



Recognising our
outstanding volunteers 9

members matters

The newsletter for all
public and staff members of
Liverpool Heart and Chest Hospital
Issue 1
2023

Lung Health
Check
programme
expanded 3



Will you get involved
and shape our
LHCH quality
priorities?

8

Welcome

We are pleased to welcome you to the first edition of **Members Matters** this year.

Towards the end of last year, we were proud to be able to recognise some of our longest serving volunteers. Our volunteers make a big difference to our patient and staff experience. If you are interested in becoming a volunteer please do get in touch with our Patient and Family Support Team.

We were thrilled that at the end of last year our Human Resources team were presented the national Excellence in Public Service HR Award at the

Personnel Today Awards 2022. We were also delighted to have been named a finalist in the national HSJ Awards in the 'Trust of the Year' and 'Health and Wellbeing' categories.

Unfortunately 2023 will not be without challenges in the NHS. If you haven't already please do protect yourselves and your loved ones by receiving the flu and covid vaccinations when offered. As you will be aware the NHS has faced industrial action recently. We would like to take this opportunity to reassure you that patient safety remains our priority during these times.

January is a great time to reflect and consider what we can do to improve our health and wellbeing. Please do have a read of our health and wellbeing features within this newsletter.

Best wishes for a healthy and happy 2023



Val Davies
Chair

Jane Tomkinson OBE
Chief Executive Officer



Award winners



LHCH was delighted to be awarded the Excellence in Public Service HR Award at the recent Personnel Today Awards 2022..

The Personnel Today Awards celebrate the very best achievements and innovations in human resources and learning and development.

The judging panel commented, 'the HR Team at Liverpool Heart and Chest Hospital should be very proud of their achievements. Not only did LHCH achieve some of the best NHS Staff Survey results in England, but it was also named the best hospital in the north west for inpatient experience'.

Congratulations to all the team.

Targeted Lung Health Check programme expanded to save more lives

LHCH is pleased that the successful Targeted Lung Health Check programme has expanded to offer the life-saving health check in St Helens and South Sefton.

LHCH is the lead provider for the programme and works closely in collaboration with Cheshire & Merseyside Cancer Alliance, NHS Halton, NHS Knowsley, NHS Liverpool, NHS South Sefton and NHS St Helens Places.

The checks have been running in Liverpool, Knowsley and Halton for 18 months and within the Merseyside and Cheshire region, at least 150 lung cancers have been identified so far. This has enabled at least 107 people who have been diagnosed with early-stage lung cancer to receive curative treatment.



Participants aged between 55 and 74 years, 364 days of age will be invited to make a Lung health Check appointments with the service, and

if eligible, referred for a low dose CT scan.

More information is available on www.lhch.nhs.uk/lung-health-check



Supporting our Armed Forces

LHCH recently celebrated receiving the Armed Forces Covenant Silver Award recently, in recognition of our support for the armed forces community and military veterans.

Two of our colleagues, Joanne Shaw, Divisional Head of Nursing – Clinical Services and Gina Aldous, Clinical Nurse Practitioner, were delighted to attend and accept our award, presented by the Lord Lieutenant of Merseyside.

LHCH remains committed to continuing this support and will work now towards achieving our Gold Award.

RESEARCH NEWS

LHCH exploring treatments for some of the region's most common diseases

As reported in Members Matters early in 2022, researchers in Liverpool have been awarded £5.3m to investigate new treatments for some of the most common diseases and health problems affecting people in the Cheshire and Merseyside region.

The National Institute for Health Research (NIHR) awarded the funding to the Liverpool Clinical Research Facility (CRF) hosted by Liverpool University Hospitals NHS Foundation Trust (LUHFT).

The CRF has expanded across sites, working in collaboration with colleagues here at LHCH and The Clatterbridge Cancer Centre to seriously address the needs of the local population, which has some of the highest rates of cancer and heart disease in the country.

Members Matters spoke to Professor Jay Wright, Director of Research and Consultant Cardiologist at LHCH (pictured).

What role has LHCH been playing in this work?

We are delighted to be part of this collaborative approach working closely with Liverpool University Hospitals Trust, Clatterbridge and the Walton Centre. The successful application will provide more than 5 million pounds for the City to support early phase

LHCH is a Research Active Trust

research. As such our patients will have the opportunity to receive the very latest medical therapies in a safe and controlled environment. There will be further research opportunities to follow.

LHCH is playing a key role in formulating a patient and public guided approach to the research undertaken. Our methodology excellence and research delivery tools will be used widely across the city and new staff will ensure succession planning here.

