

TRUST Matters

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

Annual Members' Meeting

Wednesday 29 September 2021 6–8pm

Live on MS TEAMS



SCAN ME
to attend



Members' magazine: Summer 2021 edition

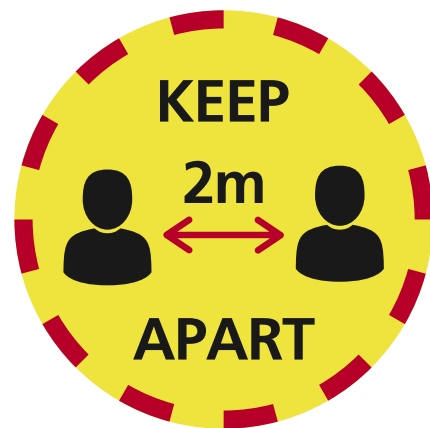
Keeping you safe in our Hospitals

Covid restrictions still apply to the NHS



Surgical face mask

must be worn at all times



Distance

yourself at least 2 metres (6 feet)
away from other people



Keep Left

when walking through
the hospital walkways



Wash hands

on a regular basis for 20 seconds with
soap and water or hand sanitiser



“I’m sure our local communities will join me in thanking all our staff for working tirelessly over the last 18 months. They continue to go above and beyond for our patients in what have been unprecedented times.”

Welcome to our latest edition of Trust Matters

Dear Foundation Trust Members,

Welcome to the latest edition of Trust Matters, our publication designed to keep you informed of the latest developments across Royal Preston and Chorley and South Ribble Hospitals.

Last month (August 2021), we said goodbye to Karen Partington after more than ten years’ service as our Chief Executive and 41 years within the NHS.

I would like to place on record my personal thanks to Karen who has been an exemplary Chief Executive and a popular, charismatic and compassionate leader throughout her long tenure at the Trust and indeed during her extensive NHS career. Karen has left a lasting legacy at our hospitals and you can read more about some of the Trust’s achievements over the past decade in her final board paper here: <https://bit.ly/3Bh8h8W>

Our new Chief Executive, Kevin McGee, joined us on 1st September, so I would like to officially welcome Kevin to Lancashire Teaching Hospitals and am looking forward to working with him on some exciting future projects, including the New Hospitals Programme (read more on page 4). More information about Kevin’s appointment can be found on page 6.

As ever our hospitals remain very busy as we continue to balance Covid-19 alongside the restoration of services, elective procedures and very busy emergency departments.

I’m sure our local communities will join me in thanking all our staff for working tirelessly over the last 18 months. They continue to go above and beyond for our patients in what have been unprecedented times.

We are regularly reviewing our visiting guidelines and will make every effort to open up visiting as soon as we can. However your safety must be our priority, so whilst Covid-19 remains prevalent, both within our local communities and our hospitals, visiting restrictions will remain in place at both of our hospitals. The requirement to follow infection prevention and control procedures also applies in all NHS settings – this includes the use of face masks on-site together with social distancing (>2 metres) and regular hand hygiene practices. Thank you so much for your support on this.

Once again, we have taken the decision to hold this year’s Annual Members’ Meeting virtually. The event will take place on Wednesday 29th September from 6pm – 8pm and will be hosted on Microsoft Teams live. Whilst we understand that there are some who would of course prefer us to hold the meeting in person, we received some really positive feedback about last year’s virtual event as well as our highest ever attendance. You can find out more about the AMM on page 13.

Please continue to follow Government guidance to help keep yourself and your loved ones safe.

Best wishes,

Professor Ebrahim Adia
Chair – Lancashire Teaching Hospitals

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An opportunity for you to shape the future of healthcare in our region

Lancashire Teaching Hospitals NHS Foundation Trust is working with NHS partners to develop a case for investment in local hospital facilities. As part of the government’s pledge to build 40 new hospitals by 2030, the Lancashire and South Cumbria New Hospitals Programme offers a once-in-a-generation opportunity to transform the region’s ageing hospitals and develop new, cutting-edge hospital facilities that offer the absolute best in modern healthcare.

It is essential that the proposals being developed reflect the priorities of patients, staff and the communities we serve - as one of our valued Foundation Trust Members, you have a vital contribution to make.

A new report has been published in July, which explains why funding for new hospital facilities is essential for the health of people in Lancashire and South Cumbria. Called the New Hospitals Programme Case for Change, the report outlines the critical need for investment to address significant problems with our ageing hospitals in Preston (Royal Preston Hospital) and Lancaster (Royal Lancaster Infirmary) and the need for investment in Furness General Hospital’s infrastructure in the context of its location and strategic importance. You can read the Case for Change at <https://newhospitals.info/CaseForChange>

The Case for Change is the first in a series of official documents that must be produced as part of the Lancashire and South Cumbria New Hospitals Programme. It describes the impact that the current issues with these buildings have on patient and staff experience, local people’s health and our ability to deliver hospital services productively and efficiently across our region. It also explains the problems that the local NHS hopes to address through funding for new hospital facilities, and how this supports ambitions to improve health and wellbeing and deliver better care for local people.

