

TRUST Matters

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Communications



New state of the art cancer robot arrives

Lancashire Teaching Hospitals NHS Foundation Trust has taken delivery of a new state of the art robot that will improve outcomes for patients with cancer.

The trust's Regional Specialised Cancer Centre is the first hospital in the north of England to have the latest advanced robotic surgical system, which will treat patients from Lancashire and South Cumbria who have bowel, gastrointestinal, urological and gynaecological cancers. The centre is also just one of three in the country, and the only one in the North West, to be able to provide treatment for upper gastrointestinal cancer using this new robot.

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.

Our cancer surgeons will now undertake five weeks of bespoke training before visiting world renowned centres in Europe to complete their learning and practise skills.

Pierre Martin-Hirsch, Consultant Gynaecological Oncologist at Lancashire Teaching Hospitals NHS Foundation Trust said, "The whole team at the Regional Specialised Cancer Centre is excited by

the arrival of the new robot, and are looking forward to completing our training so we can offer the very latest treatment to our patients. This new version of the robot will put us at the top of the league for cervical cancer treatment as well as many other cancers."

Mark Pugh, Medical Director at Lancashire Teaching Hospitals NHS Foundation Trust, said: "We are delighted to be the first hospital in the north of England to secure the latest in robotic technology, and we are proud to be leading the way in cancer treatment. This

new equipment will help us to continue to provide the very best care for our patients and we thank the Rosemere Cancer Foundation for their support in helping us to do that."

Rosemere Cancer Foundation has launched a fundraising campaign to pay for the robot, which has been delivered to the Regional Specialised Cancer Centre at Lancashire Teaching Hospitals today (24th March) so that the latest cancer treatment can be offered to patients immediately. In future, the centre will aim to become the European training hub for the advancement of robotic surgery.

If you would like to make a donation to the Rosemere Cancer Foundation's 20th anniversary appeal which is raising funds to pay for the robot, visit www.rosemere.org.uk

"We are proud to be leading the way in cancer treatment"
Mark Pugh

Our Healthcare Assistant gets national recognition for helping dementia patients

One of our Senior Healthcare Assistants has won a competition, hosted by the Royal College of Nursing, for the work she has done to help dementia patients.

Allyson Rigby, one of our Emergency Department Senior Healthcare Assistants, has introduced new wristbands to make it clear which patients have dementia.

The wristbands worn by patients living with dementia now feature the 'Forget Me Not' flower, the nationally recognised symbol for dementia. When a patient is wearing one of those wristbands our staff know that patient has dementia and to use their dementia training when dealing with the patient.

Being chosen as one of the Royal College of Nursing's 100 projects will give Allyson the opportunity to introduce this initiative into other NHS Trusts.



Care Quality Commission inspection

The Care Quality Commission (CQC) has given Lancashire Teaching Hospitals NHS Foundation Trust an overall rating of 'requires improvement' in its latest inspection report.

The CQC inspected our hospitals in September 2016; ratings are based on a combination of what it found during the inspection, intelligence shared by us before and after the inspection, and information provided by patients, the public and other organisations.

Karen Partington, Chief Executive of Lancashire Teaching Hospitals NHS Foundation Trust said, "We fully accept the CQC's findings. When the CQC visited our hospitals in September, work was well underway to make a range of improvements, so we were able to demonstrate our awareness of what needed to be done, and show the good progress we are making."

We are pleased that the CQC recognised that our staff are hardworking, caring, and treat patients with kindness and compassion. Inspectors also noted our open and transparent culture, and willingness to learn lessons and continuously improve. So we have the right values, expertise and commitment to move forward, and provide the outstanding care our patients deserve."

"I am confident that the board has got a good grip of what needs to be done, and a robust and comprehensive plan to make the necessary improvements"

Sue Musson

"The CQC also quite rightly highlighted that our hospitals are under pressure and exceptionally busy, which is affecting our ability to provide planned operations on time, and admit patients from the emergency departments to wards quickly enough."

"We are working with our partners on a number of initiatives to prevent unnecessary hospital attendance and admission and to ensure enough of the right support is in place so that people can be discharged from hospital promptly and safely when they no longer need our specialist care."

longer need our specialist care."

"Whilst this work will alleviate some of the pressure we've been experiencing, hospitals are just one part of a patient's journey, so we are working with our commissioners, social

care and community providers to transform how health and care services are provided in central Lancashire."

Sue Musson, Chair of Lancashire Teaching Hospitals NHS Foundation Trust said: "Recent years have been exceptionally challenging for the NHS, and for our hospitals in particular. Demand has increased significantly, and funding has reduced. However I am confident that the board has got a good grip of what needs to be done, and a robust and comprehensive plan to make the necessary improvements."

We're now smoke free!

Smoking has not been permitted inside our buildings since the law was introduced in 2007, but smoking is also now not permitted anywhere within our grounds or premises, either inside or outside our buildings.

