

The newsletter for all public and staff members of  
Liverpool Heart and Chest Hospital



Liverpool Heart and  
Chest Hospital  
NHS Foundation Trust

Summer 2018

# membersmatters



Inspected and rated

Outstanding ★



CareQuality  
Commission

## ‘Best in the Country’

Patients Give LHCH Top Ratings

Care Quality Commission National Inpatient Survey 2017 – **Page 3**

ALSO  
IN  
THIS  
ISSUE

**70**  
**YEARS**  
OF THE NHS  
**1948 - 2018**

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**Celebrating Nurses Day**  
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Excellent, Compassionate and Safe care for **every patient**, every day



## Welcome

Welcome to the Summer edition of *Members Matters*, the magazine for staff and public foundation trust members of Liverpool Heart and Chest Hospital.

As you will read in this newsletter we are proud to be the top hospital in the country for 'Overall Patient Experience', as voted by our patients in the Care Quality Commission's National Inpatient Survey 2017.

We are in full swing of our NHS 70 celebrations and in this edition we have included a collection of hospital photographs from over the years. We are looking forward to celebrating the anniversary on the day and making more memories.

If you would like further information about any of the news in *Members Matters*, please don't hesitate to contact the Membership Office on **0151 600 1410** or email [membership.office@lhch.nhs.uk](mailto:membership.office@lhch.nhs.uk).



Neil Large,  
Chairman



Jane Tomkinson,  
Chief Executive

# LHCH is No.1 in the country for 'overall patient experience'

### The results were revealed in the Care Quality Commission's National Inpatient Survey 2017.

The 15th annual survey of adult inpatients looked at the experiences of more than 72,000 people who were admitted to 148 NHS hospitals across the country.

It considered areas such as admission to hospital, the hospital ward, doctors and nurses, care and treatment, operations and procedures, leaving hospital, as well as the overall

patient experience. It aims to highlight what patients think about the care and treatment they receive and the feedback helps trusts to understand where improvements can be made.

As well as being rated TOP in the country for 'overall patient experience', the findings for LHCH showed that patients assessed us as the best trust in the country in two further survey sections, as follows:

- The hospital and ward
- Your care and treatment

The survey also found that LHCH was rated first in the country in four other specific areas:

Inspected and rated

Outstanding



- Privacy received for examination or treatment
- Staff providing care working well together
- Confidence and trust in the doctors providing treatment

- Receiving help from a member of staff within a reasonable time

Jane Tomkinson, Chief Executive, said "These exceptional survey results demonstrate once again that patients coming to Liverpool Heart and Chest Hospital recognise that they receive the very best care and treatment possible.

"We are enormously proud of this 'No 1 overall score', which supports our reputation as an 'Outstanding' CQC rated Trust, and which is also testament to the professionalism and dedication of our staff who devote all their energies into providing outstanding levels of care for every single patient as well as their family."

## LHCH treats first patients in SHINE study

**LHCH has successfully treated its first patients in a multi-centre European clinical study, SHINE, which aims to evaluate a brand new technology for treating atrial fibrillation (AF).**

The SHINE study is an early-man pre-approval study evaluating Biosense Webster's multi-electrode radiofrequency (RF) balloon catheter (Helios balloon) for its ability to isolate pulmonary veins when treating AF. AF is an extremely common heart condition that causes an irregular and often abnormally fast heart rate. The study aims to enrol 80 patients at five leading centres across Europe, including LHCH.

Dr Dhiraj Gupta, Consultant Cardiologist and Electrophysiologist, has become only the third physician in the world to carry out the innovative new procedures.

Dr Gupta said: "Although we already get good success rates with the current catheter ablation technologies to treat AF, there remains the need to improve the success rates further and to make the procedures quicker, so that more patients can be treated efficiently. "The procedure is carried out by a cardiologist threading the Helios



The Research and Development team from Biosense Webster from California, Israel and Belgium along with the Catheter Lab staff from LHCH. Dr Dhiraj Gupta is pictured centre.

balloon catheter through blood vessels to the left atrium of the heart. Once there, the balloon is inflated near the pulmonary veins and tailored RF energy is applied; this prevents the pulmonary veins from emitting faulty electrical impulses that can trigger AF."

