



# members matters

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



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# WELCOME

Welcome to our 'Outstanding' special edition of Members Matters. On 16th September 2016 we were delighted that the Care Quality Commission (CQC), the independent health and social care regulator, published our hospital rating as 'Outstanding'. This was a result of a rigorous inspection process in April 2016.

Liverpool Heart and Chest Hospital was awarded NHS Foundation Trust status on 1st December 2009. We have continued to be rated top in the country for 'Overall Patient Care' for 8 out of 10 years in the National Inpatient Survey and in 2012 we were awarded 'Provider of the Year' at the Health Service Journal Awards.

To be rated 'Outstanding' is another significant milestone in our history and one we are immensely proud of. As you will read within this edition the CQC rating is made up of five strands – safe, effective, caring, responsive and well led. LHCH becomes the first trust in Cheshire and Merseyside, and the first specialist trust nationally to be awarded the 'Outstanding' rating, and is one of only eight trusts in the country to achieve this 'Outstanding' rating.

We'd like to take this opportunity to thank our patients, families, staff, volunteers, governors and members for their support over the years. As a trust we will not become complacent, we still have improvement work to do and will continue to strive to achieve this.

## Best wishes

Neil Large  
Chairman

Jane Tomkinson  
Chief Executive



# Liverpool Heart and Chest Hospital (LHCH) is delighted to announce that it has been rated '**Outstanding**' by the Care Quality Commission (CQC)

LHCH becomes the first trust in Cheshire and Merseyside, and the first specialist trust nationally to be awarded the 'Outstanding' rating, and is one of only eight trusts in the country to achieve this 'Outstanding' rating.

The CQC, the independent health and social care regulator, published its rating on Friday 16th September following announced and unannounced inspection visits to the Trust in April and May 2016.

A team of more than 30 CQC Inspectors, made up of doctors, nurses, other healthcare professionals, managers and patients with vast experience of using healthcare services, visited the Trust's hospital and community-based teams, to examine its services and clinical pathways.

The Inspection Team then made its decision based on five key measures, asking whether they were:

- safe
- effective
- caring
- responsive
- well-led.

The CQC spoke to patients, relatives, staff and also sought views from external partners to develop a detailed understanding of the culture, governance, leadership and the quality of care delivered.

The Chairman Neil Large and Chief Executive Jane Tomkinson, on behalf of the Board of

Directors and Council of Governors, paid tribute to the Trust's 1,500 staff and volunteers saying: "The CQC inspection process is rigorous and rightly challenging, and this rating pays testament to the dedication and professionalism of the team."

The CQC summarised their findings by highlighting that:

- patients and their loved ones were treated with compassion and empathy by all staff across the hospital
- relatives felt that staff always treated their loved ones with dignity and respect and would always talk to the patient in a caring and compassionate way
- effective teamwork and clear leadership and communication, in

services at a local level, were in place at the Trust

- staff were proud of the services they delivered and proud of the Trust
- staff went above and beyond their duty to meet the needs and wishes of both the patient and their loved ones
- staff felt supported and valued in their roles
- patients said they felt 'special' and staff knew their name and what needs they had
- the senior team led the Trust with a strong focus on service quality and positive patient experience
- it was clear that there was a strong culture of person centred care for patients and their families, and staff strived to meet the needs of the patients and their loved ones.





# OUTSTANDING NEW FACILITIES



## LHCH main entrance opened

Our brand new state of the art entrance, situated on West Road opened on Friday 29th July 2016. The new facility provides a new focal point for all LHCH visitors and a fully staffed reception 24 hours a day, 7 days a week. There is a meet and greet volunteer presence and improved switchboard facilities. A new café facility will be available soon and will be an ideal place to meet, have a drink or snack and relax.



## Coming soon... new and improved Outpatients Department

Our new and improved Outpatients Department is scheduled for completion in October 2016. On average, 1,350 patients visit our outpatients clinic per week and will benefit from:

- A more spacious, modern and comfortable waiting area
- New automated self check in system for patients
- A new café which will also be available soon

Thank you for your patience during the building works and apologies for any disruption during your visit to LHCH.



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