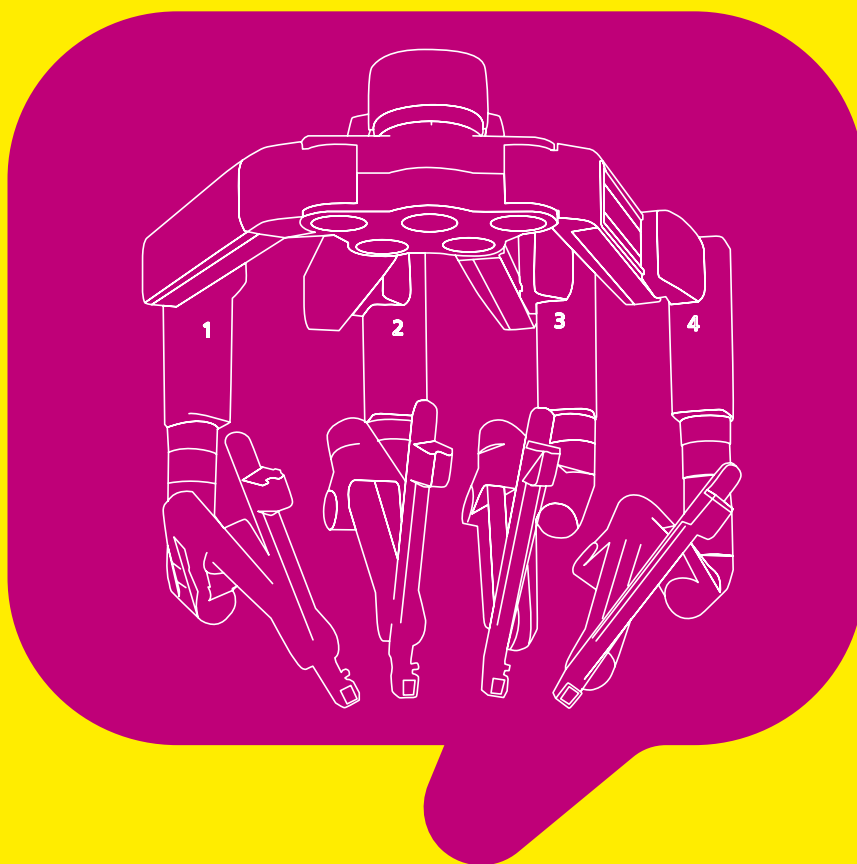


TRUST Matters

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

Rosemere funding secures amazing cancer robot!





Launch of two new strategies to improve patient experience

Our new Nursing, Midwifery, Allied Health Professionals (AHP) and Care Giver Strategy sets out our plans for the next three years to ensure we consistently provide excellent patient care. It consists of five key commitments:

1. Continuously strive to improve
2. Lead with care and compassion
3. Work as a team to deliver the best experience possible
4. Look for diversity and be included
5. Nurture a workforce able to meet our local population demands

This is complemented by our new Patient Experience and Involvement Strategy which focuses on 'Always Events', which are positive things that we can continually do at every stage of a patient's journey, which contribute to delivering excellent care. The strategy incorporates four key aims:

1. Deliver a positive experience
2. Improve outcomes and reduce harm
3. Create a good care environment
4. Improve capacity and patient flow

Hilary Garratt, Deputy Chief Nursing Officer for NHS England who attended the strategy launch said: "It's been inspirational

to hear about the achievements of staff and be able to bring professionals together to focus on achieving these aims and celebrate successes. It's brilliant to see the energy and commitment that everyone has towards these plans and making them a success for our patients."

Gail Naylor, Nursing, Midwifery and AHP Director at Lancashire Teaching Hospitals said: "Both strategies are a result of widespread consultations with our patients, patient experience groups and our staff so are a real collaborative effort with everyone in mind."

Introduction of calling cards for matrons and allied health professional leaders

As part of the launch of these two new strategies, the team introduced a new method of communication that they have launched to improve patient care and experience.

New 'calling cards' (above) for our matrons and allied health professional leaders provide the personal details and a photograph of the matron or allied health professional leader so that patients can contact them directly to discuss any worries, concerns or questions and give any feedback on their experience. This will improve accessibility and make staff more approachable, improving relationships and promoting more open and honest conversation.

Award shortlist for innovative student learning team



Our Collaborative Learning in Practice (CLIP) team has been shortlisted in the categories of Student Experience and Student Innovation in Practice at the Student Nursing Times Awards this year.

The team has been shortlisted for developing an innovative approach to support students in our hospitals. This includes

supporting students to take more responsibility for the holistic care of patients, and implementing a formal programme to improve staff handovers.

Jonty Kenward, Collaborative Learning Manager said: "This is an amazing result for the placement and student support team. Our students are brilliant, and have embraced the new approach with enthusiasm."

Gail Naylor, Nursing, Midwifery and AHP Director said: "We are delighted that our innovative team have been shortlisted for these awards and that their ideas and hard work has been recognised. This new way of utilising clinical placements for our students has proven to be a real success and several other hospitals have contacted us to find out how we make it work because they want to do the same."

Nurses graduate with flying colours

In January, our first cohort of students on the BSc Nursing (Adult) Programme completed their undergraduate degree course with us with a celebratory day of presentations and awards. The programme is in its third year and has been hugely successful, with 9 of the 11 newly qualified nurses securing a permanent job working at our hospitals.

The degree is an innovative partnership aimed at increasing the number of nurse placements available.

Karen Swindley, Workforce & Education Director said, "The way in which nurse degree programmes have been historically funded restricts the number of students who can enrol every year. There is a national shortage of qualified nurses, and demand for healthcare is growing every year. So we developed a unique partnership with the University of Bolton to increase the number of degree places available, to grow the nurse workforce for the future and ensure we're able to provide the excellent care with compassion that our local patients deserve."

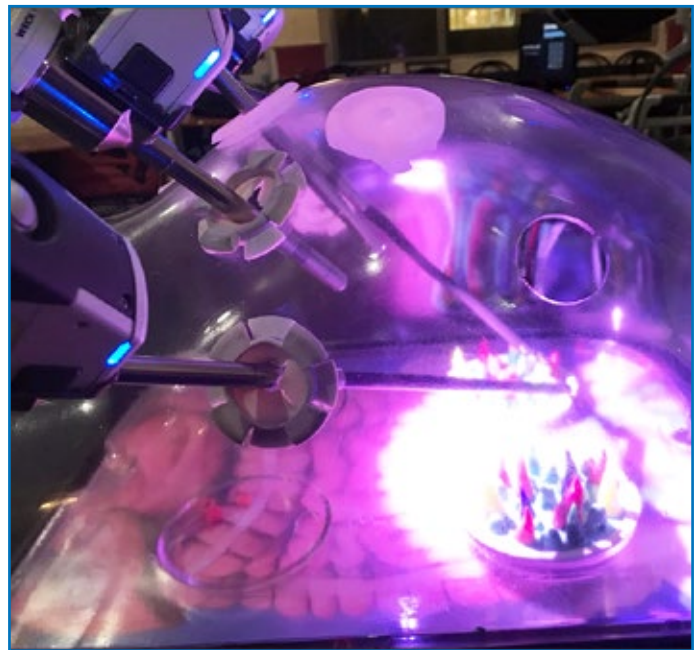
The course incorporates a 50% split between theory and practice; however, uniquely it allows students to spend 75% of their time in our hospitals, because a quarter of the academic learning takes place in our Health Academy and in the clinical environment. The focus on hospital-based study gives our students the advantage of putting theory into practice, applying learning in the real environment, and being able to access a wide range of student support and clinical expertise.