He added: "Our very encouraging

experience so far leads to the hope that this new device will not only be an important advance in catheter ablation technology, but that the innovation will lead to improved clinical outcomes for our patients as well as more efficient procedures."

## Professor appointed

**LHCH and the University of Liverpool have appointed Professor Gregory Lip as part of a new initiative to establish an internationally-leading Centre for Cardiovascular Science in the Merseyside region.**

Professor Lip is a clinical researcher with a major interest into atrial fibrillation (AF), a heart condition that causes an irregular and often abnormally fast heart rate, and leads to a high risk of stroke and death. He is a world leading AF expert and one of the 'world's most influential scientific minds'.

He will become the David A. Price-Evans Chair in Cardiovascular Medicine at the University's Institute of Ageing and Chronic Disease from 1 February 2019, and will carry out clinical work at LHCH as an honorary Consultant Cardiologist.

Professor Lip said: "I look forward to developing the new Liverpool Centre for Cardiovascular Science and to working with partners to create a leading programme of research that will have major impact on patient care at the local, national and international level.

"Liverpool offers many excellent opportunities for cardiovascular research, spanning epidemiology, public health and primary care, to basic

science and translational research, as well as clinical studies that improve our understanding and treatment of common cardiovascular conditions."

The Centre will involve significant contributions from LHCH, the University, Liverpool John Moores University and Liverpool Health Partners.

Jane Tomkinson, Chief Executive, said: "We're delighted to be part of this

important new strategic collaboration which will lead to improved cardiovascular health for people in Liverpool and beyond. As a specialist hospital, we play an important role in delivering the research of today that will become the care of tomorrow. This collaboration will fast-track our research into clinical practice for the benefit of all."



Jane Tomkinson, Chief Executive and Professor Gregory Lip.



# Celebrating NHS 70

On 5th July 1948 the NHS was born. The LHCH (formerly CTC) photo archives have been searched and the following memories uncovered – you may recognise some faces from over the years.

Staff will celebrate this momentous occasion with a BBQ on Thursday 5th July. Please look out for the autumn edition of *Members Matters* for photos from the event.



## LHCH recognised as top TAVI recruiters

**The UK TAVI trial is a multi-centre randomised controlled trial to assess the clinical effectiveness and cost-utility of TAVI, compared with conventional surgical aortic valve replacement, in patients with severe symptomatic aortic stenosis, who are at intermediate or high operative risk.**

Over the past 4 years, 34 participating centres enrolled a total of 913 patients on to the trial. We are delighted that LHCH has been recognised as the joint highest recruiting centre in the country, alongside Royal Papworth Hospital.

### Background

Aortic stenosis is a narrowing of the valve through which blood flows as it leaves the heart, and affects 13% of people over the age of 70 years.

It is usually due to age-related degeneration. If the narrowing becomes severe, chest pain, breathlessness, fluid retention and fainting are common, and the outlook is poor with a high risk of death within 2-3 years.

The only effective conventional treatment is surgical replacement of the valve, which involves open chest



Cath Lab TAVI team pictured with their LHCH 'Best of the Best' Award in December 2016.

surgery and temporarily stopping the heart, with use of a heart-lung machine.

Surgical results are generally excellent but the elderly often have other medical problems that may result in an increased risk of death and complications. Transcatheter Aortic Valve Implantation (TAVI) is a recently developed technique to implant an artificial aortic valve without major surgery, using a catheter to deliver

the valve to the heart through the arteries, which are usually accessed by puncturing the skin in the groin.

In some cases, the valve is delivered directly through a small incision in the chest wall.

The proposed study will compare TAVI with conventional surgery.

For further information about the trial, please visit <https://www.uktavi.org/> or email [uktavi@nds.ox.ac.uk](mailto:uktavi@nds.ox.ac.uk)

## Service Users Research Endeavour (SURE) group membership opportunity



Dr Bashir Matata.

**LHCH has pioneered service user involvement in all aspects of research conducted at the hospital for many years.**

The Service Users Research Endeavour (SURE) group, founded in the early 2000s, works alongside our Research Committee to appraise, monitor and complement our research projects from a service user's point of view, from the quality and clarity of the documentation to the feasibility of a patients' involvement in a study.