What's happened so far?

The venture was launched formally on the 17th November 2022. Funds are being made available directly from the National Institute of Health Research (NIHR). New staff have been appointed and are due to start imminently. Other staff are being paid to dedicate more time to research.

We have been approached by a multinational pharmaceutical company to evaluate their very latest products. We are in the process of setting this research up and aim to recruit patients later in the year.



What are the immediate plans for 2023?

Our immediate plans are to ensure that all governance and safety procedures are in place. We need to have dedicated time for our staff to take on these early phase studies. We aim to make ourselves available to evaluate the newest drugs, devices and other healthcare products. We will be launching recruitment drives to identify the type of patients we need in an efficient but convenient manner.

We are always delighted to receive patient stories that we can share with others in various ways. If you are interested in sharing your experience please get in touch by emailing communications@lhch.nhs.uk

In this edition, we are pleased to be able to share Kim's story. Kim knows all about the importance of quality sleep. World Sleep Day is Friday 17th March 2023 and this year's theme is that sleep is essential for you health. Just like eating well and exercising, sleep is a behaviour that is fundamental to our physical, mental and social wellbeing.

Kim is 51 and lives in Waterloo, Liverpool with her partner Lucas. Kim works as a Music Teacher and a Manager of a Music Service and enjoys spending time on the nearby beach and singing with the Liverpool Voice Choir.

In the summer of 2013, Kim first came into contact with the Respiratory Diagnostics team at LHCH who run a specialist sleep diagnostics clinic. Shortly after, Kim was diagnosed with Obstructive Sleep Apnoea (OSA) and was referred for CPAP treatment which was to be provided by a local general hospital.

Kim declared this diagnosis to the Driver and Vehicle Licensing Agency (DVLA) and shortly after was informed that she should not drive until she was receiving the CPAP treatment she desperately needed. This had huge implications for Kim, both professionally and personally, and this was an exceptionally stressful and upsetting time. At that time Kim was the sole driver in her household as her, then, husband was epileptic and at risk of serious seizure. Additionally, Kim's brother was on a waiting list for an organ transplant and could have received a call to say he needed to go to Birmingham immediately for his life saving surgery. Kim faced a real

dilemma as she was unable to get to work and this was also causing her big issues. Kim said:

"I left a voicemail for Dot, Respiratory Diagnostics Manager at LHCH, during which I broke down and let all my issues out. Dot had been such a wonderful support to me in all our interactions so I wasn't blaming her in the least but I was at the end of my tether.

She called me back with a promise to do all that she could to help. Within a few days she called me back to say that she had a CPAP machine for me. I was with the team the next day and after showing the required commitment to use I had a letter to send to the DVLA so that they could re-approve my licence. Dot and the team truly saved me. I was able to drive to work again four and a half weeks after the DVLA's initial letter to revoke my licence. I can't thank the team at LHCH enough!

"I have been coming back to the clinic for my check ups and equipment maintenance annually ever since and I'm greeted as a friend. I am so lucky to be able to put my health in the hands of such a caring and thorough team and I don't know what I would have done without them all.

I sing with Liverpool Voice Choir and I noticed a massive difference with my singing once I had started

HAVE YOUR SAY!

with the CPAP machine. There was no more dry throat and sore soft palate every morning, it has been a real boost for me to get onto this treatment plan. I genuinely can't sleep without it now, and not just for the DVLA. I sleep so much better and with the reassurance that I am not putting my health at further risk. I would tell anyone who snores or any other OSA symptoms to contact their GP to take the Epworth test and book a sleep trial as there could be an underlying issue."

Kim is pictured with her niece at her 16th birthday party last year. Kim affectionately tells us she was a little girl at the time of the driving exclusion and used to get her mum to call her up to tell her off for not coming to see her!



'Sew' thankful – heart surgery leads to hospital support

A talented artisan is saying 'thank you' to the hospital which performed life-changing heart surgery on her husband, by creating a range of heart-related handmade crafts.

Karen Harris, from the Isle of Man, has loved craft since childhood when she learnt to sew on an old Singer treadle machine, as well as crochet, making her own clothes as a teenager.

Now a decade after Tim, her

husband, underwent a successful quadruple bypass here at LHCH, she's decided to raise as much as she can for the hospital's charity.

Karen said: "It's ten years since Tim's operation, back in November 2012, and I thought it was the ideal time to show my appreciation for all the care and expertise that he received, by selling my crafts and raising funds for LHCH Charity."