In November 2013, the National Institute of Health and Clinical Excellence (NICE) published guidance urging all NHS hospitals and clinics to become completely smoke-free and create a culture where smoking is no longer considered the norm. Hospitals in particular should be smoke-free environments because evidence shows that smoking interventions are effective for hospitalised patients regardless of admitting diagnosis.

Inpatients who stop smoking have a reduced rate of wound infections, improved wound healing and increased rate of bone healing.

Permanently quitting smoking reduces the risk of heart disease, stroke, cancer and premature death.

The quit rates among patients who want to quit and take up a referral to stop smoking services are between 15% and 20%, compared to 3% to 4% amongst those without a referral.

What support is available for people?

Smoking is an addiction and we recognise that it can be really difficult for people to give up smoking and that there will be people who currently smoke and do not wish to give up.

A smoke-free site is not about judging people who smoke – or even telling people who smoke to give up - it is about supporting people.

When patients attend our hospitals, we ask them about their smoking status, and offer them advice and support about how to give up. Our staff also give out a smoke-free leaflet to anyone who is smoking whilst on our premises. This leaflet confirms we are a smoke-free site, and provides advice about stopping smoking, as well as information about accessing nicotine replacement therapy and support services.

Anyone who is thinking about stopping smoking should contact the Quit Squad freephone **0800 328 6297**. Evidence shows that the quit rate amongst patients who access support from stop smoking services is significantly higher than when you try to stop smoking on your own.

Helping us to develop cancer services

Most of us don't want something to happen to us, without having some say in what is happening and how it happens. We aim to make sure that our patients and their families have an inclusive, 'done with', rather than 'done to' experience which is far more satisfactory for those directly affected.

At Lancashire Teaching Hospitals NHS Foundation Trust we encourage patients, families and carers to be involved in their treatment every step of the way.

As a patient, carer, family member or friend you bring a unique and particular perspective formed by your experiences and preferences as to how you want services and treatment provided and delivered to you and your loved ones.

Involvement isn't only about asking you about your experiences or opinions after the event, it's about involvement from the start in the co-design, planning and development of services. This can be at times a challenging process but the impact and outcomes can be significant.

Whether it's service improvement or development, we can all have our 'blind spots' and service user and carer involvement helps to identify these as well as find solutions. This in turn will lead to services being developed and improved which will best meet the needs of patients and better outcomes, which is what we are all aiming for.

In discussing and working with our patients and their loved ones, we are able to hear your ideas about how services can be improved, it's often surprising how simple some of these suggestions and requests are and how easily they can be implemented or changes made.

We already have some excellent examples of patient and carer involvement and we need to build on these. We have received some great feedback from our patients and their families or carers about how their involvement has provided an empowering and meaningful experience, some of the comments are:

'I am enjoying making a difference.'

'People seem to think it is a good idea me being there to help, I've had some good feedback.'

'I didn't think I had anything to offer but I've seen that my input is valued and can change things.'

Currently the team in our cancer services want to hear from people affected by cancer who would like to be involved. You can contact Elizabeth Jennings via email elizabeth.jennings@lthtr.nhs.uk or telephone **01772 523754**.



Our Consultant Physiotherapist named as a 'Health Star' by ITV's Good Morning Britain

Our Consultant Physiotherapist in Respiratory, Rachael Moses, has been named as a finalist in this year's ITV Good Morning Britain Health Star Awards.

Rachael was chosen as the runner up from thousands of entries in the 'Hospital Health Star' category.

Good Morning Britain's Health Star awards recognise the best of British healthcare and honour people who go above and beyond to help people.

Rachael was shortlisted because she consistently goes above and beyond to help her patients, and their families. She recently helped to grant wishes for a woman who had just days left to live. The patient came up with a bucket list of things she wants to do before she died, and Rachael helped her to achieve as many of those things as possible.

She arranged for the woman to have one last Christmas day, and Rachael arranged for a masseuse to come in to give her a pamper session. The patient was also a big dog lover and Rachael arranged for her to spend time with a PAT (pets as therapy) dog.

Most of Rachael's patients are severely unwell and have very life-limiting conditions. Rachael travels across Lancashire and South Cumbria to help her patients even when she is not working (and even though she lives in Newcastle!) and she tells her patients and their families that they can call her anytime, day or night.

Rachael works hard to help her patients enjoy their life as much as possible- she often takes them out for day trips, to the cinema, and even helps to find them a job.

She is so committed to her job and her patients that she often cancels her plans with her own family and friends to help them; this is why she has been recognised as a Health Star.



Prestigious award for Community Maternity Support Worker

Our Community Maternity Support Worker, Patricia Leyland, has won a national British Journal of Midwifery (BJM) Practice Award for her contribution to midwifery practice.

The BJM Awards recognise hard-working individuals and teams for their outstanding achievements within the midwifery profession.