Membership is comprised of former or existing patients, carers or members of the public. The Trust compensates members up to £20 for reasonable

out-of-pocket expenses (optional) for attending each meeting. This helps facilitate co-production of research activity within the Trust making it more relevant to the needs of our patients. The group meets the first Monday of every month (excluding Bank Holidays and the month of August) here at the Research Unit at LHCH.

If you are interested in joining the group and supporting your hospital research activities or would like more information please contact Dr Bashir Matata on **0151 600 1380** or email [bashir.matata@lhch.nhs.uk](mailto:bashir.matata@lhch.nhs.uk)



# International Nurses' Day 2018

**International Nurses' Day is held in May every year in line with the birthday of Florence Nightingale, who is attributed as being the founder of modern nursing.**

LHCH was proud to celebrate this and recognise the extraordinary things that nurses do for patients, their families and the multi-professional teams they work with every day.

We celebrated the event with pampering, prizes and treats for all staff followed by the LHCH International Nurses' Day Awards Ceremony. The awards provided the chance to thank our nursing team and look ahead at our bright, caring and compassionate profession.

Special congratulations to those teams and individuals who were recognised as follows:

- **Joanne Jones:** Best Inspirational Leader
- **Discharge Team:** Best Nursing Team
- **Nicky Best:** Best Specialist Nurse
- **Sue Leatherbarrow:** Best Patient and Family Champion
- **Anthony Clark:** Best Registered Nurse
- **Sharon Roberts:** Best Healthcare Assistant
- **Jean Hampshire:** Best Workplace Mentor (pictured with Neil Large, Chairman, Jane Tomkinson, Chief Executive and Sue Pemberton, Director of Nursing & Quality)
- **John Brannan:** Best Student Nurse
- **Edna Jeffery:** Best Assistant Practitioner
- **Sue Oakes:** Special Recognition Award
- **Sharon Faulkner:** Special Recognition Award
- **Dot Homan and Mandie Walthew:** Special Recognition Award
- **Rhian Brown:** Outstanding Contribution to Nursing Research Award



## First Consultant Nurse and Consultant Physiotherapist appointed

**LHCH is proud to announce the appointments of our first Consultant Nurse – Julie Tyrer, Tissue Viability and our first Consultant Physiotherapist – Samantha Pilsworth.**

This is an exciting opportunity for Julie and Sam to develop their roles and share expertise across the health economy. Both roles will be supporting patients both within and outside of the hospital.

Julie, who is a tissue viability specialist said: "I feel very fortunate to have been given this opportunity and I am excited about what could be achieved in the role. I hope to make a real contribution to the

organisation and learn from experience to improve patient outcomes further."

Sam Pilsworth, who specialises in community respiratory care spoke of her appointment: "I'm thrilled with my appointment and really pleased to be able to develop my career with a specialist NHS trust that is so focused on patient care. I hope to be able to improve care for respiratory patients in the community by influencing care pathways and increasing research. I'm lucky to work with a supportive team who have always encouraged my development and to challenge traditional boundaries. I am looking forward to the challenges ahead."



(Top) Julie Tyrer and (above) Samantha Pilsworth.

## LHCH teams shortlisted for Nursing Times Awards



**Four of our teams have been shortlisted for Nursing Times Awards 2018 in the following categories:**

- Nursing in the Community – Respiratory
- Patient Safety Improvement – Reducing patient falls and keeping patients safe
- Respiratory Nursing – Healthy Lung Project
- Surgical Nursing – Theatres

Congratulations to all staff involved in these nominations – we look forward to hearing the outcome of the awards in the autumn. Watch this space!

## End PJ paralysis

**At LHCH we are encouraging patients to try, where possible, to get out of bed and into their day clothes before midday.**

This will increase the chances of retaining mobility and independence, and may result in a shorter hospital stay. It also means they will be safer, and less susceptible to falls, once back home. Bed rest can result in a higher risk of thrombosis or delirium, pressure sores, infection, loss of muscle mass, loss of confidence, and greater dependence.

Thank you to all staff and patients for your participation and support in this campaign.





## Member events

### Governor election update

Following our recent by-election in North Wales we are pleased to welcome Ron Smith and Dusty Rhodes to the Council of Governors.