The students are taught in small, personal groups of no more than 30; they are supported by their own clinical nurse tutors and have "skills weeks" prior to their clinical placements on our wards, enabling them to develop the confidence needed to care for our patients under the direct supervision of our fantastic staff. Graduates who are continuing to work with us will be able to continue on the ward which they have just completed their final placement with in order to make a smoother transition into working life and allow the student to work within their area of interest.

Bev Duncan, Lead Clinical Nurse Tutor said: "The students have all performed extremely well for the duration of their course and it is a great achievement for the trust that so many of the students who completed the course will be staying in full time employment with the hospital. The course is growing in size each year with 30 students signed up for the 2018 class."

If you are interested to joining our programme to train to become a nurse email: Study.Nursing@lthtr.nhs.uk



Robotic Presentation Evening

In February, we held a robotic presentation evening at Royal Preston Hospital to demonstrate how our DaVinci XI robotic system is improving outcomes for our cancer patients to the public.

The new robot is already improving outcomes for cancer patients throughout Lancashire and South Cumbria, and leading to quicker recovery. The robot can bend and rotate 360 degrees, 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.

The educational evening included presentations by our urology, colorectal and gynaecology consultants, who described our previous successes, procedures and benefits of robotic surgery. Several of our patients also attended the evening to share their experiences and promote what robotic surgery has been able to do for them. The robot itself was also present on the day so that guests could see the robot close up, and even try to operate the machine to see how it all works.

The event was a huge success, with circa 200 attendees and media attention from BBC North West Tonight, BBC Radio

Lancashire, Rock FM and the Lancashire Evening Post.

Ioannis Peristerakis, Consultant Colorectal Surgeon said: "We are extremely grateful to the Rosemere Cancer Foundation for raising funds to help us purchase the most advanced surgical robot to our hospital. Patients from throughout the region now have the opportunity to receive surgical treatments of the highest quality, using cutting edge technologies. We are delighted with the initial outcomes of robotic bowel surgery, showing significant improvement in the speed of recovery."

Bachar Zelhof, Consultant in Urology said: "The robot allows the surgeon to have a three-dimensional view of the surgical field with greatly increased magnification using fine articulating instruments. Thanks to these robotic features, many kidney cancer cases that were previously being done as a complete kidney resection are now performed as a partial resection with kidney preservation. This allows not only complete removal of cancer but also maintaining kidney functions which helps patients to return to their daily lives with a minimum of inconvenience, despite having undergone major surgery."

Pierre Martin-Hirsch, Consultant Gynaecological Cancer Surgeon at Lancashire Teaching Hospitals said:

"Robotic surgery brings gold standard surgery to the cancer centre and it's already having a positive impact on our gynaecology patients."

Tarek Salem Hany, Consultant in General Surgery said: "We are already seeing marked reduction in hospital stay thanks to the precision provided by the robot technology. It is yet another piece of absolute commitment by Lancashire Teaching Hospitals in providing the highest quality of care to patients in Lancashire and North Cumbria."

Arnab Bhowmick, Consultant in General Surgery said: "Most people associate cancer treatment with radiotherapy and drug therapy; however surgery is the definitive treatment for the majority of patients. As the cancer centre for Lancashire and south Cumbria, it's vital that we can offer patients the latest techniques and treatment. The robot allows us to provide lifesaving treatment for patients who may not be suitable for more traditional surgery. It's less invasive, so risk is reduced and recovery is quicker. And it's amazingly precise so it's highly effective. The entire surgical team has embraced this technology and everyone is keen to be trained so they can provide the best option possible for their patients."

Rosemere 20th anniversary appeal update



The Rosemere Cancer Foundation has raised over £1m towards its £1.5m target for three major projects at the Rosemere Cancer Centre in celebration of its 20th anniversary and roll out of the projects is well advanced as a result.

The first two instalments have been secured for the Da Vinci Xi surgical robot, the first of its generation in the North of England, which was delivered a year ago this month and has now performed almost 200 procedures. These include the first upper GI procedure using this most advanced Da Vinci Xi robotic system, and our first robotic procedure on a patient with a high BMI.



Equipment is now in place at the Lancashire Clinical Research Facility at Royal Preston Hospital to provide an on-site pharmacy and pathology lab and Peter Mileham (left) a Cancer Clinical Trials Co-Ordinator was appointed in December to support patients entering cancer clinical trials from across Lancashire and South Cumbria.



Ribblesdale Ward

And with the announcements of plans for the redevelopment of critical care and ophthalmology, the opportunity has arisen to undertake a more radical scheme on the Ribblesdale Ward than originally envisaged. Plans are being drawn up and the Rosemere Cancer Foundation will run on the 20th Anniversary Appeal to raise an additional £842,000 to make the dream a reality.



Walk in the Dark

The Rosemere Cancer Foundation is also organising an 11 mile "Walk in the Dark" event on Saturday 28th April, from Chorley Hospital to Royal Preston Hospital. This event is open to people of all ages and abilities, and encourages participants to dress up and walk in memory of their loved ones.

To hear from the clinical teams how these projects are impacting patients, come along to Rosemere's Open Evening in Charters on Wednesday, 18th April. Email info@rosemere.org.uk or call **01772 522913** to register your interest and details will be sent nearer the time.

 **rosemere**
CANCER FOUNDATION
Supporting world class cancer treatment locally

20 YEARS
ANNIVERSARY APPEAL

Rosemere Cancer Foundation is raising funds to purchase the latest, state of the art cancer robot. To donate visit www.rosemere.org.uk/donate or call **01772 522913** or **TEXT ROSE05** to **70070** followed by the amount you wish to donate.



Most advanced upper GI surgery in the UK

Our team has completed the first ever upper gastrointestinal tract (UGI) surgery in the UK which uses the most advanced DaVinci XI robotic system.

Dale Graham, 81, from Burnley, underwent the two and a half hour operation to remove a growth from his stomach at Royal Preston Hospital. He opted to go for this revolutionary new type of procedure rather than the more traditional methods because the robotic system helps surgeons to access tumours more easily and patients tend to recover quicker.

The operation was carried out by UGI consultants Mr Kishore Pursnani and Mr Paul Turner. It went extremely well and Dale was able to go home after just five days. Dale said: "My care was absolutely fabulous! I cannot praise the staff at Preston Hospital enough. I didn't get to see the robot but I'd like to meet him someday."

