in the category of training and development, for supporting members of staff who are identified as "rising stars" to shine.

The project has involved creation and embedding of a talent management programme which fosters ongoing development for staff, identifies individual strengths and areas for development; ultimately retaining talent and enhancing staff satisfaction.

Implementation of this strategy included the launch of talent management tools, workshops and materials for all managers which would help them to support their staff, a career MOT programme for those identified as "rising stars", in addition to individualised coaching sessions.



Major award for helping patients with respiratory complications

Rachael Moses, Consultant Physiotherapist, has won a prestigious Advancing Healthcare award for maximising resources for success, for her work in helping patients to get their tracheostomies removed to improve their quality of life. The judges commented: "This was a really innovative project which has the potential to scale up with enormous benefits for patients, making a big impact on their lives."

With optimal specialist care and review many tracheostomies, an opening made in the windpipe to aid breathing following brain injury, can be safely removed.

Awards success for our nutrition nursing team



Tracy Earley and our nutrition nursing team have been shortlisted in several awards for their work to improve nasogastric tube safety. This has involved the creation and implementation of an e-learning tool to reinforce the correct way to insert and confirm the position of nasogastric feeding tube, and has been shared as a

free resource which a large number of other NHS organisations are now using.

Tracy said: "I am absolutely delighted about all of the success and recognition that the team have had surrounding this work. I am really pleased with the improvements that our work has facilitated in improving patient safety, and providing a platform for educating and improving safety for our staff and others too. These projects have been extremely well received and I am thankful to everyone who has been involved."

Award for improvements to patient flow

Sarah McMullan, Senior Sister for the Critical Care Unit, has been named as a finalist for the Sarah Brookfield award from the Critical Care Network for leading the implementation of a range of projects to improve patient flow in our Critical Care Unit.

Sarah's work has centred on improving discharge times and patient flow in the department to improve patient experience. The team has introduced several processes such as standardised procedures for patient flow to improve efficiency, introduction of a red flag system to improve awareness of capacity levels across the hospital, implementation of weekly multi-disciplinary team meetings, and a system to predict triggers for high occupancy rates earlier.



Our Health Our Care

Our Health Our Care – changing hospital services in central Lancashire

Our Health Our Care is a partnership of health and care organisations in Lancashire that is developing a new way of organising and providing services so that they are safe and sustainable for the future.

Considerable progress has been made in developing services in the community, and expanding support to prevent ill health and keep people well. The programme is now focusing on how hospital services are organised and provided.

Doctors, nurses and a range of other clinical staff have been reviewing what works well, and what needs to be improved. They have listened to feedback from a wide range of people including members, patients and public about their experiences of care. They have also reviewed information including demographics, clinical guidelines, best practice, and complaints. Taking all of this into account they have proposed a new model for how care could be provided in the future.

This new model was shared with the public at a series of events in July, and proposes changing how care is organised. The model proposes that a centre of excellence dedicated to planned operations and treatment is established, and specialist and emergency care provided separately. The new model will ensure patients get to the right service promptly, reducing delays and improving their experience of care. Separating services in this way will enable staff to change how they work, and develop more services seven days a week because they will no longer have to duplicate services across two facilities. And reducing duplication will also mean there will be fewer cancellations, and waiting lists will reduce.

You can tell us if you think this model will address the challenges faced by health and care services by completing this survey: <https://www.surveymonkey.co.uk/r/ourhealthourcarefeedback>

The clinical teams will be reviewing all the feedback they receive over the summer and autumn and refining the model of care. Early next year options for how and where services will be delivered will be published for formal public consultation.



Proposed key changes:

- One emergency department
- One critical care department
- Planned surgery centre of excellence
- Emergency and specialist cared centre of excellence

Engagement events

Tuesday 18th September 6pm – 8pm

The Shield Room, Civic Centre, Leyland PR25 1DH

Wednesday 19th September 6pm – 8pm

Chorley Town Hall, Market Street, Chorley PR7 1DP

Thursday 20th September 6pm – 8pm

Preston venue to be confirmed

Further information and opportunities for you to get involved in this work will be detailed in Trust Matters and on the Our Health Our Care website: **Our Health Our Care website:** www.ourhealthourcarecl.nhs.uk.

Alternatively, you can contact the team directly on **01772 214605** or by email at ohoc.enquiries@nhs.net

Or you can write to us at **Our Health Our Care, Chorley House, Lancashire Business Park, Centurion Way, Leyland, Lancashire, PR26 6TT.**

Ground breaking results from unique clinical trial



Alison Birtle, Consultant Oncologist, has recently been awarded the prestigious title of Clinical Research Practitioner of the Year at the North West Coast Research and Innovation Awards for her work on the practice changing POUT trial.