Governor elections are currently ongoing and we look forward to welcoming the newly elected and those existing Governors re-elected following our Combined Council of Governors' and Annual Members' Meeting on Tuesday 18th September. Please look out for the autumn edition of Members Matters to see a feature on all our new faces.

Notice of Poll will be given on 4th July 2018 to elect to one seat in the Merseyside constituency. If you are a member and live in this area please look out for your ballot pack and don't forget to vote!

**Thank you to Sefton Older Persons Forum who welcomed Jo Shaw, Head of Nursing – Clinical Services, Trevor Wooding, Senior Governor and Dorothy Burgess, Public Governor – Merseyside (pictured) to their meeting in Southport in April.**

Jo provided an overview of the services provided by LHCH and patient and family centred care.



Zoe McIntosh and Jan Naybour are pictured with Allan Pemberton, Public Governor – Cheshire.



### Combined Council of Governors' and Annual Members' Meeting 2018

**All members and members of the public are invited to join us for the Combined Council of Governors' and Annual Members' Meeting 2018 on Tuesday 18th September at 4.30pm in the LHCH Conference Room, Research Unit at Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE.**

Hear about the performance and successes of the Trust from 2017-18 and receive the Annual Report and Accounts.

To register your place please contact the Membership Office on **0151 600 1410** or by emailing **membership.office@lhch.nhs.uk**



Trevor Wooding, Senior Governor with Jo Shaw, Head of Nursing and Dorothy Burgess, Public Governor – Merseyside.

Further thanks to Age UK Wirral who hosted a heart health event at their Community Wellbeing Hub in Bromborough. Cardiac rehabilitation specialists Jan Naybour and Zoe McIntosh provided an interactive and informative session explaining the simple steps you can take to prevent heart disease.

## Learning Disability Week 2018

**Mencap have launched a campaign called Treat Me Well, which calls on NHS staff to make reasonable adjustments for people with a learning disability which can help to save lives.**

LHCH raised awareness of this recently by marking Learning Disability Week with an information stand (pictured below) and communication campaign.

**How we can help**  
Simple changes in hospital care can make a big difference:



• better **communication**



• more **time**



• clearer **information**



### Robotic surgery – the patient journey

**Following the successful launch of the first heart and lung robotic surgery programme in the country earlier this year, LHCH recently hosted two robotic surgery showcase events.**

The first event brought together charity supporters, members and governors and provided a real insight into the new service and the benefits experienced by our patients.

Owen Veldhuizen (pictured), from Llandudno was one of the hospital's first robotic heart surgery patients, undergoing a pioneering

procedure to repair his mitral valve and incredibly returned home within 48 hours. Owen attended the event, shared his experience and talked about his incredible journey to recovery following the procedure.

Paul Modi, Consultant Cardiac Surgeon and Stephen Woolley, Consultant Thoracic Surgeon provided an outline of both services at the event.

LHCH was also pleased to later welcome Professional Liverpool to learn more about the programme. Speakers and organisers are pictured at this event.



Khaled Albouaini, Consultant Cardiologist (left) and Dr Omar Al-Rawi, Royal College of Anaesthetists' Regional Adviser Anaesthesia for Mersey.

### Consultant recognition

**Congratulations to Khaled Albouaini, Consultant Cardiologist, has been recognised as a Visiting Professor by the University of Chester.**

Professor Albouaini will be responsible for cardiology teaching and clinical supervision of cardiology MSc postgraduates at University of Chester, and he also plans to supervise PhD students in cardiology.

We're also delighted that Dr Omar Al-Rawi has been appointed as the Royal College of Anaesthetists' Regional Adviser Anaesthesia for Mersey.

This is an acknowledgement of the high regard in which Omar is held, not only at the college but also his consultant colleagues. This post is the most senior college training appointment and carries with it a significant responsibility for a large number of trainees.



Above: Owen Veldhuizen. Below: Professional Liverpool.





## Charity news update

### New charity merchandise

Looking for a new way to support LHCH Charity? Following the great success of our Christmas cards last year we have developed a lovely new range of merchandise for you to enjoy.

Pop into the LHCH Charity office close to the Outpatients and see what is on offer or you can see the whole range at <http://www.lhchcharity.org.uk/get-involved/lhch-merchandise/>



### LHCH ChariTea

It's hard to believe that the NHS is 70 years old this year and to celebrate this milestone birthday we are inviting you to join in and raise a cuppa to the good old NHS.