Kishore Pursnani, Clinical Director for UGI said: "We are excited about having the state of the art robot in our hospital which helps us redefine keyhole surgery for upper GI cancers. Although we have been doing traditional keyhole surgery for upper GI cancers in our department for some time now, this will help patients towards quicker recovery in intensive care and perhaps return to normal activities earlier. We will gather more evidence on this and monitor our data to see if the benefits are sustained."

Our surgeons have travelled around Europe to learn the techniques and uses of the robotic system to make these surgeries happen, as they are not currently widely available anywhere within the UK.

First UK recruit for innovative testicular cancer trial

As the specialist cancer centre for Lancashire and South Cumbria we are delighted to have recruited the first patient in the UK into an innovative testicular cancer clinical trial.

The trial is testing whether a new drug that stimulates the immune system will ultimately reduce the treatment period for chemotherapy.

Alison Birtle, Consultant Oncologist said: "The outcomes from testicular cancer treatment are already very good but with new studies we can potentially reduce treatment times and toxicity.

We are delighted to be able to recruit the first UK patient into this trial."

Claire Searle, Lead Research Nurse said: "These testicular cancer patients have to be treated fairly quickly and a lot of screening work takes place to make sure they are eligible to enter into the trial. Once this is done, the data is entered and the patient is then randomised. This involves a team and lots of different departments all working together to make this happen for the patient. It's great to have successfully recruited our first patient into this trial which is a hugely exciting development."



Rising Star of the Year nomination

Deborah Williamson, one of our consultant oncologists at the Cancer Centre has been shortlisted for the Clinical Research Rising Star of the Year award at the North West Coast Research and Innovation awards for her great work in research and innovation.

Deborah said: "I am passionate that we all need to show an interest and become involved in research. I am delighted to be part of the colorectal team at Lancashire Teaching Hospitals, who are motivated to involve patients in surgical as well as oncology trials.

This has been key to our success in improving research awareness and recruitment to trials amongst our patients. I am so happy to have been nominated for this award."

Deborah was nominated by her colleague, Alison Birtle, Consultant Oncologist at Lancashire Teaching Hospitals. Alison said: "I am so pleased that Deborah has been shortlisted for this award which is an accolade to the work that she does on a daily basis. Deborah truly deserves to win this award for her hard work and commitment to research."

Our first ovarian cancer patient enters into revolutionary project

We have recruited our first ovarian cancer patient into a revolutionary and innovative project into genomic medicine.

We are part of the North West Coast Genomics Medicine Centre which is leading the use of genomics to benefit patients and transform patient care. Genomic medicine analyses an individual's DNA to predict, prevent, and more accurately diagnose disease through personalised treatment, specifically for rare diseases and forms of cancer.

The 100,000 genomes project has the ambitious goal of fully sequencing the DNA of 100,000 whole genomes of individuals being treated for cancer or a rare disease, and their families, to gain a better understanding of causes of the conditions. This approach will ensure patients receive the most appropriate treatment for them. The data from all the individual DNA sequences will also be analysed for new disease associations to allow the development of new treatment options to aid in future treatments.

Karen Partington, Chief Executive said, "As the cancer centre for Lancashire and South Cumbria, as well as a leading research

centre, it's really important that we're involved in such pioneering programmes. This will enable us to bring emerging treatment and approaches to local patients now, as well as break new ground in healthcare that will benefit future generations."



The revolutionary genomic medicine service has provided a gynaecology patient at our Cancer Centre with a cancer diagnosis and a personalised care pathway, through analysis of her DNA.

Margaret was the first patient with ovarian cancer at the Cancer Centre to enter into the 100,000 genomes project when she underwent surgery to remove her tumour in December. Margaret said: "I am fortunate to be the first cancer patient in Lancashire to take part in this important development. It's a really exciting

project and I am thrilled to be part of something which could have so much benefit to others in the future."

This first operation was performed by Patrick Keating, Consultant Gynaecologist. Patrick said: "I am delighted that we can be a part of this study, which promises to open new avenues for research and lead eventually to improved patient care."



Practitioner of the Year nomination

And it's two in a row for our oncology team!

Alison Birtle, consultant oncologist and Deborah's colleague, has too been shortlisted for a prestigious award for her great work in research and innovation. Alison has been shortlisted in the category of Clinical Research Practitioner of the Year in the North West Coast Research and Innovation awards.

The North West Coast Research and Innovation awards celebrate the excellent work being undertaken across the region in clinical research and innovation in healthcare, with a focus on impact on patient care.

Alison said: "Research should never be an optional extra - every patient should have the opportunity of being

considered for a trial appropriate to their medical condition as that is the way we improve the treatment for them and for the patients of the future. I am so pleased to have been shortlisted as research practitioner of the year."

Alison was nominated by her colleague, Stephanie Cornthwaite, Senior Research Nurse at Lancashire Teaching Hospitals. Stephanie said: "I believe that, for all the hard work and dedication that Alison shows to supporting research, she most definitely deserves this award. Alison works hard to empower patients to access research, and show everyone that research should be part of daily working life, not an added extra."



First UK recruit for innovative renal cancer trial

More great news for the regional cancer centre and for our patients. We have recruited the first patient in the UK into an innovative renal cancer clinical trial. This trial looks into the use of a combination of treatments to stimulate the body's immune system in patients with renal cancer in order to fight cancerous cells and prevent the return of a tumour following surgery.

Previously, when a patient has been treated for renal cancer, there have been no further options for these patients other than to be monitored, even when there could be over a 50% risk of the cancer coming back. Immunotherapy treatments re-awaken the immune system to enable it to fight cancer, and have proven to offer the best chance of increasing length and quality of life when renal cancer has already spread. This trial centres on being able to offer this same treatment to patients in the trial setting to reduce risk of cancer coming back and hopefully cure more patients of cancer.

Omi Parikh, Consultant Oncologist said: "It was a great full team achievement that led to us being able to recruit the first UK patient into this renal study last month. I'd like to thank Sheila Calvert, Clinical Research Nurse in Oncology; Mr Zelhof, Consultant Urologist, and Nita Desai, Research Access Project Manager in particular for making this happen. There has been a huge gap internationally in treatment options for this group of patients for several years. The patient has been very keen to be offered this opportunity and to be involved in advancing medical knowledge."

Nita Desai, Research Access Project Manager said: "The most important thing to us is the patients who enable us to carry out these studies. Without them, there would be no trials, and it is their commitment to research into new treatments that makes our work happen. We have not had a study like this in our hospitals for a considerable length of time now, so it is great news that we are able to look into this group of patients and make advancements for current and future patients. "

Bachar Zelhof, Consultant Urological Surgeon said "The patient who entered into this trial has been nothing but thankful for the opportunity to be involved in this trial, and gave me fantastic feedback on his experience. A trial like this is a fantastic opportunity to answer an important question and hopefully, give hope to these patients."



Our first high BMI patient undergoes robotic surgery

Robotic surgery has successfully treated a cancer patient with a high BMI for the first time at our specialist regional Cancer Centre. Keyhole procedures, which are less invasive and speed up recovery, can be inappropriate for patients with a high BMI, and open surgery may not be an option either due to the increased risks.

The new DaVinci Xi robot means surgery is now a possibility for patients who may not have been suitable for more conventional surgery, improving outcomes and saving lives.