Alison has also received the First Prize for the Best Abstract (Oncology) by the EAU Scientific Congress Office, and the best e-Poster award by the British Association of Urological Surgeons for her work.

The POUT trial looks at the impact of chemotherapy after

surgery for cancer of the upper urinary tract system, and is the largest trial within this patient group.

Similar types of cancer have shown that giving chemotherapy straight after surgery can stop the cancer from coming back. This trial investigated whether using chemotherapy in this way could be successful in preventing cancer of the upper urinary system from returning after surgery.

Alison said: "The findings from the study show that adjuvant chemotherapy improves disease free survival significantly, with 71% of patients remaining disease free at two years in the chemotherapy arm, compared with 54% in the surveillance arm. We have played a pivotal part in leading this study for the UK and I am absolutely thrilled with the results. This study will have a huge impact on both current and future patient's lives."

Excellence in innovation

Tracey Ellis, Macmillan Consultant Radiographer, has been shortlisted for a Macmillan Professionals Excellence Award in the category of Innovation Excellence. The Macmillan Professionals Excellence Awards acknowledge and celebrate the outstanding work of Macmillan professionals of all disciplines. These awards highlight individuals and teams whose leadership in the categories of service improvement, innovation, and integration has benefited people living with cancer in an extraordinary way.

Tracey said: "It is a real compliment to have been nominated for this award as it recognises those that improve the lives of people living with cancer in an extraordinary way. So to have been shortlisted is a true honour and will hopefully help to promote the potential of therapeutic radiographers and allied health professions. I am so proud to be a Consultant Radiographer and feel privileged to positively influence the experience of our patients."

Cervical cancer research



Pierre Martin-Hirsch, Consultant Gynaecologist, has led on the publication of a report providing new evidence on the effectiveness of the HPV vaccination for cervical cancer in young women.

Through completion of randomised trials of more than 73,000 girls and young women across 26 trials worldwide, researchers report that

the HPV vaccine provides excellent protection against the virus. Research also found solid evidence that the vaccine is safe. This survey monitored these individuals for eight years following vaccination.



Official opening of forward thinking educational facility; the first of its kind in the UK

The LIFE Centre (Learning Inspirations for Future Employment) is a flagship project which is set to inspire, educate and support a wide range of students from the age of five upwards to promote a career in healthcare with the NHS.

The centre is situated at Chorley Hospital and includes unique features such as mocked up ward areas, a mobile educational unit, augmented reality training and 360 degree virtual reality headsets in a cinema room. This facility is available to other Lancashire based hospital and community healthcare centres to use as part of our shared efforts to attract and develop a workforce who will help ensure Lancashire residents receive the type of care needed.

CQC Inspection Update

The Care Quality Commission has now concluded our inspection, and we expect our report in September / October time.

The inspection process has consisted of:

- Six days of unannounced inspections covering six service lines – children and young people, outpatients, surgery, medicine, maternity, urgent and emergency care
- Utilisation of resources review conducted by NHS Improvement
- Three days of a well led review conducted by the CQC and NHS Improvement

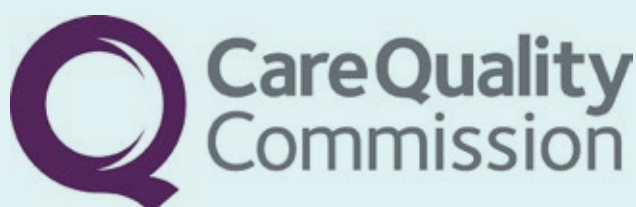
From the well led review, the CQC reflected:

- How open, honest and transparent all staff involved were.
- A high level of engagement and empowerment of staff.
- A noticeable culture change in the organisation since the last inspection, particularly in relation to involvement of staff and improvements in leadership.
- How well we are working across the wider health and social care system.
- A very positive direction of travel in relation to our strategies, particularly regarding our Continuous Improvement Strategy and our Patient Experience and Involvement Strategy.

Karen Partington, Chief Executive, said: "I am really proud of the progress we have made since our last CQC inspection, which is a testament to the hard work and commitment of all our staff. During this latest inspection we were able to show the inspectors numerous examples of initiatives we have put into action since they last visited, including our work with other partners across the wider health and care system on managing unnecessary admissions to our hospitals, reducing the length of time people spend in our care as well as making more support available in the community.

"We have a good awareness of the areas where we might need to make further improvements and so were able to discuss these with the CQC when they visited. We are continuing to focus on these and make sure that the necessary improvements are made.

"We now look forward to receiving the final report, taking our time to fully review any recommendations and putting into place any measures to further improve the care we provide to our patients."



Our first Valuing Diversity conference

In June, we held our first Valuing Diversity conference with talks about the importance of recognising and celebrating diversity and a look at how we are doing and what we need to improve.