Developed in collaboration with clinicians, staff, patients, key stakeholders and representatives of local communities in the region, the Case for Change covers six important themes:

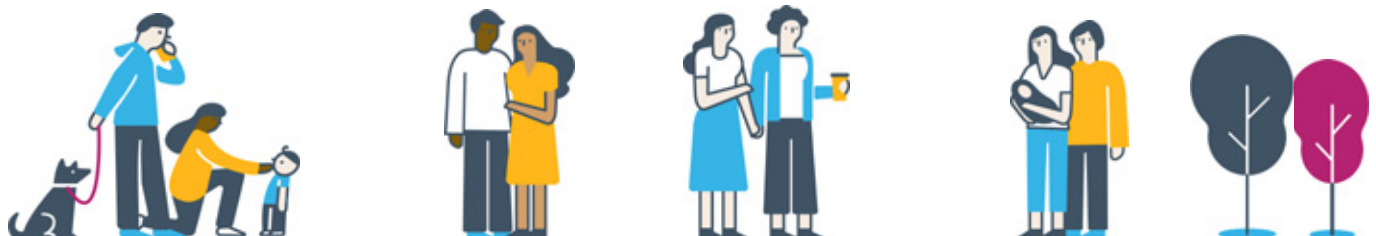
- 1. Lancashire and South Cumbria:** how ageing hospital buildings impact the local NHS’s ability to provide for local people’s current and future health needs
- 2. Our hospitals:** the pivotal role of hospitals in the local community and the poor condition of some of the buildings
- 3. Our clinical strategy:** the problems ageing hospital buildings present in the context of the region’s ambitions for hospital care and the wider health and care system
- 4. Our workforce:** the impact of poor hospital estate on existing NHS staff, and the ability to attract new staff
- 5. Our digital ambitions:** how ageing hospital buildings prevent them from fulfilling the NHS’s digital technology and sustainability goals
- 6. Our use of resources:** how hospital infrastructure impacts local NHS productivity and efficiency

Local people, NHS staff, Foundation Trust Members and stakeholders are being encouraged to provide their views as part of the development of proposals, with people invited to get involved through online workshops, public opinion research, events and meetings.

There is a dedicated online space for our staff and Members to speak out about what matters to you and to share your views. We’ve called this online conversation the Big Chat. Please get involved and have your say at: <https://newhospitals.clevertogogether.com>

The programme is following a clear process, with scrutiny and approvals needed from decision makers within the NHS, the government and local authorities and a series of milestones to pass before funding is awarded and building can start. Capturing the voices of our Members is an important part of this process, so please do tell us what you think.

You can find out more about the New Hospitals Programme, including more on the overall process, at www.newhospitals.info



Karen Partington leaves behind a lasting legacy

After 13 years at Lancashire Teaching Hospitals, former Chief Executive, Karen Partington, has left behind a lasting legacy for patients, staff and the local healthcare system.

After a three-year spell as Chief Operating Officer, Karen progressed into the Chief Executive role at the Trust in 2011, a role which she has enjoyed for the last ten years.

During this period, Karen has developed a great track record of developing and delivering specialist services, leading the way in clinical research and in educating our clinical and non-clinical leaders of the future.

Since 2011, there have been a number of major service developments such as becoming home to Lancashire and South Cumbria's Major Trauma Centre at Royal Preston Hospital, providing expecting parents with four birthing options, becoming the first hospital in the north of England to have the latest advanced robotic surgical system and, more recently, becoming the first Trust in the North West to administer the Covid-19 vaccine.

In Karen's final update to Board in August 2021, Karen provided an overview of just some of the amazing achievements over the last decade.

If you would like to take a look back at just a flavour of the amazing work that has been carried out at Lancashire Teaching Hospitals, please type the following link into your browser: <https://bit.ly/3Bh8h8W>

Pictured – Karen (right) is presented with a Governors Special Award from public Governor, Janet Miller, in gratitude for her 'compassion, guidance and outstanding leadership' at the Trust.



Carers Forum

Our Carers Forum is for any carer of any age

We are here to listen to your experiences and ideas to try to shape our services to suit your needs within the community and hospital.

Come join us and have your say!

email:

alison.cookson@lthtr.nhs.uk | colin.bowman@lancscarers.co.uk

call:

07912 234577



Please welcome Kevin McGee as our new Chief Executive



Lancashire Teaching Hospitals are delighted to confirm the appointment of Kevin McGee as its new Chief Executive.

The appointment comes after a rigorous recruitment process involving multiple stakeholders, representing a range of voices from across the Trust and the wider health and care system at both local and regional level.

Kevin succeeds former Chief Executive, Karen Partington, who announced her retirement in January following 41 years' NHS service, ten of which were at the helm of Lancashire Teaching Hospitals.

Kevin joined the Trust on 1st September 2021 and stepped down from his previous roles as Chief Executive at both East Lancashire Hospitals NHS Trust and Blackpool Teaching Hospitals NHS Foundation Trust. Kevin will continue his important work as lead Chief Executive for the Provider Collaborative, something which will enable Lancashire Teaching Hospitals to continue to work closely with other Trusts across the patch in a very positive way.

Speaking about the news, Kevin McGee said: "I am absolutely delighted to have been appointed as the new Chief Executive at Lancashire Teaching Hospitals, which as a leading major trauma and specialist tertiary centre, plays a pivotal role in the local health and care system.

"I am determined to ensure that we provide our local communities with the best possible services in collaboration with our key partners and by maximising the opportunities presented by the New Hospitals Programme."

Kevin has worked at director level for over 20 years with a specific background in finance but has also undertaken roles as Chief Operating Officer and in commissioning and performance management.

Professor Ebrahim Adia, Chair at Lancashire Teaching Hospitals, said: "On behalf of the Board, I am delighted to confirm that we have appointed Kevin McGee as our new Chief Executive.

"As you would expect with a post of this importance, the recruitment process has been extensive and I would like to thank all those involved in helping us to come to this decision.