Lynda Prescott, a womb cancer patient who also has a high BMI, was treated by the Cancer Centre team using the new robot. Commonly, such patients who have open surgery would be in hospital for 10-20 days. However, Lynda was able to go home after just 48 hours.

Lynda said: "I have nothing but praise for all of the staff at Lancashire Teaching Hospitals. I can't thank them enough for the care that I received. They were open and honest with me throughout the whole process, and explained everything to me which really put me at ease and didn't make me at all nervous for the robotic procedure. I would especially like to thank Dr Martin-Hirsch who has all of the time in the world for his patients, and is just an absolutely amazing man. My procedure went really well and recovery is going well just a few weeks following this. There could have been a lot of problems as I do have a high BMI, but I've only been left with a few tiny cuts so I'm really happy. You're in real safe hands at Preston Hospital."

Pierre Martin-Hirsch, Consultant Gynaecological Cancer Surgeon said: "I am extremely pleased that we can now perform gynaecological surgery on patients with a high BMI using the robot. This allows us to perform keyhole surgery with confidence on patients with a high BMI, reducing the risks and dramatically improving their recovery."

Making young people's voices heard



We're now actively involving children and young people in recruitment of staff who will work in services for children.

Joanne Connolly, Divisional Nursing Director for Children and Young People (above) said, "Involving children and young people in the interview process has been very valuable in demonstrating

what's important to these patients, and making sure potential staff can interact and communicate with them effectively. It also sets out our staff from the beginning – clearly indicating to potential staff that we put patients first, and seek and listen to their feedback so if they get the job they're clear what we expect.

"Young people interviewed me for this job and it's definitely something we'll continue.

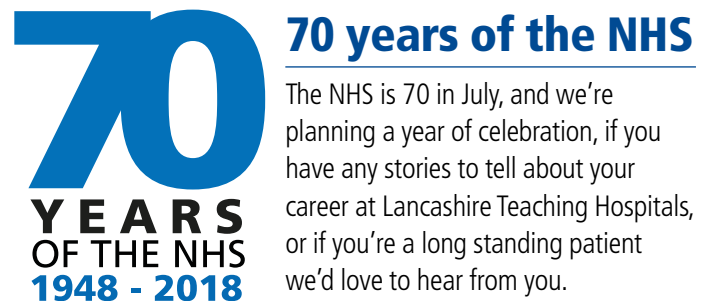
"The young people asked some unusual such as if you were a superhero who would you be? If you had a special power, what would you do? If I gave you £50, what would you spend it on? This gave an opportunity to engage with the young person and build a rapport. As well as providing the answers, it gave me an opportunity to ask them questions and find out their views and preferences. It also gave me a real motivation within the process because I made a connection with these young people and really wanted to get the job so I could make a difference for them."

Award for midwifery leadership



Emma Gornall, Delivery Suite Ward Manager, has won the Midwifery Leadership award in the British Journal of Midwifery (BJM) Practice Awards 2018. The BJM awards recognise the outstanding achievements within the field of midwifery practice. The awards are a celebration of all of the hard working individuals and teams in midwifery.

Emma said: "Since coming into post, myself and my team have been working with the Royal College of Midwives (RCM) as part of the better births by co-design project. Being part of this project has been a fantastic opportunity and we are one of only two trusts within the UK to be selected to participate in this project. Being part of the better births by co-design project has facilitated us to engage with families and staff to develop the environment of our delivery suite to be a place that meets everybody's needs. With feedback obtained from women, families and staff we have been able to work towards changes to make the delivery suite environment more relaxing and welcoming therefore helping to facilitate positive birth experiences for women with complex pregnancy needs."



70 years of the NHS

The NHS is 70 in July, and we're planning a year of celebration, if you have any stories to tell about your career at Lancashire Teaching Hospitals, or if you're a long standing patient we'd love to hear from you.

Better training, better births



We are proud to be part of a national campaign to improve maternity safety. The aim of the Better Births project is to improve safety for women and babies, and build collaboration across hospitals to standardise training. We are collaborating with East Lancashire Hospitals, and Blackpool Hospital to provide training across all three sites, enabling staff to learn, share and train together.

The training focuses on human factors, providing insight into how staff think, behave and make decisions in the work place, as well as how to work as a team when emergency situations arise.

Catherine Nield, Better Training Better Births Project Lead said: "This collaboration enables staff from across all three hospitals to share learning and develop together, so is a much richer experience and will benefit women and babies across the county."



GOVERNORS UPDATE



Governor Steve Heywood, Public Governor and Membership Group Deputy Chair

Membership Group

The Membership Group meet approximately four times each year, the group's Chair is Ken Jones and Deputy Chair is Steve Heywood. Also in attendance at these meetings is Michael Welsh, the non-executive director representative.

We produce two issues of Trust Matters magazines per annum containing information about performance, service developments and the work of the Trust and the Council of Governors. The group are influential in organising the members' events.

The group monitor the representativeness of the membership and focus on engagement and recruitment in under-represented areas, such as young people, and we do this by attending health fairs and other community events, student fairs, and career events as well as promoting the membership's benefits.

With respect to membership and engagement, we approve the annual Membership Engagement Plan (MEP) which sets out the Trust's approach to engaging with its members and includes a detailed plan of activity for the year ahead.

We would like to share with you what it is like to be a governor at Lancashire Teaching Hospitals.

[A year in the life of a governor at Lancashire Teaching Hospitals](#)

[Who are our members?](#)

There are two types of members at Lancashire Teaching Hospitals:

- There are approximately 12,500 individuals from the general public who have registered as members of Lancashire Teaching Hospitals since it was established in 2005. The majority of these individuals are from the Preston, South Ribble and Chorley areas but the catchment area does stretch from Cumbria to Liverpool, Manchester and Tameside.
- Approximately 7,000 employees are automatically enrolled as staff members whilst they remain employed with us.

[Who are governors?](#)

There are three types of governor supporting Lancashire Teaching Hospitals:

- Public governors who are elected by the public members
- Appointed governors who are appointed by local councils, charities, local universities (currently UCLAN) and hospital volunteers
- Staff governors who are elected by employees

Although most governors are elected for a three year term, the mix of people involved as governors does vary from year to year as elections are held annually and it is an individual governor choice to apply for re-election at the end of their term. However, individuals cannot be governors for more than three terms of three years.

[How the year starts](#)

The year starts with preparations for the annual public governor elections. Information is sent to all Lancashire Teaching Hospitals members in January about how to apply to become a governor. Any member can nominate themselves to stand for election and can find out more about the governor role and selection process by attending a pre-election workshop organised by Lancashire Teaching Hospitals and supported by existing governors, which is usually held in late January/early February.

To ensure fairness, inclusivity and transparency, the election is not run by Lancashire Teaching Hospitals, but by the Electoral Reform Service who then send voting papers and information about the candidates to all members who can vote either on line or by post. Voting takes place during February and March, with results announced publically around the end of March. The newly elected governors start their three year term in April with a half day induction programme run by the membership staff and a number of existing governors. On-going training is given throughout the three year term to help governors understand and contribute to their role and a 'buddy' system has been introduced for new governors to partner with a serving governor to speed up learning.