Patricia's role as a Community Maternity Support Worker was created to support midwives with clinics and postnatal visits; and has steadily expanded into one that also supports pregnant women, expecting couples, and new mothers with mental health issues, child protection, alcohol and drug addiction, social problems and learning difficulties.

Research cafes

In collaboration with UCLan's College of Health and Wellbeing, we're running informal get-togethers over lunchtime, for those interested in research who want to meet like-minded people.

In Health Academy 1, Preston hospital, 19th of September; 17th of October; and 12th of December, and Chorlies Restaurant, Chorley hospital, on the 21st of November.

There will always be someone present from the Clinical Academic Faculty, so look out for the blue and yellow Research Café sign!

For further information, email:
clinical.academic@lthtr.nhs.uk, or
alison.mcloughlin@lthtr.nhs.uk



GOVERNORS UPDATE

Our Governors

Our governors play a very important role by ensuring there is a link between the wider community and those who run the hospital. A key part of the governor's role is to communicate regularly with the members who voted for them and they have been busy carrying out their governor responsibilities.

Governors also take an interest in specific areas of the hospitals' performance, for example, monitoring patients' experience, quality and safety and financial performance..

The Council Of Governors has 30 members of which:

18 public governors (elected by the members of the public)

4 staff governors (elected by staff members)

8 appointed governors (appointed by our partners)

The Council meets quarterly and it is the duty of all governors to attend.

Affiliated to the Council are three sub groups that the governors can volunteer to be members, these are:- Buildings and Environment, Membership and Patient Experience. Each group includes governors and an appointed senior management representative from Lancashire Teaching Hospitals who is relevant and has responsibility for the subjects of that particular sub group and a Non-Executive Director (NED).

It is imperative that there is a NED associated with the group as this builds on the relationship between governors and NED's in both striving to observe and be part of supporting Lancashire Teaching Hospitals to provide the best possible care for the patients.

Being a member of the sub groups, gives governors the opportunity to observe the hospital environment, learn about hospital plans and activities, meet and represent both patients and foundation trust members and be a supportive critical friend to the trust.

In this issue, the Chair from each of the sub groups, have provided you with an overview about the group that they are part of and the things that they get involved with.



Governors
Sheena Keskin and
Brian Atkinson
(Chair and Deputy
Chair of Buildings
and Environment
Group)

Buildings and Environment Group

The Buildings and Environment Group seek to make your visits to the hospitals hassle free and for you to be able to experience pleasant surroundings.

Car parking and traffic flow is always on the agenda at our meetings. The Trust introduced changes to car parking charges which will release revenue for car park improvements without taking funds from clinical areas. Governors have contributed to considerations in protocols for Blue Badge parking. For further details please see page 11.

'**SMOKEFREE**' is in action; smoking and vaping are not allowed within the grounds of the hospitals. Nobody should be smoking anywhere within the perimeter fences of the hospitals. Governors of the Buildings and Environment Group have been active in encouraging this initiative and some governors carry post cards, about 'SMOKEFREE' initiative and where you can seek support.

Signs are often discussed at meetings, principally those along corridors. You should be able to find your way to appointments, without difficulties. Not everybody understands medical terms or special names for buildings; maybe you want maternity, but did you know it was Sharoe Green Unit? Orthopaedics – bones? Good news, the group has been told that a 'Wayfinding System' is being developed which will be clear, understandable and user friendly. However it may take some time to find its way through!

Speaking of corridors, **old pictures and paintings** in two main corridors at Royal Preston Hospital have been taken down and safely stored so this is just the start. Before any changes were started, governors catalogued much of the artwork in the two hospitals to ensure that no 'treasures' are lost. Now, governors are working with the trust to develop a modern, fresh, logical, spacious and professional appearance to our corridors, landings, etc. Another way of helping you to find your way around pleasant buildings!



Governors Ken Jones and Steve Heywood Chair and Deputy Chair of Members Group



Governors Nicola Leahey and Stephanie Tufft (Chair and Deputy Chair of Patient Experience Group)

What Does the Members Group of the Council of Governors actually do?

NHS Foundation Trusts are designed to operate as independently of central government as possible. Of course, they are answerable to the commissioners who buy their services and regulators who make sure they are safe and cost-effective, but day-to-day management is in the hands of each trust.

That's where you, our members, come in. There are over 20,000 of you and you elect governors to sit on the Council. The Council doesn't run the hospitals – that's the job of professional clinical and administrative executives – but it does appoint non-executive directors to hold the executives to account for the running of the Trust's hospitals and other services.

The Members Group is tasked with keeping members abreast of developments. We do this by contributing to Trust Matters (like this article), by helping run the annual members' meeting, by organising "listening events" where we invite members to have their say on different aspects of Lancashire Teaching Hospital's activities, and by taking part in weekly unannounced inspections of different aspects of our activities, like wards, catering, pathology and the many other diverse areas.