"Kevin has an excellent track record of delivering financial and performance improvements and his knowledge of the Lancashire health and care system will help us to continue to build our partnerships to the benefit of patients.



I am determined to ensure that we provide our local communities with the best possible services in collaboration with our key partners and by maximising the opportunities presented by the New Hospitals Programme.



"I would like to put on record my personal thanks to Karen Partington who has been an exemplary Chief Executive and a popular and charismatic leader throughout her long tenure at the Trust and indeed during her extensive NHS career. I am particularly grateful for her counsel and support to me during my first eighteen months as the Chair of the Trust."



Our youngest premature baby to ever be discharged from Royal Preston Hospital

Everyone at Lancashire Teaching Hospitals was delighted to wish a happy first birthday to a very inspirational little girl, Stella.

Stella was our youngest ever premature baby to have been discharged from Royal Preston Hospital having been born 18 weeks early weighing just 480g on the Trust's Neonatal Intensive Care Unit.

Born at just 22 weeks and 3 days, Stella spent five months on the unit where she received specialist round-the-clock support from staff as well as parents, Jade and Stuart.

Six months prior to Stella's birth, things were made a little different for neonatal units in the UK, with the implementation of a revised framework for managing the tiniest preterm babies – those born under 24 weeks gestation.

Read the [full story](#) online.



Record-Breaking Recruitment to Research Studies

In 2020/21, an amazing 3,106 patients and staff have taken part in research studies within the Trust. Many of those have been urgent public health studies that are often cited by government advisors and are playing an important part in the country's fight against Covid-19.

Our Trust has recruited 2,827 patients to National Institute for Health Research (NIHR) portfolio adopted studies in 2020-21 and 949 to date this business year. We have also recruited 3,093 to a wide variety of Covid-19 studies.

Due to the recent pandemic, and following guidance for the NIHR, we suspended a large number of studies to focus on Covid-19 research.

Over the course of the year, we have gradually reopened studies and currently have 90% of all studies reopen to recruitment. This provides us with a balanced portfolio of Covid and non-Covid studies.

A big well done to the research team at the Trust.

Royal Preston Hospitals open Changing Places facility

The Trust recently celebrated Changing Places Awareness Day by opening a long-awaited accessible toilet facility at Royal Preston Hospital. Located near to the main entrance, the facility is the first one of its kind at RPH and now meets the needs of all people with a disability.

Over 250,000 people in the UK with a disability need extra equipment and space to allow them to use the toilets safely and comfortably. These needs are met by Changing Places toilets.

Standard accessible toilets (or "disabled toilets") do not provide changing benches or hoists and most are too small to accommodate more than one person.

The Trust's new facility will now support people with profound and multiple learning disabilities, as well other disabilities that severely limit mobility.



CARING

#LTHRareCARING

Here at Lancashire Teaching Hospitals we aim to provide the best care for our patients who are thought to be in the last days of their life, and the people who are important to them.

Here are a few ways of how we can help care for you in the best way possible during this difficult time.

Care planning:

We will seek to involve patients in decisions about their care and treatment. This will help us develop an individualised plan of care focussing on their needs and wishes during this time. We would also like to invite you to be involved in this care planning.

Availability:

There is always a member of staff available to talk to. Please let a member of staff know if you have any questions or concerns so we can help support you and your loved one through this difficult time.

Resources:

We understand that spending time with your loved one at this difficult time may be important to you. We can provide fold away beds should you wish to stay overnight with your loved one. We are also able to offer refreshments and free parking.

Information:

We will offer your loved one and those important to them information in an accessible and sensitive way, and ensure that you are kept updated when needed. There is written information available should you find this helpful.

Needs:

You and your loved one are important to us. We will seek to involve you in decisions about their care and treatment, and to help us develop and agree a plan of care that is individual to them. Please let a member of staff know if you have any specific needs.

Guarantee:

For all staff to care for you and your loved one with care, compassion and dignity.

Trust launches CARING campaign

During Dying Matters Awareness Week (10th – 14th May), we were delighted to launch our CARING campaign.

The CARING model of End of Life Care is our pledge to patients and their loved ones for ensuring dignity, respect and compassion.

CARING is about providing excellent, individualised end of life and bereavement care for patients and their loved ones and it is part of our commitment to our patients on an individualised last days of life care plan.

We now use a butterfly sign to show when a person is in their last days of life and it is placed on the door of the area in which the person is being cared for.

The butterfly acts as a visual reminder for all staff and visitors, to be mindful of maintaining as peaceful an environment as possible.



New video clinic suite opens at Royal Preston Hospital

An innovative new video clinic suite has opened at Royal Preston Hospital.

The Trust has invested in the new facility after seeing a growth in popularity of video clinics among clinicians and patients since the start of the Covid-19 pandemic.

The new Virtual Suite, on the first floor of the Day Treatment Centre building, features 12 fully-equipped, soundproofed booths, making it easier than ever to speak to patients via video conferencing or phone call.

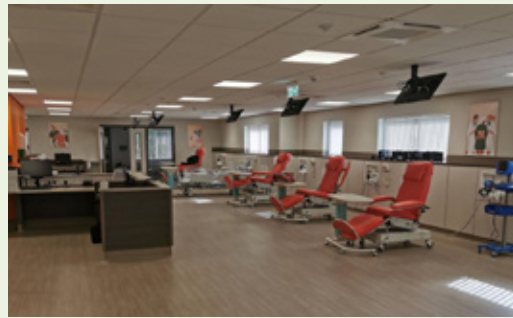
[Read more](#) on the Trust website.