[How the governors interact with the public and members](#)

Throughout the year, governors aim to attend as wide a range as possible of public events in the North West area so that they have the opportunity to meet with a representative cross section of the community. The events involved range from specific small events such as being invited as guest speakers at meetings of local

organisations to larger open events such as the Health Melas held annually in Preston, Chorley and Leyland where in excess of 1,000 people may attend. Other types of events include careers evenings in local schools and universities such as UCLAN, health days organised by Lancashire Teaching Hospitals, charity events and targeted public engagement events on specific subjects e.g. Our Health Our Care. By covering as many different types of events we are able to meet people of all ages, of a range of ethnic and religious backgrounds and patients, past patients and their families.

Once a year, the Annual Members Meeting takes place, usually in September or October, and which allows members and the wider public to meet the Trust Management Board and Council of Governors. Key parts of the meeting are a short annual report, presentations by consultants on selected medical topics often showing new or major advances in treatment available, a number of walk-in stalls and demonstrations manned by clinical staff and the opportunity to question the board on key topics.

The formal bit

As you would expect, there are a number of scheduled formal activities which governors are involved in, starting with the governing council which meets four times a year. The council is chaired by the chair of the trust board which gives an element of connectivity and transparency between the board and governing council. All governors are members of the governing council together with the Chair, Chief Executive, non-executive directors and other board directors.

There are also three governor led sub-groups who meet around 6 times a year and who focus on three key areas – patient experience, membership engagement and buildings and the environment. Individual governors can choose to be members of one or all of these groups depending on their available time, areas of interest or areas of expertise.

The governor chairs and deputy chairs of these three groups meet quarterly with the board Chair and Chief Executive to take an overview of all activities.

Finally, a key formal role of the governors is to be part of a nominations committee which includes four governors elected by the governing council. This committee's prime roles are the recruitment, selection and appointment of the Chair and non-executive directors. In 2017, three new non-executive directors were appointed.

How governors are involved in the hospital

The level of involvement of governors in the hospitals on a week by week basis is very much dependent on their time availability, areas of interest and other commitments. There are opportunities for example to be involved in strategy development, quality assurance audits, patient led assessments of the hospital environment, individual improvement projects and regular governor led observation visits. None of these are compulsory, but

they are all great opportunities to understand the hospital from a patient perspective. The level and types of involvement vary from year to year depending on performance of Lancashire Teaching Hospitals, changing priorities and patient and family feedback.

How governors make a difference

Whilst the governors are all volunteers and their role is not to be directly involved in day to day running and decision making, they do play important roles in supporting and challenging items from the members' and public perspective and are often described as 'critical friends'.

By bringing a wide range of knowledge, experience and skills from inside and outside the health services together with views, opinions and priorities from their interaction with patients, members and the public the governors are able to influence and make positive contributions to the formation of improvement plans and future strategies.

To help governors do this, Lancashire Teaching Hospitals has developed ongoing training and development plans to help new governors into their role. These range from short educational sessions to group workshops to seminars provided by external agencies. The external sessions are particularly useful as they are attended by governors and staff from other hospitals and care services, which helps calibrate our challenges and performance and also bring in good ideas and lessons learned.

How members can help and support governors

There are a number of ways that members and the public can help governors to fulfil their representative role:

- Make sure they use their vote in the annual elections
- Attend the Annual Members Meeting
- Watch out for invitations to specific member events
- Come along to public events such the Health Melas and talk with us
- Make use of the governor email address below to raise your concerns, needs or good ideas

The more the governors can engage with members, the better their representation will be and energy can be focussed on the right issues. Public are invited to submit suggestions via the governor generic email address at governor@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.

Governors update

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>.

Governors Patient Experience Charitable Fund

The 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 hospital sites. All funds go towards various departments across both sites 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 and submitting it to Patient Experience Charity (LTHTR) **PatientExperienceCharity@lthtr.nhs.uk**

The Patient Experience Group evaluates the funding applications against set criteria. Recent successful applications include; TVs for several wards, reclining chairs for Chorley Ambulatory Care Unit, Christmas trees and decorations for several areas at Chorley; and furniture for the refurbished patients and relatives room in Preston PALS department.

Would you like a visit from our Governors?

Did you know that governors are available to speak with community groups, charities or indeed any interested groups within the North West? If you would like a governor to come along and listen to your views about Lancashire Teaching Hospitals NHS Foundation Trust or talk to your group about how they represent local people then please get in contact! A visit can be organised by contacting the **Membership Office** via **foundation.trust@lthtr.nhs.uk** or by calling **0800 073 0663**.

Help us communicate smarter and cheaper!

We are urging members with email addresses to contact the Membership Office to change their communication preference to email rather than post. Communication via e-mail is fast, effective and significantly reduces costs!

Changing is easy, please contact us by phone on **0800 073 0663** or email **foundation.trust@lthtr.nhs.uk**



Governor Sheena Keskin, Public Governor and Buildings & Environment Group Chair

Buildings and Environment Group

The Buildings and Environment Group received assurances that hospital buildings were not at fire risks similar to those of the Grenfell Tower types of buildings. Assessments of other possible safety risks such as loss of fire breaks above suspended ceiling level have been undertaken and evacuation training is ongoing. The group will receive fire safety updates later in the year.

Governors participate in PLACE visits (Patient Led Assessments of the Care Environment). Lancashire Teaching Hospitals has achieved above the national average scoring in four out of six aspects. Dementia and disability aspects are particularly improved. There is a slightly poorer score on 'food and hydration' mainly related to early meal times and 'privacy and dignity' in part is related to a lack of shower curtains in some locations. The governor group has had sight of the strategy for improvement from the recommendations and is monitoring progress.

Signage within the hospitals is always discussed at our meetings. New signs will be established when an area is refurbished and a user friendly nomenclature system will be employed.

The Director of Estates and Facilities has confirmed to governors the addition of a further 40 car parking places at the front of Royal Preston Hospital and there is a further seventy plus soon to be started. Difficulties with coin change for the new 'Pay and Display' parking meters are being addressed and soon change machines will be installed. Additionally, assessments are ongoing with regard to more modern methods of collecting fees, to make car parking easier for patients and visitors.

The Director also made governors aware of new developments on the horizon at Royal Preston Hospital, including the refurbishment of Critical Care, Ophthalmology, A & E and UCC facilities across the frontage of RPH. The works have to be staged to allow normal service to patients to continue but we all look forward to the completion of these new facilities.

Contact us!

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

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



Governor Nicola Leahey, Public Governor and Patient Experience Group Chair

Patient Experience Group

Patient Experience sub group summary

The group meet bi-monthly with an active membership of 19 governors. The Chair is Nicola Leahey and Deputy Chair is Michele Hall. The Non-Executive Director (NED) representative on the group is Alastair Campbell. It is imperative that we have a NED on the group with whom we can liaise and request questions and challenges to the Board on our behalf.