Governors are elected each year for three-year terms. Time commitment varies depending on how involved you want to be, but as a rule you can think in terms of half a day a week. If you are interested in becoming a governor, contact us for further details by email at foundation.trust@lthtr.nhs.uk or telephone **0800 073 0663**. The role is unpaid but expenses are reimbursed.

Patient Experience Group

Patient Experience sub group summary

The group meet bi monthly with an active membership of 23 governors. The Chair is Nicola Leahey and Deputy is Stephanie Tufft. The Non-Executive Director (NED) representative on the group is Alastair Campbell.

During the past 4 years governors have participated in the weekly CQC style inspections, which have now been replaced with the new STAR Quality Assurance Framework, (which you can read about on page 12). This involves auditing every six months 90 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 2 hours and gives governors the valuable opportunity to meet with patients to assess their views of their journey within our hospitals, either as an inpatient or outpatient.

Recently governors were involved again in the Quality Mark audit, this entails auditing the ward environment and talking to patients. One observation was regarding the availability and use of day rooms, which subsequently has led to being the next topic for a governor observational project across both sites.

We have governor representatives on several groups:- Clinical Governance Committee: Patient Experience Improvement Group: The Patient Information Group:

It is important that we have a NED on the group with whom we can liaise and request questions and challenges to the board on our behalf. An example of this recently is us questioning the response to the NHS Improvement national guidance of 'Learning from Deaths', this reports that it's the responsibility of the board to assess the care of patients who die. Alastair Campbell will feedback the actions at the next Patient Experience group in September.

Contact us!

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

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

Governors update

🎯 Governors Patient Experience Charitable Fund

The governors patient experience charitable fund continues to be successful in the collection of money from the public and encourages applications for funding to enhance the experience of users of our services. Recent purchases from the fund include- TVs for several wards, CD players and headsets for day case therapy, additional plants and solar lighting for the sensory garden on our elderly care ward at Chorley, puzzles and books to support Ward 16's day room activities and a special feeding chair for the Neonatal Unit. These chairs cost £3000 each and as the unit has recently successfully raised £4600, we have agreed to a contribution to enable them to purchase two chairs. We have also agreed to support the purchasing of a much needed breast feeding pump at approximately £2000.

Staff can request funding by completing an application form accessible on the Intranet site. **Public** are invited to submit suggestions via the governor generic email address governor@lthtr.nhs.uk

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**.

We want to keep you informed and involved, tell us what you're interested in!

As part of the application process to become a **foundation trust member**, we ask you to tell us how much involvement you want to have with us and if you have any particular areas of interest for example; hospital environment, A&E, women's health, long term conditions etc. There are three levels of involvement, low, medium and high; we automatically set members to level one if no preference is given. Over the years, your level of required involvement and areas of interest may have altered; we want to ensure that we are providing you with the right amount of contact and information. If you are unsure which group you are in or if you want to make sure that we have your areas of interest correctly recorded, please contact the Membership Office.

We would also like to hear from you if any of your contact details have changed.



Rookwood Garden supported by the Governors Patient Experience Charitable Fund

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



Patient Led Assessment of the Care Environment (PLACE)

By Julie Tonge, Quality Assurance Manager & Ken Jones, Governor

Governors are involved in PLACE inspections as lay members of teams of hospital professionals. The assessments were introduced in April 2013 and apply to hospitals and hospices providing NHS-funded care in both the NHS and private/independent sectors.

They are self-assessments which aim to promote the principles established by the NHS Constitution that focus on areas that matter to patients, families and carers: putting patients first. PLACE encourages the involvement of patients, the public, and both national and local organisations that have an interest in healthcare.

Good environments matter. Every NHS patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. PLACE assessments provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

The aim of PLACE assessments is to provide a snapshot of how an organisation is performing against a range of non-clinical activities which impact on the patient experience of care. The non-clinical activities of concern are:

- **Cleanliness** - a clean environment is the foundation for lower infection rates,
- **Food and Hydration** - good food promotes recovery and improves the patient experience
- **Privacy, Dignity and Wellbeing** - high standards of privacy promote patient dignity,
- **Condition, Appearance and Maintenance** - good maintenance and décor support a safe and comfortable stay.
- **Dementia** - whether the premises are equipped to meet the needs of people with dementia against a specified range of criteria.
- **Disability** (introduced in 2016) - the extent to which premises can meet the needs of people with disability against a specified range of criteria.

The criteria included in PLACE are not standards, but they do represent aspects of care which patients and the public have identified as important. The assessment of cleanliness covers all items commonly found in the healthcare premises including patient equipment; baths, toilets and showers, furniture, floors and other fixtures and fittings.

The assessment of food and hydration includes a range of organisational questions relating to the catering service, for example, the choice of food, 24-hour availability, meal times and access to menus. An assessment of food services at ward level and the taste and temperature of food are also completed.