New dialysis centre opens in Ulverston for the region's kidney patients

A new centre for people being treated for kidney disease has recently opened in Ulverston.

Furness Renal Centre, on the former site of Sandside Lodge School in Sandside Road, brings haemodialysis treatment and outpatient clinic facilities closer to home for patients.

Haemodialysis is a treatment to remove waste products and extra fluid from the blood, and is given to patients whose kidneys have stopped working properly.



Patients from the Furness region previously had to travel to Kendal several times a week for treatment unless it was possible for them to dialyse at home.

Improvements have been overseen by Lancashire Teaching Hospitals NHS Foundation Trust, which is responsible for renal services across Lancashire and South Cumbria. Last October they awarded a

seven-year contract to Diaverum Facilities Management to help deliver the improved service.

Read the [full story](#) on the Trust website.



Four-phase expansion of our Critical Care Unit is complete

Our multi-million-pound project to significantly expand and refurbish our existing Critical Care Unit at Royal Preston Hospital has been completed.

The 34-bed state-of-the-art unit features facilities for both patients and staff and for the first time, a dedicated reception area for relatives, featuring locker spaces, a kitchen area, and three counselling rooms that offer a calm and comfortable space for relatives to meet with clinicians away from the clinical setting.

The improved staff areas feature modern staff changing facilities, break-out areas; including a 1:1 room, architecturally designed by Gilling Dod to encourage mindfulness and positive wellbeing.

Read the [full story](#) on our website.



Opening of SECU Unit at Chorley & South Ribble Hospital

Back in May, we were delighted to open the Surgical Enhanced Care Unit (SECU) at Chorley and South Ribble Hospital.

The SECU offers an elective green stream for patients whose operations have had to be postponed due to the ongoing coronavirus pandemic.

The unit comprises four beds and operations focus on orthopaedic patients as well as some other specialities.

Patients being cared for in the enhanced care area are nursed using enhanced recovery programmes relating to orthopaedics, allowing patients to recover from surgery more quickly.

The unit provides more optimal levels of monitoring for patients after surgery than would be expected on a postoperative ward, but who do not require admission to critical care; helping to improve patient flow for inpatients requiring postoperative critical care.



New Discharge Lounge opens at Royal Preston Hospital

Our new Discharge Lounge recently opened at Royal Preston Hospital, offering improved facilities for patients as they leave hospital.

Relocated to the front of the hospital, the new enlarged facility has capacity for up to 21 patients at a time and offers a comfortable and welcoming space for people at the end of their stay in hospital.

Use of the lounge helps to manage the flow of patients through the hospital, freeing beds on wards for those who need them.

Read the [full story](#) on our website.

Work nearing completion on Ophthalmology development at Chorley and South Ribble Hospital



Construction of the Day Case and Eye Unit at Chorley and South Ribble Hospital continues to progress at speed and in line with the original programme.

Expected to open in November 2021, the four story development will provide an outpatient department for diagnostic, consultant and nurse-led clinics, orthoptist service, laser procedures and macular injection clinics.

The multi-million pound new build will also feature a day case theatre suite and an access corridor to the main hospital.

♥ Our Charities

Hospital Charity launches Children's appeal

In May, our charity launched its Children's Appeal which aims to raise £1 million to create a bright, friendly and appealing environment for all children visiting Royal Preston Hospital and to give children and their families the best possible care and experience from the moment they arrive.

Every year, our Children's services treat over 10,000 children from just one-day to 19-years-old, for conditions ranging from breathing difficulties and broken limbs to mental health conditions. That's a lot of children, plus their families, who will benefit from the changes we want to make.

Our Hospital Charity wants to fund the additional items, equipment and above and beyond finishes that will ensure our paediatric facilities offer a first class and inclusive environment. All children, including those with physical and learning disabilities or mental health conditions, will be able to move freely, feel safe, and have access to play activities and relaxation, whilst at the same time the improvements will also benefit parents and carers.

[Learn more](#) about the appeal on the Charity website.



Charity provides guest beds for families of patients receiving end-of-life-care

18 fold-out guest beds have been provided to the Trust by Lancashire Teaching Hospital's Charity, allowing family members with a loved one receiving end-of-life care to stay overnight.

In addition to the guest beds, the hospital's charity has also helped to provide 30 aromatherapy diffusers to allow relatives and their loved ones to spend time together in a calming and peaceful environment.

[Read more](#) on our website.

Trust charity funds new kit for Gynaecology department

Our patient experience in the Gynaecology department has improved thanks to our Trust Charity providing funds for an ultrasound bladder scanner.

The portable BladderScan Prime Plus has been designed by leading manufacturer Verathon, and is powered by ImageSense, an algorithm which can automatically analyse over 900 lines of data per scan to precisely and consistently detect and define bladder location, size and shape.

The bladder scan is painless - taking just a couple of minutes to complete - and may prevent patients from undergoing invasive procedures, which helps to eliminate the risk of infection.

Catch up on the [full story](#) on the Charity website.





Rosemere's chief officer Dan meets The Queen

Dan Hill (right of picture), chief officer of Rosemere Cancer Foundation, received the Royal treatment when meeting Her Majesty The Queen at Manchester Cathedral in July.

Dan, who lives in Darwen with wife Sarah, a primary school teacher, and their daughters Ebony (12) and Evie (nine), was introduced to her majesty by Christine Kirk, the Vice Lord-Lieutenant of Lancashire. He was one of a group of six representatives from various North West charities and community groups to meet The Queen.