Several members of this group participate in the STAR (Safety Triangulation Accreditation Review) quality assurance framework observational visits. This involves auditing 110 clinical areas over both sites, therefore each week 3-4 areas will be visited by a team, which includes a governor. The visits last approximately two hours and give governors the valuable opportunity to meet with patients to assess their views of their journey within our hospitals, either as an inpatient or outpatient. We have an agreed aide memoir relating to the clinical area that is being visited, with predetermined questions to ask patients and staff. Governor's feedback at the bi-monthly meetings and any concerns warranting immediate action are followed up with the relevant staff.

Governors recently raised concerns regarding the availability and use of ward day rooms; which then led to a governor observational project across both sites, during October and December 2017. The results showed that not all wards had designated day rooms for patient use; also some wards that did have rooms were in need of more appropriate furniture, TVs, games, books etc. The project reports were shared with senior management to aid future planning of the ward's environment and facilities.

We have governor representation on several groups; the Clinical Governance Committee, the Patient Experience Improvement Group; the Patient Safety Collaborative group; the Patient Information Group; and the Lay Research Group. Having governor presence on these groups enables us to keep abreast of current issues and projects relating to the continual monitoring and improvement of services, which we then feedback to colleagues. The Chair of the Patient Experience Group works closely with the other two subgroups (Membership and Buildings and Environment) to maintain a broad spectrum of awareness and dissemination of business.

☆ 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 2018 elections. People featured below have all been elected as public governors. You also chose to re-elect Huw William James Twamley (staff governor representing Doctors and Dentists).

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

Thank you to everyone who stood for election and everyone who has cast their vote.



Pav Akhtar

I care about our community having well-run hospitals, delivering safe and effective patient-centred services, because I care about the health and well-being of people in Lancashire.



Anne Heywood

The Trust values were installed into me through my Nurse training and are part of my values as a Carer. I'm a Trustee for a local charity that supports children with chronic illness, disability or sibling affected by bereavement.



Karen Leckie

If elected as a Governor, I would work in partnership with others to contribute to developing safe, efficient and quality healthcare in the Trust, aiming continually for outstanding care, for everyone.



Lynne Lynch

Having worked as a Governor for the past three years I believe that we should continue to be relentless in focussing on quality and continual improvement.



Michael Anthony Simpson

The Health Service is perhaps the greatest achievement of the UK. There are enormous challenges to preserve the quality of care at a cost we can afford.

NIHR Lancashire Clinical Research Facility official launch

In November, we officially opened the Clinical Research Facility at Royal Preston Hospital. The facility is a result of collaboration of Lancashire Teaching Hospitals NHS Foundation Trust, Lancashire Care NHS Foundation Trust and Lancaster University and plays an important role in driving research to develop new treatment, and improve health outcomes and life expectancy for this and future generations.

The facility is a modern, purpose built environment that supports clinical research and trials for a range of conditions including dementia, neurosciences, cancer and much more.

Max Marshall, Medical Director at Lancashire Care NHS Foundation Trust said: "Partnership working is extremely important to us, as working together means we can include a combination of expertise and provide the highest quality service for the people that we serve. We are extremely proud to be playing a key part in this forward-thinking partnership. We are really excited for the official opening of the facility and to showcase this state of the art, modern facility and all of the fantastic research that is taking place to improve care for patients now and in the future!"

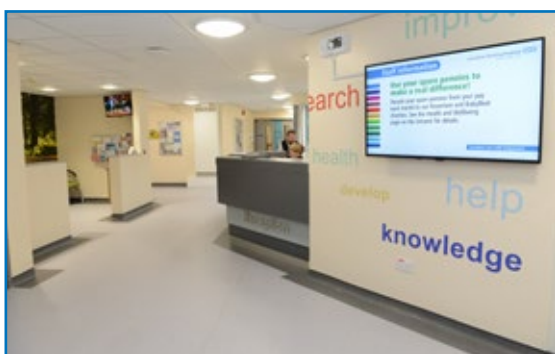


Karen Partington, Chief Executive at Lancashire Teaching Hospitals NHS Foundation Trust, said: "We are delighted to have this state of the art research centre at our hospital and we are extremely proud to play such a big part in innovation and developing ground-breaking treatment for the future.

This is the only NIHR CRF in Lancashire so it means people across the county can be involved in revolutionary research studies which will help us develop new treatments for future generations."

Professor Hedley Emsley, Professor of Clinical Neuroscience at Lancaster University's Medical School said: "This is a major development in clinical research and for the Lancashire and Cumbria population because it allows more people to participate in research studies. Clinical research to develop treatments for these conditions has never been

more important. An example of important work within the CRF is the development of potential new treatments for dementia and neurodegenerative disease. This includes work on targets for drug discovery, identifying patients who may benefit, contributing to the development of new drugs (and re-purposing of existing drugs), and clinical trials."



Achievement for our Clinical Research Facility

Our Clinical Research Facility, based at Royal Preston Hospital, has been shortlisted for the award of Research Site of the Year in the North West Coast Research and Innovation awards.

The facility is one of only 23 NIHR clinical research facilities in the country and is a collaboration between Lancashire Teaching Hospitals NHS Foundation Trust, Lancashire Care NHS Foundation Trust and Lancaster University. The centre plays a hugely important role in developing new treatments and improving care for our patients.

Nichola Verstraelen, Manager of the Clinical Research Facility said: "We are so pleased to have been recognised for all of the hard work that has been put into developing this facility. Without the three partners, it would not have been possible. The dedicated staff within these organisations contribute towards world class research. With our partners, we are looking forward to leading on ground breaking research."

Stephanie Cornthwaite, Lead Cancer Research Nurse said: "As a cancer research team, we have worked alongside the clinical research facility team from the very beginning, looking at innovative ways to expand the current portfolio of trials to enable patients to access new and potentially life-saving drugs and treatment."



Lay Research Group (LRG)

By Jim Organ (Chairperson, Lay Research Group)

I just wanted to say a “hello”; and to see if there’s anything you’d like LRG to be doing for you?

LRG exists to help you keep as up-to-date and involved as you’d like be to with what’s going on in health research in Lancashire and South Cumbria – and to make sure your voice is heard by the people responsible for carrying out health research at Lancashire Teaching Hospitals, enabling you to contribute and influence research into patient and public health should you wish to do so.

In all likelihood, we all will need help from one of the myriad of services and treatments that the NHS provides. And the NHS needs open communication with patients and public if it is to keep its treatment and services firmly focused on delivering the best possible outcomes and experiences for us all.

Patient-Public Involvement (PPI) keeps patients at the heart of NHS research so we can deliver the best treatment and care together

The LRG Steering Committee currently comprises ten people from a wide range of backgrounds and offering diverse skill sets. There are many exciting things happening in research, development and patient care at Lancashire Teaching Hospitals across Lancashire. Here’s a few examples of what we lay research members have been up to:

- The new Clinical Research Facility’s (CRF) open day on 21st November 2017 offered a fascinating insight into ongoing leading edge research into cancer, dementia, pulmonary lung disease and many other areas. There was also a chance to take part in fun experiments, such as the chocolate tasting trial. LRG had a stand and helped out where needed on the day.
- Lancashire’s CRF is one of only 23 top quality research centres in the UK approved to deliver specialist research to the highest clinical standards by the National Institute for Health Research (NIHR). As part of the NIHR network, our Preston Royal-based CRF offers access to national and international research opportunities. One day maybe you could help determine research priorities? This is a great opportunity for everyone in Lancashire and South Cumbria.
- LRG surveyed CRF facilities and prepared a report about suitability of access for disabled visitors.
- Participated in a research study considering the most compassionate and effective way for consultants to explain brain stem death to grieving relatives.
- Started writing Lay summaries of recent research papers to make exciting new research findings more accessible to public and patients.