The assessment of privacy, dignity and wellbeing includes infrastructural/organisational aspects such as provision of outdoor/ recreation areas, changing and waiting facilities, access to television, radio, computers and telephones. It also includes the practicality of male and female services such as sleeping and bathroom/toilet facilities, bedside curtains sufficient in size to create a private space around beds and ensuring patients are appropriately dressed to protect their dignity. This is an area where governors have a particular input, chatting to patients who are well enough to respond to assess how they feel the trust is meeting their legitimate needs.

The assessment of condition, appearance and maintenance includes various aspects of the general environment including décor, the condition of fixtures and fittings, tidiness, signage, lighting (including access to natural light), linen, access to car parking, waste management, and the external appearance of buildings and maintenance of grounds.

The dementia assessment focusses on flooring, decor and signage, but also includes such things as availability of handrails and appropriate seating and, to a lesser extent, food. The disability assessment focusses on issues of access including wheelchair, mobility (e.g. handrails), signage and provision of such things as visual/ audible appointment alert systems, hearing loops, and aspects relating to food and food service. It shares many facets with the dementia assessment, and with very few exceptions draws on existing aspects of the assessment.



Our volunteer is an unsung hero

One of our volunteers has been named an unsung hero in the Lancashire Post's Health Heroes awards.

80 year old Mona Klavis, who volunteers in the Day Treatment Centre at Royal Preston Hospital, was recently presented with the award for her dedication and compassion.

Mona keeps visitors, staff, and patients entertained with her wealth of stories, and hand-delivers crumpets, tea, and toast.

She was recently admitted to hospital herself, and was more worried about the gap she was leaving in the tea bar than her own health; and returned within two weeks, which really highlights her dedication.

Mona said: "The health service workers all work so hard that I really enjoy helping where I can. I'm just one of hundreds of volunteers who help out at Lancashire Teaching Hospitals so this award is to recognise all of them."

Members making a difference

Volunteers Needed

The bereavement support group for children young people and adults is a charity of Lancashire Teaching Hospitals NHS Foundation Trust. We rely on volunteers to work alongside the specialist bereavement nursing team to provide ongoing bereavement support to people of all ages. The three separate age groups meet on the first Thursday of each month currently only in Preston due to a shortage of volunteers.

We are currently looking to recruit volunteers who, after undergoing a selection process and training, would assist in facilitation of our bereavement support group that is run from 6pm – 7.30pm on the first Thursday of every month. Once we have sufficient volunteers in place, we will also look to hold an additional bereavement support group in the Chorley and South Ribble area.

This volunteer role would suit to people with good communication skills who are willing to develop their skills and techniques for providing support and empathy to people of all ages at what can be a challenging time in their life.

For more information please contact **Helen Bradley**, Lead Nurse Bereavement and Donor Support by email: **helen.bradley@lthtr.nhs.uk** or call the **Specialist Bereavement Nurses** on: **01772 523730**.

Thank you for your support.

Story so far

As a result of our previous request in Trust Matters 28 people expressed an interest and came along to an evening presentation about the work of the charity and role of the volunteer both within the Bereavement Centre and at the charity support group meetings.

7 people have signed up to take a more active role as a trustee for the charity helping to make the charity a success by utilising their skills in various roles from Treasurer to fundraiser's and marketing.

11 people are now working through the training and pre-employment checks to equip them to work as a charity volunteer.

Without the help of our new trustees and volunteers the charity would have folded so a big thank you to them all. The future for the charity looks bright and we can work in earnest to support those of all ages through bereavement.

Changes to carpark charges

We have announced changes to public car parking charges, effective from 1 July 2017.

In line with government guidance, the current flat rate is being replaced with a sliding scale of charges, so that the amount charged reflects the time spent in the carpark. The new charging system is similar to other hospitals in the region, and will apply to both Royal Preston and Chorley and South Ribble Hospital. Concessions are available for a number of patient and carer groups, so that people who attend hospital frequently or have a long stay in hospital aren't financially disadvantaged.

Charges are also being introduced for Blue Badge holders. The aim of the national Blue Badge scheme is to support disabled drivers to park close to their destination. Mobility benefits include a component for travel and transport, and disabled drivers in receipt of welfare benefits may be eligible to claim back the cost of hospital parking from the Healthcare Travel Cost Scheme.

Parking for Blue Badge holders remains free until further notice, whilst additional pay & display ticket machines are installed, after which the same charges will apply to all carpark users including Blue Badge holders.

Details of the new charges:

Time	Current	From 1 July 2017
Up to 30 minutes	FREE	FREE
Up to 1 hour	3.00	2.50
Up to 2 hours	3.00	3.50
Up to 4 hours	3.00	5.50
Up to 6 hours	3.00	6.00
Up to 8 hours	10.00	8.00
More than 8 hours	10.00	10.00

The cost of maintaining and managing our car parks increases every year, but the charges haven't been reviewed since 2012. We do not believe that the cost of providing safe and secure car parks should be funded by budgets intended for patient care and treatment. The money we recoup from charges will enable us to improve carpark security and systems, and plan better carpark facilities for the future. Any surplus will be reinvested in patient care.