Finance officer Karen and golf course greenkeeper Tim, met through the Isle of Man TT Races.

They got married in 2012 just before he started experiencing heart problems – chest pain, breathlessness, and difficulty in walking.

After being referred by his GP to Nobles Hospital, Tim was told he needed a double heart bypass in Liverpool.

Karen added: "When Tim was admitted for his operation at LHCH, which ended up as a quadruple heart bypass, the team were so good explaining what to expect and making sure we understood and were comfortable with all their plans.

"Obviously no-one wants to undergo major surgery, but our experience at LHCH has been so positive. Outstanding care from everyone.

"We're just so thankful that 10 years on, Tim is still fighting fit, without chest pain or breathlessness! He rides his motorbikes, works full time, and lives a normal life."

If you'd like to check out all of Karen's crafts, please visit her Loop the Loop Facebook shop: www.facebook.com/looptheloopiom

Escape the Winter Blues

Blue Monday, Monday 16th January, is the day of the year that it is believed we feel our lowest.

The mornings and nights are dark, weather is colder and miserable and the festive season has drawn to a close.

Colleagues at LHCH turned 'Blue' into 'Brew' Monday by taking the opportunity to share a cuppa and catch up with colleagues, family and friends. We are also encouraging staff to take part in some wellbeing workshops around compassion and reflection.

Dr Louise Roper, Principal Health Psychologist and Lead for Staff Support at LHCH shared her top tips for beating the January blues.



Dr Louise Roper



Get outdoors

If you feel low in winter, get outside as often as you can, especially on bright days; but wrap

up warm. Sitting by a window can also help.

Talk to someone

Catch up with friends, family, colleagues that make you smile. Social support is so important. It can really help boost our mood.

Also consider trying something new to make new friends; online, in person, in a gym or sports setting, or picking up a new hobby.



Above and left: LHCH colleagues turned Blue Monday into Brew Monday.



Eat well

Eat a healthy, balanced diet and be sure to include fruit and vegetables, if this is possible for you.

Get active

Do what you can. Standing is better than sitting and walking is great too.

The charity Mind says research has shown that a one-hour walk in the middle of the day is an effective way to beat the winter blues. If this is possible, even if only at the weekend, try and get outside.



Community Cardiovascular team provide life-saving education

We were pleased to have been able to assist Marine Football Club again recently with a CPR and Defibrillator focused training session for their staff, stewards and members of the local community.

Karen, Louise, Craig and Sharon from our Knowsley Community Cardiovascular team were really pleased to be able to share their knowledge and expertise of these important life-saving skills. Thank you to the 14th Walton on the Hill Scout Group for also supporting our team with their session.

If your sports club or organisation would benefit from a similar session please get in touch by emailing Membership.office@lhch.nhs.uk



Dog Therapy comes to LHCH

We were thrilled to meet Yogi and Cindy Bears, therapy service dogs, who visited LHCH recently and brought sheer happiness and joy to our patients and staff at LHCH.

It was fantastic to see the impact Yogi and Cindy had on some of our patients, who commented on how

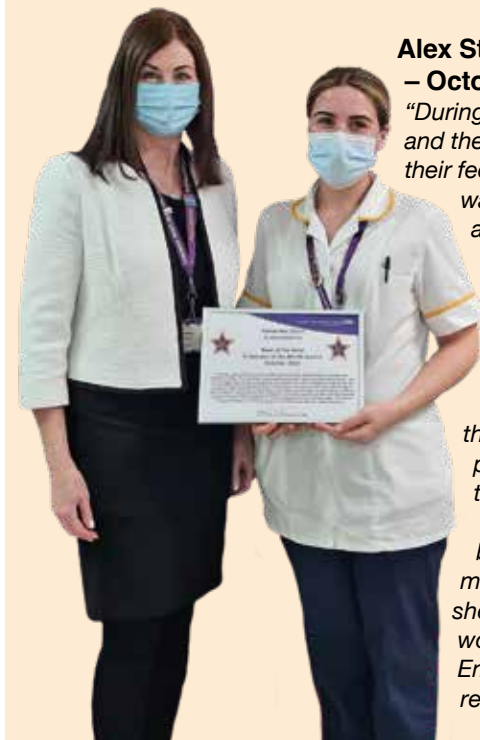
good it was to be able to see and stroke the dogs after spending so much of their time receiving care indoors.

The cuddly pair certainly put a smile on the face of all they met and it was a perfect way of brushing away those winter blues!