The Queen was at Manchester Cathedral to unveil a plaque celebrating the 600th anniversary of the Henry V charter (1421), which transformed the parish church of St Mary into the collegiate church of Manchester, paving the way for its cathedral status in 1847. Her majesty also visited Coronation Street.

Rosemere donates £1m for oncology ward refurbishment

Thanks to a staggering £1m donation from the Rosemere Cancer Foundation, a development to refurbish the Ribblesdale oncology ward at the Royal Preston Hospital is well underway.

Due to be completed in September 2021, the 24-bed state-of-the-art ward will consist of shared and single bedroom spaces for patients being cared for by a specialist cancer team, with additional areas for relatives to visit their loved ones.

Bringing together world-class cancer treatments and services is at the heart of what we do and we are grateful to Rosemere following its hugely successful 20th-anniversary appeal that has enabled us to deliver this facility.

Read the [full story](#) on our website.



Baby Beat chosen as Charity of the Year by Preston's Nationwide Building Society branch

Our neonatal and maternity charity, Baby Beat, has been chosen as this year's Charity of the Year by Preston's Nationwide Building Society branch. Staff at the branch will be supporting with raffles, collections and challenges throughout the year.

Based at Sharoe Green Maternity Unit at the Royal Preston Hospital, Baby Beat supports babies and mothers being cared for at Lancashire Teaching Hospitals across Lancashire and South Cumbria.



Mums at Royal Preston Hospital to benefit from specialist electric breast pumps

Thanks to funding from Baby Beat, mothers caring for their neonatal and sick babies at Royal Preston Hospital's Neonatal Intensive Care Unit are to benefit from six new, specialist electric breast pumps which they can use whilst on the unit.

The Medela Symphony pump is the best pump on the market for mothers of premature babies who often find it difficult to initiate lactation and express milk due to the premature birth of their baby.

The easy-to-clean pumps are fully portable and have a range of programmes to suit each mum's needs. Read the full story on [Baby Beat's website](#).



GOVERNORS' UPDATE

Meet our Governors

Appointed Governors



Will Adams
Appointed Governor



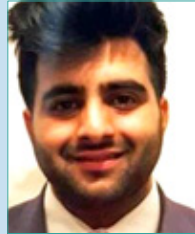
Alistair Bradley
Appointed Governor



Shirley Murray
Appointed Governor



Jacinta Nwachukwu
Appointed Governor



Suleman Sarwar
Appointed Governor



Keith Ackers
Public Governor



Pav Akhtar
Public Governor



Takhsin Akhtar
Public Governor



Peter Askew
Public Governor



Paul Brooks
Public Governor



David Cook
Public Governor

Public Governors



Margaret France
Public Governor



Hazel Hammond
Public Governor



Steve Heywood
Public Governor



Trudi Kay
Public Governor



Lynne Lynch
Public Governor



Janet Miller
Public Governor



Janet Oats
Public Governor



Eddie Pope
Appointed Governor



Frank Robinson
Public Governor



Anne Simpson
Public Governor



Mike Simpson
Public Governor



David Watson
Public Governor

Staff Governors



Rebecca Allcock
Staff Governor



Anneen Carlisle
Staff Governor



Dr Waqas Khan
Staff Governor



Piotr Spadio
Staff Governor

Governor Elections 2021

In March 2021, an election was held for the Council of Governors of the Lancashire Teaching Hospitals NHS Foundation Trust.

A total of 1,199 votes were received in the contest for public constituencies which saw two governors re-elected and one new Governor added to the council.

Meanwhile, two staff Governors for vacant positions were elected unopposed.

Congratulations to the successful candidates and many thanks to all members who either stood for election or who voted. A copy of the full report of voting as issued to the Trust is available on the website and a table of those elected is below:

Public Governors

- Mr Sean Barnes
- Mr Pav Akhtar (re-elected)
- Mrs Lynne Lynch (re-elected)

Staff Governors

- Dr Waqas Khan representing Doctors and Dentists
- Mr Piotr Spadlo representing non-clinical staff

Appointed Governors

Since our last issue of Trust Matters, we have also three new Appointed Governors, including:

- Jacinta Nwachukwu
- Suleman Sarwar
- Will Adams

Elections are held annually and Governors are elected for a period of three years – each of whom are then permitted to stand for a further two terms of office (9 years maximum).

The elections were conducted in accordance with the rules and constitutional arrangements as set out previously by the Trust, and Civica Election Services were satisfied that these were in accordance with accepted good electoral practice.

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

If you are interested in learning more about the role of a governor, please email company.secretary@lthtr.nhs.uk.

Annual Members' Meeting

Wednesday 29 September 6–8pm

Live on MS TEAMS

Everybody is welcome



to attend



@LancsHospitals

Annual Members' Meeting

Wednesday 29th September 2021

6pm – 8pm

Microsoft Teams Live

Due to Covid-19 restrictions in place within a NHS setting, we have taken the decision to once again hold this year's Annual Members' Meeting virtually.

Of course, whilst it is always nice to meet in person, it is our priority to keep everyone safe.

Last year we received some really positive feedback about this format and also achieved our highest-ever attendance.

The benefits of holding the meeting this way means that members do not need to travel on a cold winter's evening whilst having the same opportunity to ask questions and listen to guest speakers.

The meeting will also be recorded and made available to those who could not attend on the evening.