Our carpark staff are on hand to offer advice, and anyone who needs guidance or support to obtain or pay for a ticket should contact the carpark team.

Concessions

Please ask the team providing care for yourself or your loved one if concessions apply. Visit the NHS Choices website to find out more about the national Healthcare Travel Cost Scheme. If eligibility criteria is met, travel and parking costs can be reimbursed by the hospital general office, or by submitting the form on the NHS Choices website.

Comments and complaints

Any patient, their families or visitors who wish to make a formal comment or complaint about these changes should contact PALS in the first instance, or customer care (details below).

Contact details

General office

(to reclaim parking costs) Opening hours 09.00 – 16.30, Monday to Friday (excluding bank holidays).

General Office, Chorley and South Ribble Hospital, 01257 245661
General Office, Royal Preston Hospital, 01772 522528

Carparking Office

Carparking Office, Chorley and South Ribble Hospital, 01257 245999

Carparking Office, Royal Preston Hospital, 01772 523166

PALS and Customer Care

PALS Royal Preston Hospital, 01772 522972

PALS Chorley and South Ribble Hospital, 01257 247280

Customer Care Department, both hospitals, 01772 522521
customer.care@lthtr.nhs.uk



Rookwood B's new sensory garden

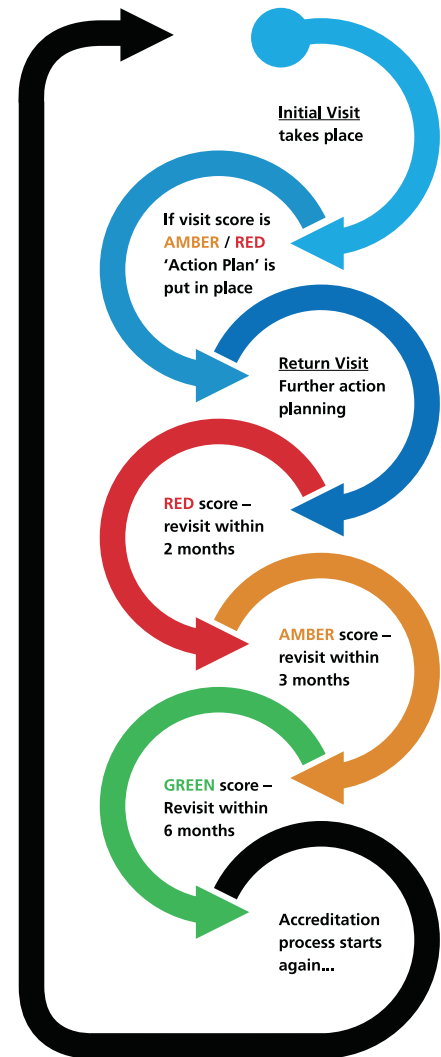
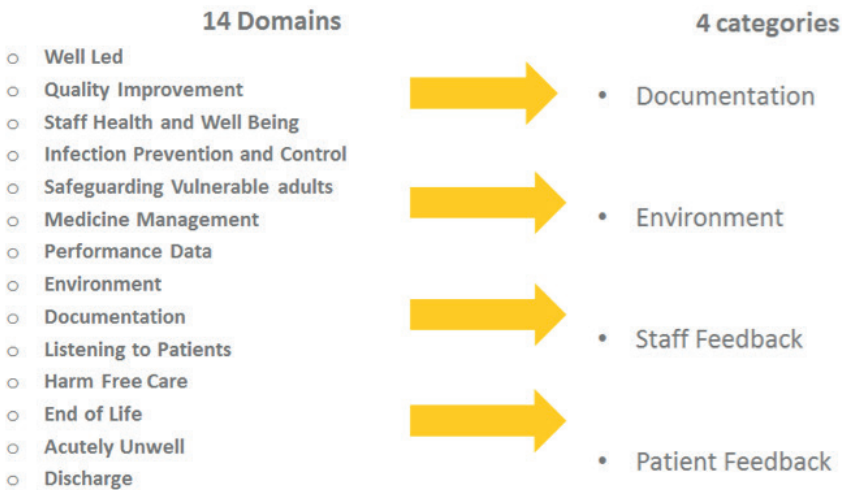
Rookwood B, one of our dementia-friendly wards at Chorley hospital, has recently renovated their garden, turning it into a sensory area to better benefit patients. The new garden, which has been transformed thanks to the hard work of a local Guides group, has been specifically designed so that patients suffering from dementia and similar illnesses can enjoy it to its fullest extent.

This has been achieved through the introduction of visually impressive plants that encourage patients to touch, listen, and smell; stimulating their senses. The new garden is a quiet and relaxing environment for patients to go, away from the hustle and bustle of the busy ward. The staff on Rookwood B and the volunteers have put a lot of effort into making the garden a fantastic place for their patients – and it's very much appreciated!

Reaching for the stars!