The conference was our first ever conference in respect of equality, diversity and inclusion, designed to update colleagues around some of the key issues, share how we compare in respect of national reporting, educate and myth bust and really challenge people to think about what happens within our workspaces and whether it's in line with the culture we are aspiring to achieve as an inclusive organisation.

Diversity is important as we serve a very diverse community so our workforce should be reflective of that. It's also one of the founding principles in the NHS Constitution, and is part of our organisational values (recognising individuality).

Feedback from the session has been immensely positive with participants in agreement that the event was a great way to get the messages across with fantastic speakers and interesting and inspiring discussions to follow.

GDPR

Data protection legislation has changed and as a valued member of our Foundation Trust we wanted to take this opportunity to remind you about the data that we hold and how we use it. Please note that we are only referring to the information we hold on you as a member of our Foundation Trust – not information that we may hold in relation to any services or patient care we may provide to you.

The data we hold and why we process it

As a Foundation Trust, we are accountable to our members and to our local communities. You have previously applied to become a member of our Foundation Trust, either by completing a paper form or by filling in your details on our website.

We are required by law to maintain a register of members and to ensure that our membership is representative. To do this, we gather data about our members, including:

- **name and address**, so that we can contact you and determine which membership constituency you are in
- **date of birth**, so that we can be sure that you meet the minimum age for membership
- **telephone contact details**, so that we can contact you with information if you have said you would like us to do so
- **email address**, so that we can contact you with information and share our electronic members' newsletter, if you have said you would like us to do so
- **gender and ethnic background**, so that we can monitor the representativeness of our membership

To comply with data protection legislation, there must be a legal basis for processing your data. In the case of our membership information, we process your data because it is necessary in order for us to complete tasks which we are legally required to complete.

What you need to do

If you are happy to remain a member of the Foundation Trust, you don't need to do anything. We will continue to process your information and you will continue to hear from us by post or email.

If you no longer wish to remain a member of the Foundation Trust, you can ask to be removed from the register of members at any point. To do so, please let us know by telephoning the Membership Office on **01772 524412** or emailing **foundation.trust@lthtr.nhs.uk**. Opting out of membership will not have any impact on any care or treatment you receive from us.

More information

If you would like more information on the data that we hold and how we use it, please visit

<https://www.lancsteachinghospitals.nhs.uk/membership-privacy-notice>

Bereavement Support Charity

Originally known as CAYP (Children Young People and Adults) Bereavement Support, the bereavement support group was established in 2013 to ensure support was available for people of all ages following the death of a loved one regardless of the nature of the death or the ages of those involved. Meeting monthly in Preston and Chorley, the groups provide the opportunity for people to come together and speak to others in similar situations. Sharing experiences in a relaxed environment allows group members of all ages to begin to understand their emotions and work through the pain of grief in a supportive environment.

There are different groups for children young people and adults all meeting at the same time in the same building, although Chorley only has an adult group at the moment.

Since 2013, the charity has supported many families and individuals on their journey through grief.

In partnership with Rock FM, we have worked with local schools running workshops around grief and helping children identify support available to them. We also work in partnership with Lancashire Constabulary, HM Coroner and community nursing teams to offer bereavement support to people who use their services.

We are always on the lookout for more volunteers to help in the groups after completing a course of training or to help with raising awareness of the charity.

For more information please call Lucy on **01772 523730**.

Dates for your diary 2018

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

Annual Members Meeting

Weds 3 Oct 2018	6pm – 8pm	Banqueting Suite, Civic Centre, West Paddock, Leyland PR25 1DH
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What's the Big Idea? Youth Forum Event

Thurs 11 Oct 2018	6pm – 8pm	Health Academy 1, Royal Preston Hospital
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A health mela is a free and fun community event which focuses on health related issues and health awareness.

Leyland Health Mela

Sat 27 Oct 2018	11am – 4pm	Moss Side Community Centre, Dunkirk Lane, Leyland PR26 7SW
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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 visit our website: <https://healthacademy.lancsteachinghospitals.nhs.uk>

NHS Careers Event

Tues 6 Nov 2018	3pm – 6pm	Health Academy 3, Chorley and South Ribble Hospital
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Council of Governors meetings

Tues 30 Oct 2018	10am – 1pm	Seminar Room 9, Health Academy 1, Royal Preston Hospital
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Board of Directors meetings

Thurs 6 Sep 2018	10am – 1pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 4 Oct 2018	10am – 1pm	Health Academy 3, Chorley and South Ribble Hospital
Thurs 1 Nov 2018	10am – 1pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 6 Dec 2018	10am – 1pm	Health Academy 3, Chorley and 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