The link to the event is below. Please type into your browser, or scan the QR code to attend the meeting: <https://bit.ly/2WqZHFk>

Care and Safety Subgroup or CaSS

Public Governor, Janet Miller



In the past you will recall reading articles about the Governors' three working subgroups, namely: Buildings and Environment, Membership, and Patient Experience. Towards the end of 2019 Governors took the decision to merge the Buildings and Environment subgroup with the Patient Experience subgroup.

The main reason for this was the terms of reference for each group overlapped and we found ourselves passing issues back and forth between the two subgroups. For example, where does the quality of food sit? Officially, this sits within the Estates and Facilities department and therefore the Governors' Buildings and Environment subgroup however, it is also extremely relevant to patient experience and therefore the Governors' Patient Experience subgroup. Governors were also very conscious that we should be focused on matters that impact our staff and other visitors to our sites.

Governors' Patient Experience Charitable Fund

Some visitors to our Preston site may have noticed changes in our main reception area.

Our lovely volunteers have moved to a more prominent position and are now situated at the information desk facing the main entrance.

Due to this, and other alterations to the entrance area, the Governors' Patient Experience Charitable Fund collection box had to be moved along with two car parking payment machines.

All three are now located next to the transport desk, facing our PALS office.

Whilst visitors are paying for their car parking, they are encouraged to donate any spare change into the collection box.

The Governors' Charity provides for additional comforts, the extras that make a stay in hospital a little more comfortable, not only for our patients but also for their visitors. For example, we regularly purchase TVs for waiting/day rooms and have also purchased reclining bedside chairs to enable relatives to stay with their loved ones overnight.

We need your email address

We aim to ensure that as much money as possible is spent directly on patient care.

Did you know that it costs approximately £3,500 to print and post Trust Matters to our membership?

That's why we are urging members who have an email address to contact the Membership Office and change their communication preference to email rather than post. In order to reduce costs any member who has previously provided us with an email address in

June 8th 2020 saw the first meeting of the new subgroup where we discussed and finalised the terms of reference and importantly a name for the subgroup. CaSS takes account of the care and safety of our patients, all visitors and staff. The membership of CaSS includes appointed, public and staff governors. We also have in attendance two of our Non-Executive Directors, the Trust's Patient Experience and Involvement Lead along with the Director of Estates and Facilities.

When Covid restrictions for hospitals ease, members of CaSS will visit wards and departments to speak to our patients, staff and visitors in order to obtain first-hand information regarding care and safety. As a result of a visit, a report will be compiled and sent to our Company Secretary for circulation to the relevant Directors.

The team works extremely hard to ensure any issues raised are dealt with appropriately and in a timely fashion. If you visit our sites and note any issues which you prefer not to pursue yourself do please remember governors are here to be your voice. You can contact us via email Governor@lthtr.nhs.uk

Don't forget, staff, patients and patients' visitors can apply to the Governors' Charity for items that could make a visit to our hospitals more comfortable.

You can find an application form on the Trust's website or please email PatientExperienceCharity@lthtr.nhs.uk for a copy.



the past will now automatically receive all future correspondence (with the exception of ballot papers) via email unless they specifically contact us to state otherwise.

If you would like to provide the Membership Office with an email address or you would like to clarify the communication preference you selected upon becoming a member then please contact the Membership Office on **01772 522884** or email foundation@lthtr.nhs.uk



Food Glorious Food at our Hospitals

Refurbishment of the main kitchens, the implementation of bedside ordering, a new cook and chill process and an upgraded Costa Coffee café are the result of £3 million investment.

Food is now more appealing with a more nutritious intake facilitating and supporting a patient's discharge home.

Revamped menu meals are cooked and fast chilled for use within three days. This allows for better-tasting and hotter food to be supplied direct to the wards at both our Chorley and Preston sites.

These meals once ordered are removed from the chill units and placed in state-of-the-art delivery trolleys where the cooking finishes. These trolleys cost £10,000 each and we have 25 of them; deliver piping hot food to the wards.

Food ordering in wards now happens via an iPad system thus avoiding paper menus. The iPad system is further being developed to allow ordering in different languages and to be more sight impaired friendly.

The restaurant now produces fresh pizzas in 90 seconds and has revamped the services offered to visitors, thereby meeting the recommendations of last year's Hospitality Food Review.

Trust to exhibit at popular Windrush Festival – Sunday 19th September

The popular Windrush Festival will take place on Sunday 19th September 2021 from 12 noon – 6pm at Preston Cricket Club and the Trust will be exhibiting.

As well as other exhibitors from our hospitals, Janet Miller, our public Governor, will be in attendance to talk about becoming a Foundation Trust Member and to hand out information on the New Hospitals Programme.

The Caribbean food and music extravaganza, which attracts bumper crowds every year, last took place in 2019 with 2020's

event being cancelled due to the Covid-19 pandemic.

Windrush 73 Festival is an event that marks the arrival of the first 492 passengers of Empire Windrush that left Jamaica on May 24 1948 and arrived at Tilbury, Essex on June 22, 1948.

The festival has grown a lot since it first started with numbers of more than 3,500 people now showing up to celebrate the lives of their elders who made the 4,000-mile long journey to the UK 73 years ago.



Governors' Virtual Coffee Catchups

22 September 2021:
10am-11am

20 October 2021:
6pm-7pm

15 November 2021:
6pm-7pm

15 December 2021:
12pm-1pm

News & views.
Live on MS Teams



Our Trust has Governors who are elected by the public, staff and local groups to represent you. Governors work with hospital leaders to improve patient and carers' experience. Governors are holding a virtual informal coffee catch up on the dates below. Come along to meet Governors, find out what they do and share your views.