We have launched our STAR (Safety Triangulation Accreditation Review) quality assurance framework. STAR has been designed by our staff as part of a series of rapid improvement events to provide an evidence base to demonstrate the standard of care delivery, identify what works well and where further improvements are required.

STAR is focussed on gaining assurance in 14 areas:



STAR Accreditation NHS Lancashire Teaching Hospitals NHS Foundation Trust

White Star

The area is working towards their first STAR accreditation visit. The area has a set of standards they are working towards achieving ready for their first visit.

Bronze Star

The area has undertaken an accreditation visit, 'a number of standards we aspire to meet' are in place for patients and staff.

A rating of amber has been achieved at STAR accreditation and an action plan is in place to demonstrate improvements being focused on by the team. The area is being monitored closely by the ward/unit manager and Matron and will be re-inspected in the next 12 weeks to demonstrate improvement.

Silver Star

The area has undertaken an accreditation visit, 'all of the standards we aspire to meet' are in place for patients and staff.

The ward/unit manager is responsive to the needs of patients and staff and this is evidenced as part of the visit. The area has achieved 2 Green rated visits and is proactively sharing lessons learned and examples of excellence within the trust.

Gold Star

The area has undertaken accreditation visits and has 'consistently demonstrated all the standards we aspire to meet' for patients and staff.

This demonstrates the team have worked together to achieve 3 Green rated visits. The leaders have supported a peer ward/department to achieve an improved rating in STAR accreditation visits. Staff, learner and patient feedback is consistently responded to with evidence of listening and high standards of audit practice and environment cleanliness. The team have demonstrated consistent standards and evidence of their improvement journey to a panel of senior nurses, midwives and allied health professionals.

All clinical areas will be provided with a 'White Star' at the start of their accreditation journey. A simple explanation will be provided at the entrance to each department for patients and visitors.

STAR accreditation visits will result in a RED, AMBER or GREEN score depending on the level of assurance gained. All areas will be provided with a white star to start with to show that they are part of the accreditation process, and then will progress towards a bronze, silver or gold star.

A ward to board assurance process has been developed to support the STAR framework to ensure that the standards we are achieving are transparent and visible to all.

For further information on the STAR Quality Assurance Framework please contact the Quality Assurance Matron sharon.o'connor@lthtr.nhs.uk or the Quality Assurance Team on **01772 523146**



Dementia Conference

As part of Dementia Awareness Week we held a dementia conference, to showcase many inspirational and educational experiences. The conference included visits and talks from staff, researchers and campaigners

Dementia Awareness Week is a national effort to encourage people to unite against the disease. Our dedicated teams hoped to demonstrate how every single member of staff has an important role to play; by working together, we can all make a huge difference.

Training opportunities were encouraged and promoted for all our staff regardless of occupation – and as many as possible were encouraged to become dementia champions. The staff also explained what a dementia friendly environment is, and explored the impact that the hospital environment has on helping and hindering those who are living with dementia. Staff

working in public accessed areas were also asked to develop and maintain their own dementia friendly environments.

A range of information was available to support staff in caring for someone in hospital who is living with dementia, as was information on how to get involved in John's campaign, a national campaign that welcomes the carers of those living with dementia to stay in hospital with them for as long as they wish, and our new Carer's Charter, which demonstrates our commitment to supporting patients with dementia and their families, to recognise and support the important work of carer's.

The day was brought to a close by the Alzheimer's Society who delivered their fantastic and engaging Dementia Friend's Session – where the audience learned a little bit more about what it's like to live with dementia and how to turn that understanding into action.

Sixth form taster days

Recently, the undergraduate clinical skills team hosted the first of 3 medical careers days for 6th form students interested in pursuing a career in medicine. 50 students from Cardinal Newman College, who had expressed a keen interest in studying medicine, experienced an exciting taster into the life of a doctor.

The day followed the admission, assessment, diagnosis and management of a road traffic collision victim. During the scenario, the skills team along with some of our medical students ran the interactive workshops which included:

- A&E assessment in the simulation suite
- History taking & communications workshop
- Patient observations
- X ray interpretation
- Venepuncture practical workshop

The feedback from the students was overwhelmingly positive:

"Absolutely fantastic! The workshops were interesting and engaging and the staff were really supportive. A really valuable experience. Thank you!"



"It was an educational and extremely enjoyable day and made me certain I want to do medicine as a career"

We are looking forward to hosting more students in the future with the aim of encouraging them to study medicine at Lancashire Teaching Hospitals. Well done to all involved!

Planning together in the NHS - What are STPs and LDPs?



Our Health Our Care

STP = Sustainability and Transformation Plans

In 2015, NHS England worked with other national organisations to produce **The Five Year Forward View**, this is a national plan to improve health and care services.

This plan says that services need to get better at preventing ill health, improve, overall quality, safety and become more efficient.

In January 2016, NHS England asked 44 regions, including Lancashire and South Cumbria, to bring together NHS organisations, local authorities, voluntary and community groups to produce a **Sustainability and Transformation Plan**.