- Conducted research to create posters and leaflets to tell people about LRG and encourage people to join Lancashire Teaching Hospital’s Lay Research Community. You should see posters and leaflets appearing around local hospitals, doctors’ surgeries and pharmacies during 2018. Any feedback is gratefully received.
- We have recently established small groups to drive rapid progress in the areas of communication, fundraising and the effectiveness of research impact (regarding outcomes for patients and the NHS). We would love to hear from anyone who has time and would like to join the communication, fundraising or research impact group.

What should LRG be doing for you?

LRG is planning and preparing now to develop and support open channels of communication between Lancashire and South Cumbria’s Lay Community and Researchers and other NHS staff across Lancashire Teaching Hospitals and the NIHR Lancashire Clinical Research Facility. We will:

- Create up-to-date and regular communications via various media about the latest research developments and opportunities for patient and public influence and involvement with NHS Research.
- Provide opportunities to visit the clinical research facility and ask questions on issues that matter to you and your family, and the chance to discuss ideas with relevant people, suggest new research topics and influence and support research that matters to you and your family in a wide variety of ways.
- Host guest speakers on a range of topics chosen by you.

It would be wonderful if you could let us know the kinds of communication and information you’d like to hear and how you would like to hear about them so we can make sure we’re doing something relevant and useful to you; which is, after all, the whole point.

Please don’t hesitate to get in touch if you’d like to join one of the smaller groups already mentioned above - the more the merrier!! And if you have ideas for other priorities to support the delivery of better research and patient results we would welcome your thoughts.

LayResearchGroup@lthtr.nhs.uk





Our Health Our Care

Our Health Our Care update

The Our Health Our Care Programme is continuing to bring together a range of health and social care providers to transform services for the people of Greater Preston, Chorley and South Ribble and ensure that services are ready for the future.

We are facing a number of challenges, both regionally and nationally, such as an ageing population and more people suffering with multiple, long term conditions. This is resulting in all NHS services dealing with an increase in demand.

This increase in demand is putting services, including our local hospitals under mounting pressure in relation to capacity and we know that local health and social care services cannot stay the same, if we want to make sure everyone can continue to receive the standards of safe and high quality care they are used to, and have a right to expect.

Engagement with clinicians and members of the public has resulted in the co-production of new models of care based on the following principles:

- Care should be person-centred
- Focus on improving patient experience
- Care should be provided closer to home, where it is safe and appropriate to do so
- New models of care must be clinically and financially sustainable for the future and able to provide quality services that are safe, accessible, responsive and coordinated.

We need a local health and care system where acutely unwell people can be treated quickly in hospital, where everyone can access the right level of specialist services, and where the majority of people receive day-to-day and on-going care and treatment in a community setting.

The new model of care developed with our clinicians, public, patients and partner organisations aims to create models of care which will:

- Work within an integrated health and care system
- Be tailored to the needs of our population and delivered in the right place at the right time
- Aim to rebalance the provision of services to reduce overdependence on acute hospital provision

“Out of hospital” care is a crucial part of this work and so an “out of hospital” strategy has been developed which will allow us to implement parts of this new model of care and ensure our services are fit for the future.

Eight GP collaboratives have been established in central Lancashire, to enable improved access to GP appointments in the evenings and at weekends, better management and treatment of people with multiple complex and/or long term conditions and allow the majority of people to receive day-to-day and on-going care and treatments in a community setting.

Collaboratives will also look to identify patients which may benefit from an increased level of support, to enable them to remain well and reduce their risk of hospital admission.

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

Praise for apprenticeship success



We are delighted to have been recognised in the prestigious Centrica Top 100 Apprenticeship Employer Providers list.

Each year, we provide 200 apprenticeships across the organisation, in an array of departments. In such a large and complex organisation, there are always opportunities available to learn and develop, and our apprenticeship programme continues to grow every year. All of our apprentices work towards nationally recognised qualifications ranging from level two (equivalent to GCSE) to level six (degree).

We retain approximately 90% of our apprentices at the end of their training and many have progressed to more senior roles

with us, which is a great achievement.

Andrew Stone, Apprenticeship Business Manager said: "We are pleased to be named as a top 100 apprenticeship employer this year. We are proud to be able to offer a high standard and wide range of apprenticeships in our organisation in order to help people start their careers and develop our workforce of the future. As an approved apprenticeship training provider, the Health Academy at Lancashire Teaching Hospitals delivers apprenticeships that ensure our workforce receive skills directly linked to the needs of the organisation, helping them to grow and develop for future roles."

Community Involvement

In November last year, several members of our staff attended the Chorley in Bloom Awards where they received a certificate of recognition for their enthusiastic and valued volunteering. The team also received an It's Your Neighbourhood award of Level 5 outstanding for their developments of the sensory garden at Rookwood A (top right). The team will be participating in these awards again this year following their successes.

In February, our volunteers, along with a team of scouts and guides started planting the Spring bulbs in the Rookwood A sensory garden that had been kindly donated by local garden centres to make this garden brighter and better for visitors.

The annual Health Mela will be taking place on Saturday 14th April at the Foster Buildings at UCLAN. This is an annual health event which enables people to access free health checks, and the opportunity to meet health professionals for advice and information, in a relaxed environment.

The Patients Experience Charity Fund has purchased three new reclining chairs (bottom right) for the Ambulatory Care Unit at Chorley Hospital, which will enable patients to be comfortable when waiting for appointments.



STAR update

In our last Trust Matters magazine, we informed you of STAR (Safety Triangulation Accreditation Review) quality assurance framework. STAR has been designed by our staff as part of a series of improvement events to provide an evidence base to demonstrate the standard of care delivery, identify what works well and where further improvements are required.