This meeting will be held virtually via **MS Teams** or members can join via telephone. If you are not a member – you can sign up through our online form.

To find out more please email foundation@lthtr.nhs.uk



Patient Experience and PALS

☎ 07591 988962 ✉ PALS@lthtr.nhs.uk

Monday to Friday, 9am–4pm (excluding Bank Holidays)

Follow us  @LthtrPals

Patient Advice and Liaison Service

Our Patient Advice and Liaison Service (PALS) provides support for our patients, their families and carers.

PALS aims to:

- Provide information to patients, relatives and carers about hospital services
- Support patients, relatives and carers to resolve any issues with care promptly

- Enable information provided by patients, relatives and carers about care to improve services for the future
- Inform patients, relatives and carers about the complaints procedure and independent advocacy services

Due to COVID-19, Patient Advice and Liaison Service (PALS) will not be providing an on-site drop-in service during this time. However the service will be maintained remotely.

Patient Information Leaflets

Lancashire Teaching Hospitals NHS Foundation Trust produces a wide range of patient information leaflets which give details on treatments and procedures carried out at this trust. Also included is patient information provided by other appropriate organisations, for example Royal College of Anaesthetics, British Hearth Foundation etc.

The provision of good quality information is central to the patient's ability to make valued decisions and informed choices about medical treatment and care and can:

- Help to ensure that patients arrive on time and are properly prepared

- Give patients confidence, improving their overall experience
 - Remind patients of what they have already been told
 - Involve patients and carers in their treatment and condition
- Our patient information leaflets are reviewed regularly and can also be made available in different languages and easy read formats on request.

For any queries on any of our information or if you would like further help please email patientinformation@lthtr.nhs.uk

Patient information can be found on the Trust website at: lancsteachinghospitals.nhs.uk/patient-information-leaflets



Connected Hearts update

Following on from our announcement to suspend adult inpatient visiting back in June, we launched again an appeal for our Connected Hearts knitters to come forward. This scheme proved very popular during the pandemic and provided comfort to both patients and their families while visiting was prohibited and they could not be together. Patients are given a handmade, crocheted heart and their family receive a matching heart to remind them that they are still with each other even if not in the physical sense. Our Patient Experience and Involvement Lead Alison Cookson also spoke on BBC

Radio Lancashire to promote the scheme and appeal for donations. Delighted to say that the Hearts have been coming in and will be continued to be sent to the patient and their loved ones. If you'd like to get involved the knitting pattern can be found here:

<https://blog.createandcraft.tv/free-knitted-heart-pattern/>

Hearts can be sent to: Patient Experience c/o Nursing Directorate. 1st floor Gordon Hesling Block. Royal Preston Hospital, Fulwood, Preston PR2 9HT.

For further information please email: alison.cookson@lthtr.nhs.uk

Outpatient appointments

Patients should attend outpatient appointments alone to reduce the spread of infection.

When patients are unable to attend alone, for example require carers support, including patients with a cognitive impairment/ learning disability/autism/visual/auditory impairment/language barriers, one person from the patients bubble may accompany the patient to the appointment.

If patients are concerned that the outpatient appointment could potentially involve the delivery of upsetting/distressing news, for example test results or diagnosis, this can be discussed with the nursing team in the department prior to the appointment, and arrangements made for one person from the patient's bubble to accompany them.

Accompanying family members/relatives/loved ones must NOT attend the hospital if they meet any of the visitor exclusion criteria including; Covid-19 symptoms, are Covid positive or are required to self-isolate.

All visitors will be asked to adhere to the Infection Control guidance displayed in the hospital.

If visitors are unable to wear masks due to medical reasons, please consider if visiting the hospital is absolutely necessary and if so please inform the staff.

A small number of people are unable to wear masks due to underlying medical conditions. We ask our staff to promote good infection prevention practice and as such visitors not wearing a mask will be asked, using a polite approach, why this is. Please do not be offended if you are asked on more than one occasion, the staff are aiming to prevent the spread of infection.

Thank you for your continued support and understanding at this challenging time.

We will review these arrangements on a regular basis and in the context of the environment we are providing care in.

Visiting restrictions remain in place

It is important to remind our local communities that adult inpatient visiting remains suspended until further notice.

The suspension is due to the rising levels of Covid-19 in both the local area and within our hospitals.

We will of course be able to continue offering patients/relatives with the option of Facetime (or alternative) to speak directly with their loved ones. This can be organised directly with the ward.

Please note that a number of exceptions apply, including:

- patients with additional support needs including patients with a cognitive impairment / learning disability / autism / visual / auditory impairment / language barriers.
- patients receiving End of Life Care.
- Children's Assessment Unit and Children's Day Case Visiting
- Children's Ward Visiting

- Maternity Unit Visiting
- Neonatal Unit Visiting

The full guidance for these exemptions can be seen on our website here: lancsteachinghospitals.nhs.uk/visiting-times

All visitors must continue to comply with infection prevention and control practices to help keep our patients, staff and yourselves safe when in our hospitals. This means mask wearing (surgical face mask), social distancing and hand hygiene practices as standard. All visitors, unless exempt, must also wear any PPE that the clinical area recommends and demonstrate lateral flow testing on arrival to the ward/units to ensure any risks associated with not having symptoms are managed. Lateral flow tests can be obtained free from pharmacies.

We thank you in advance for your patience and please keep an eye on our website for any updates to visiting.