You can join in by getting your friends, family or workmates together and having a lovely afternoon tea while raising funds for LHCH Charity. We have a lovely pack to make your event go with a swing including delicious and heart healthy recipes for cakes, bunting and balloons.

On 18th June we had our very own LHCH ChariTea party for staff to enjoy. Thank you to all our staff who came along and supported the event.

To find out more just visit our website at: <http://www.lhchcharity.org.uk/get-involved/events/chari-tea/>



### 'Best of the Best' Employee of the Month

Congratulations to the following members of the team who have recently received 'Best of the Best' Employee of the Month Awards for going 'above and beyond'. You can nominate a member of staff for this award by completing one of the nomination forms available around the hospital.



**February 2018**  
**Rebecca King**  
Arrhythmia  
Nurse Specialist

"Becky stepped in to support Southport when their own specialist nurse was sick, she did this at short notice thus ensuring patients in our broader catchment were cared for and supported the health community at a time of extreme pressure. Becky provided a summary of her time there and has identified some excellent learnings to ensure ongoing improvement."



**March 2018**  
**Annie Joseph**  
Outpatients Manager

"Annie is completely dedicated to her role, patients, staff and the Trust. She is very professional at all times, kind and sensitive and is hugely respected by the staff in the Outpatients Department. Annie will always find time out of her busy day to lend a hand in ensuring any issues that arise are dealt with promptly and effectively. Annie is an exceptional nurse and goes that extra mile on a daily basis. She truly deserves to be Employee of the Month."



**April 2018**  
**Adrian Morris**  
Lead Exercise  
Physiologist

"Adrian is a key member of the Sharing and Learning Group representing the large amount of therapists we have in the Trust. He is eager, keen to engage and to learn. He always goes above and beyond in what is expected of the group and regularly shares these examples encouraging others to learn. He is a shining example of a leader whilst also a caring and compassionate therapist. He truly deserves this recognition as he is able to demonstrate the importance of leadership in his clinical role and as a wider member of the Trust's leadership team."



**May 2018**  
**Dr Pradeep Magapu**  
Consultant Cardiologist

"Dr Magapu is an unsung hero. He carried out my angioplasty, taking the time to explain everything thoroughly to me and my wife. He took time after hours to speak to us at length explaining procedures and plans going forward. His reassurance and extra care was very much appreciated. Dr Magapu is very highly regarded by his colleagues at LHCH and I can see why!"



### LHCH Bake Off

The LHCH Bake Off took place at our annual event with aims to promote the importance of good patient and staff nutrition and hydration.

The event hosted a number of stalls including the Dieticians, Speech and Language Therapist, Medirest, Fit For Me and Medtronic.

Staff enjoyed judging the entries and winners included Kerry Fitzpatrick, Critical Care with her entry 'Tea Party' Easter Bake, Karen Dickman, Knowsley Community CVD Service with her Devon Scones and Joan McLeod who had made a traditional Chocolate Gluten Free Cake.





# 70 YEARS OF THE NHS 1948 - 2018



## Privacy notice for our Members

**We collect and hold public and staff member information for the purposes of the Trust to meet the legal requirements set out in UK law, or exercise the official authority established for a Foundation Trust as a public body.**

Personal information will only be used to fulfil the requirements in relation to the individual's membership of Liverpool Heart and Chest Hospital NHS Foundation Trust and not shared elsewhere.

Staff and Public Members can opt out at any time by contacting the Membership Office on **0151 600 1410** or by emailing **membership.office@lhch.nhs.uk**

For more information please visit the LHCH Privacy Notice on our website **<http://www.lhch.nhs.uk/about-lhch/information-governance/data-protection-and-confidentiality/privacy-notice/>**

### Email us

Did you know that over 2,000 public members receive details about the latest news and events at LHCH by email? Email is the quickest and easiest way to let you know what's happening at LHCH and it's a great

way to keep costs down and help the environment. If you don't receive updates on your computer or smartphone from us, please contact the Membership Office and register your email address today.

### Contact us

If you'd like further information about membership, events or the contents of the magazine, please contact the Trust Membership Office on **0151 600 1410** or email **membership.office@lhch.nhs.uk**

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