November 2016 saw a draft of the local STP published, its purpose was to encourage further thinking about potential solutions to health and social care challenges and draw together local plans. The next steps are to have more local conversations to deliver ideas further before coming up with firm proposals.

From Plans to Partnerships; STP = Sustainability and Transformation Partnership

In March 2017, NHS England announced that moving forward Sustainability and Transformation Partnerships will have the role to deliver the NHS Five Year Forward View and key national priorities and the plans developed in 2016.

The Next Steps on the NHS England Five Year Forward view says:

“These partnerships are more than just the ‘wiring’ behind the scenes. They are a way of bringing together GPs, hospitals, mental health services and social care to keep people healthier for longer and integrate services around the patients who need it most. They are a forum in which health leaders can plan services that are safer and more effective because they link together hospitals so that staff and expertise are shared between them.”

Our Sustainability and Transformation Partnership covers the whole of Lancashire and South Cumbria, and we now have a partnership of organisations working together to improve health and care for local people. The aims of the partnership are as follows;

- A strong focus on population health, mobilising community assets to enable people to stay well for longer and have greater control over their health and wellbeing

- Mobilising technologies to reduce demand on services, as well as supporting self-care and prevention of ill health
- A clear focus on improving health and wellbeing outcomes for the Lancashire and South Cumbria population
- Making best use of resources to ensure delivery of quality outcomes and value for money
- Improving and extending community and primary care services
- Facilitating local health systems to progress to accountable care systems, focusing on the Fylde Coast initially, and quickly spreading across the wider STP
- A focus on holding the system to account for delivery of national clinical priorities
- Developing and implementing an integrated health and care strategic commissioning function

LDP = Local Delivery Partnerships = Our Health Our Care

There are five local delivery partnerships that sit beneath the Lancashire and South Cumbria partnership. For our area, this is central Lancashire (Chorley, Preston and South Ribble) and the organisations come together in a partnership called Our Health Our Care.

Our Health Our Care is bringing a range of health and social care services together to have conversations about improving local care. Our Health Our Care has been engaging with local people since November 2016 and it is clear that there is a real appetite for making innovative changes to services so that they are fit for the future.

Local people have been regularly invited to participate in public engagement events as part of Our Health Our Care programme. Events took place in March and saw the largest turn out. At the events people discussed how different health and social care organisations can better work together within local communities to improve care. Our membership have attended and being engaged in these events, and we are grateful for their contributions.

The ideas gathered from people so far are being used to work with clinicians from a wide range of local NHS, social care and charitable organisations to see how the ideas might work in practice, no plans will be put into place without further public engagement and all are welcome to get involved.

For more information please visit the **Our Health Our Care website: www.ourhealthourcare.nhs.uk** where you can register for a newsletter and see the feedback from the events in March, or you can contact the team directly on **01772 214605** or by email at **ohoc.enquiries@nhs.net**

Cancer & Innovation Event/ Annual Members' Meeting 2017

Wednesday 11th October 2017

6.00pm – 8.00pm

Farington Lodge Hotel, Stanifield Lane,
Farington, Preston PR25 4QR

Come along to find out what's been happening at Chorley & South Ribble Hospital and Royal Preston Hospital over the last year; hear about our future plans; and meet members of the Board of Directors, Council of Governors.

There will be presentations from our consultants on **robotic cancer surgery** and **The introduction of electrochemotherapy in Lancashire**, and you will also be able to visit the market place, where you will be able to talk to staff showcasing the work of our cancer and innovation services.

All foundation trust members, patients, staff, volunteers and members of the public are invited to attend but places are limited. You can register your attendance online via <https://lthtr2017amm.eventbrite.co.uk> or email foundation.trust@lthtr.nhs.uk alternatively, telephone the **Membership Office** on **0800 073 0663**. If you have any specific access or communication needs, please let us know in advance.

Dates for your diary

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

Annual Members Meeting

Wed 11 Oct 2017	6pm – 8pm	Farington Lodge Hotel, Stanifield Lane, Farington, Lancashire, Preston PR25 4QR
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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:

Chorley Health Mela

Sat 23 Sep 2017	11am – 4pm	All Season Leisure Centre, Water Street, Chorley PR7 1 EX
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Leyland Health Mela

Sat 14 Oct 2017	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 29 Sep 2017	3pm – 7pm	Lecture Hall, Health Academy 3, Chorley and South Ribble Hospital
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Council of Governors meetings

Thu 31 Oct 2017	1pm – 4pm	Lecture Hall, Health Academy 3, Chorley and South Ribble Hospital
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Board of Directors meetings

Thurs 7 Sep 2017	10am – 12pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 7 Oct 2017	10am – 12pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 2 Nov 2017	10am – 12pm	The Gordon Hesling Room, Royal Preston Hospital
Thurs 7 Dec 2017	10am – 12pm	Lecture Hall, 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 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

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