Ward activity boxes for all inpatients

In July we launched our ward activity boxes. In relation to our Equality, Diversity and Inclusion strategy, some great work with involvement and feedback from Galloways, RNIB and the Blind Society has taken place. With help from our charity, we have been able to put together starting packs for every ward to cover inpatient activities, with a special focus on patients who are visually impaired or are blind.

The packs have various items, including a USB music player to help our patients while away their time with us, with special attention paid to infection control measures to keep them safe.

♥ Recognising our wonderful staff



Royal Recognition for Lancashire and South Cumbria Pathology Collaboration

Lancashire and South Cumbria Pathology Collaboration's work in response to the Covid-19 pandemic has been recognised by The Duke of Cambridge.

This comes after The Duke spoke over the phone with the Pathology Collaboration's Associate Director of Transformation and Strategy, Gillian Crankshaw.

Gillian informed The Duke about the collective team effort made across the system over the last 12 months piloting saliva testing (LAMP) as well as offering rapid and high throughput PCR testing. Read the [full story](#) on our website.



Claire Woods recognised by Prime Minister

Our Operational Lead for Covid-19 Testing, Claire Woods, has been recognised by Prime Minister, Boris Johnson, for her outstanding efforts in the Covid-19 pandemic response.

Claire was invited to a special reception at 10 Downing Street which was held to recognise a small number of NHS staff members from across the UK.

Claire was nominated by colleagues for her outstanding contributions in leading the PCR swabbing programme and more recently the roll-out of antigen lateral flow and saliva testing amongst staff members. Read the [full story](#) on our website.



Martin Myers receives NHS Lifetime Achievement Award

Consultant Clinical Biochemist, Dr Martin Myers MBE, was recently awarded the prestigious 2020 NHS Healthcare Science Lifetime Achievement Award.

This is a fantastic achievement and one which Martin is incredibly proud and humbled to receive. Martin has been at the Trust for 25 years, dedicating his career to healthcare science for the benefit of not just our own patients, but patients across the country.

Well done Martin!

Two colleagues receive MBEs

Two of our colleagues have been recognised in the Queen's 2021 Birthday Honours list.



Professor Anthony Rowbottom, Clinical Director for Pathology, Lancashire and South Cumbria Pathology Network, was awarded an MBE for his services to Pathology during the [Covid-19 Pandemic](#).



Meanwhile, Dr Fergus Jepson, Consultant at our Specialist Mobility Rehabilitation Centre was also awarded an MBE for his service to injured veterans and has very modestly said that he sees this as being an award for the whole Trust in acknowledgement of the work we do to honour the armed forces covenant.

Very well done, Anthony and Fergus.

Dr Shiva Tripathi receives honorary title at University of Central Lancashire

Our consultant anaesthetist, Dr Shiva Tripathi, has received the title of Honorary Clinical Professor within the Lancashire Applied Health Research Collaboration Hub (LARCH) at the University of Central Lancashire.

The honorary title will be from the period 1st May 2021 - 30th April 2024 for his contribution to teaching and research at the university. Well done Shiva, and you can read more about Shiva's work with the trust, as well as current projects on [our website](#).



Public Health
England

Pregnant?

Have your COVID-19 vaccines!

It is important to have both doses of your COVID-19 vaccine to protect you and your unborn baby.

COVID-19 infection is currently circulating and can be serious for pregnant women.

Thousands of pregnant women have been safely vaccinated in the UK and worldwide.



Call 119 or go online to www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/ to register for your vaccination appointment. You can also attend walk in, mobile or pop up vaccination clinics in your area.



COVID-19 immunisation
Helping to protect you and your pregnancy

Hidden Disabilities

Another scheme that we launched at the beginning of the pandemic has played a crucial part in helping staff and patients. We understand not all disabilities are visible and some are hidden and not immediately obvious, such as learning difficulties, mental health as well as mobility, speech, visual or hearing impairments. Living with a hidden disability can make daily life a little more demanding for many people, but it can be difficult for others to identify, acknowledge or understand the challenges they face.



We have recently ordered more stock of Sunflower lanyards, wristbands and face mask exemption ID badges for patients.

We always have a supply for patients at general offices and some reception areas across both sites.

To date we have provided nearly 2,000 lanyards to patients along with over 1,000 I.D. Face Mask Exemption cards and

nearly 1,000 combined wristbands for adults and children.

Dates for your diary 2021–22

The [Corporate Calendar 2021](#) can be viewed on our website.

Due to the ongoing impact of the Covid-19 pandemic, venues will be reviewed and converted to virtual meetings using Microsoft Teams. The calendar will be kept under constant review and a revised version published on the Trust's website on a monthly basis.

Board of Directors' meetings

07/10/2021	1.30pm – 5.30pm	To be confirmed
02/12/2021	1.30pm – 5.30pm	To be confirmed
03/02/2022	1.30pm – 5.30pm	To be confirmed

Council of Governors' meetings

26/10/2021	10am – 1pm	To be confirmed
27/01/2022	1pm – 4pm	To be confirmed

Council of Governors' meetings are held four times per year and any member of staff or the public are welcome to attend.

Annual Members' Meeting

29/09/2021	6pm – 8pm	Virtually via Microsoft Teams live - scan the QR below to attend the meeting
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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.

If you have any queries, please contact **Corporate Affairs on 01772 522010** or email company.secretary@lthtr.nhs.uk

All information in this publication is correct at time of publishing, but may be subject to change. Please check the Trust website for the most up-to-date information: www.lancsteachinghospitals.nhs.uk

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

Annual Members' Meeting QR code



to attend

Trust Matters is available in different versions including audio. If you require this magazine in a different format, please contact the Membership Office.

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