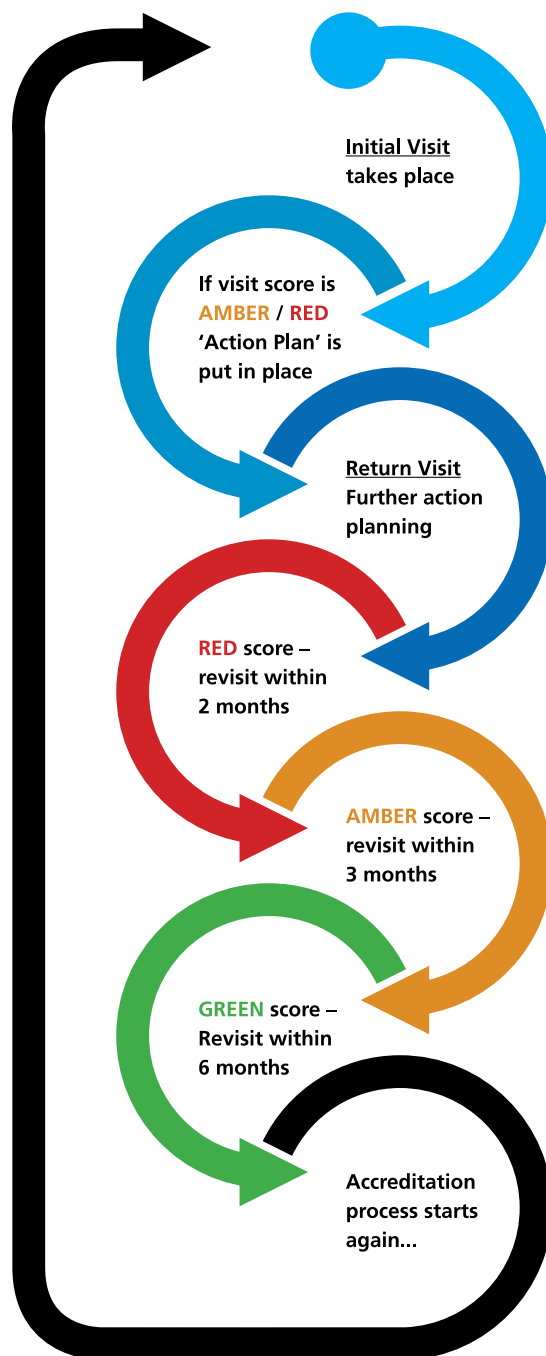
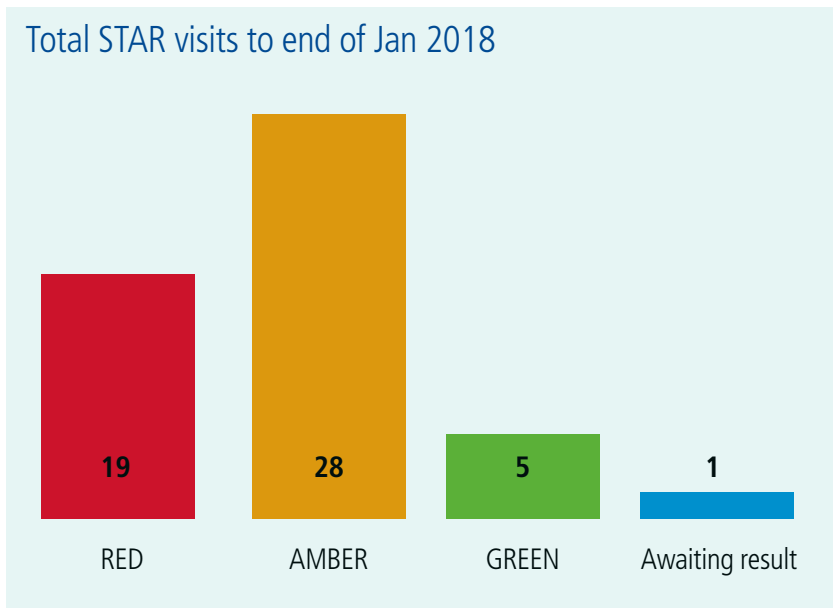
A total of 53 STAR visits and 31 re-visits have been completed up to the end of January 2018. So far 5 green ratings, 28 amber ratings and 19 red ratings have been achieved (1 area is awaiting final results).

As a result of the visits the following improvements have been introduced:

- Standardised controlled drug daily checking sheet
- Shift leader lanyards
- Matron and professional leads contact cards
- Matron and professional lead / care home buddy scheme where each matron and professional lead is paired with every nursing and learning disability home in Preston and Chorley
- Red bag scheme to centralise the storage of information between care providers to reduce duplication
- Introduction and standardisation of new cleaning wipes
- Increased auditing for areas failing to provide assurance of clean commodes

Patient and staff feedback remains very good overall with particular areas of good practice noted in respect of safeguarding and end of life care.

If you would like to get involved in STAR visits or you would like any further information please email QualityAssuranceTeam@lthtr.nhs.uk or telephone **01772 523146**



Trust Matters is printed on sustainably resourced paper



Listening event: Our Journey to Excellent Care

Weds 30 May 2018
6.00pm – 8.00pm
Health Academy Centre 1,
Royal Preston Hospital
Free parking

Come along to our Listening Event, this is an opportunity to meet governors and senior managers, all of whom want to hear your feedback. Please do come along and tell us about your views and experiences of our services. Your input will help us to achieve our ambition of providing excellent care with compassion. The evening will also celebrate the great work that our maternity and neonatal services are doing, and we would welcome hearing about your experiences of those and all other hospital services.

You can book your place by:

Telephone: **0800 073 0663**

Email: **foundation.trust@lthtr.nhs.uk**

Eventbrite: **<https://listeningevent2018.eventbrite.co.uk>**

If you have any specific access or communication needs, please let us know in advance by calling **01772 524412** or by emailing: **foundation.trust@lthtr.nhs.uk**

Dates for your diary 2018

Your governors will also 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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A health mela is a free and fun community event which focuses on health related issues and health awareness. Our staff and governors will be available to chat with at the following health melas:

Preston Health Mela

Sat 14 Apr 2018	11am – 4pm	University of Central Lancashire, Foster Building, Fylde Road, Preston PR1 2HE
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Leyland Health Mela

Sat 27 Oct 2018	11am – 4pm	Worden Academy, Westfield Drive, Leyland PR25 1QX
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If you or you know somebody that is considering a career in the NHS, come along to find out about apprenticeships, NHS careers, University paths and much more. For more information please visit our website: <https://healthacademy.lancsteachinghospitals.nhs.uk>

NHS Careers Event

Fri 20 Apr 2018	3pm – 7pm	Lecture Hall, Health Academy 1, Royal Preston Hospital
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Members Listening Event

Weds 30 May 2018	6pm – 8pm	Health Academy 1, Royal Preston Hospital
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Council of Governors meetings replace

Mon 23 Apr 2018	10am – 1pm	Seminar Room 9, Health Academy 1, Royal Preston Hospital
Tues 31 Jul 2018	1pm – 4pm	Lecture Hall, Health Academy 3, Chorley and South Ribble Hospital
Tues 30 Oct 2018	10am – 1pm	Seminar Room 9, Health Academy 1, Royal Preston Hospital

Board of Directors meetings

Thurs 5 Apr 2018	10am – 2pm	Seminar Room A1, Health Academy 3, Chorley and South Ribble Hospital
Thurs 3 May 2018	10am – 2pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 7 Jun 2018	10am – 2pm	Seminar Room C, Health Academy 3, Chorley and South Ribble Hospital
Thurs 5 Jul 2018	10am – 2pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 6 Aug 2018	10am – 2pm	Seminar Room A1, Health Academy 3, Chorley and South Ribble Hospital
Thurs 8 Sep 2018	10am – 2pm	The Gordon Hesling Room, Royal Preston 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