Employee of the Month Awards

Each month, we are pleased to present a very worthy colleague with the 'Best of the Best' Employee of the Month Award. We welcome nominations for this award from our patients, visitors and members of staff. Please follow the QR code below to nominate your unsung hero from Team LHCH. The best nominations received provide examples of how colleagues have gone that extra mile to support patients, family members or their colleagues. Good luck!



Alex Stock, Healthcare Assistant – October 2022

"During a recent follow up call, a patient and their family member asked to provide their feedback on Alex. They said Alex was exceptional and went above and beyond her duties. She was so happy, kind, caring, good spirited and treated them with compassion. Nothing was too much trouble and she always took her time for them and made sure that they had the best of everything. Alex made them feel relaxed, comfortable, and put them at ease making a difficult time a lot better. They said they felt privileged to have been cared for by Alex and she deserved a special mention and recognition for the care she gave and the work she does. They would like to nominate her for the Employee of the Month Award as she really deserves it."

Kathy Watterson, Sister – November 2022

"Kathy is an amazing sister on Birch Ward. Kathy extinguished a fire on the ward, undoubtedly saving significant damage and ensuring the safety of all staff and patients without a thought for herself. Her leadership during the events of the evening ensured the safe evacuation of patients, the preservation of the ward itself and all before the emergency services were on site. She remained calm and professional throughout, supporting the team and ensuring the care of all patients."



Recognising our amazing volunteers

We were delighted to thank our hardworking volunteers with a celebration event to mark International Volunteers Day.

Our volunteers undertake a number of important positions around the hospital including meet and greet, offering support on the wards or on our reception.

A group of our amazing volunteers have been with us now for an impressive ten years service like Megan Smith (pictured with Val Davies, Chair) who is a meet and greet volunteer.

Megan said: "To make a difference in someone's life, you don't have to be clever, beautiful or rich, you just have to care enough to be there for someone when needed. That is a volunteer."



Can you help us shape our quality priorities?

Our Senior Nursing Team are hosting a Patient and Family Strategy Engagement Event on Tuesday 21st February 2023 from 9.30am to 12 noon to seek your views on what our quality priorities should be for 2023/24.

Hear what we have achieved in the past year and have your say on what our focus should be for this coming year.

We are delighted that following a pause during the pandemic that this annual event can be held in person again. This will take place within our Conference Room located in the Research Unit at Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE. Light refreshments will be provided for the session.

Places are limited and therefore will be offered on a first come, first served basis. To register your place please email membership.office@lhch.nhs.uk by Friday 10th February 2023.



Volunteers needed

We are currently recruiting new volunteers to a range of roles here at LHCH.

Do you have spare time? Would you like to play a rewarding and important role in helping us to deliver outstanding care?

If you are interested in joining our valued volunteer team please visit the NHS Jobs website to apply for the role. The closing date for applications is 19th February 2023. You will be required to attend a mandatory induction and recruitment day on Wednesday 22nd February 2023 between 9am and 3.30pm.

For more information about volunteering here at LHCH please get in touch with Gemma Moore, Volunteer Support Worker by emailing Gemma.Moore@lhch.nhs.uk

To find out more about LHCH Charity give them a ring on **0151 600 1409** or email **enquiries@lhchcharity.org.uk**

Sarah's New York Marathon

We're sending huge congratulations to our wonderful supporter Sarah Black Smith, who took on the epic challenge of competing in last year's New York Marathon.

Sarah, who is no stranger to a fitness based challenge, decided to take on The Abbott World Marathon Majors, which sees its participants take on six of the largest and most renowned marathons in the world. Consisting of the Boston Marathon, London Marathon, Berlin Marathon, Chicago Marathon, New York City Marathon and the last of her challenges the Tokyo Marathon.

Sarah decided that for her penultimate marathon she would ask her friends, family and colleagues to sponsor her and fundraise for LHCH Charity after the care and treatment her mum received during her time at the hospital. She absolutely smashed her goals and completed the 26.2 miles course in just under four hours and managed to raise an amazing £1,300.

Thank you so much for your wonderful efforts Sarah, they are greatly appreciated by everyone here at LHCH!



Knit into Christmas

During November LHCH Charity hosted not one but two brilliant knitted goods sales here within the hospital.

Throughout the year we had received multiple donations of beautiful hand knitted goods, including baby clothes, hats, scarves, gloves, blankets and so much more. We decided to kick off this year's festivities within the hospital by hosting our very own winter warmer goods sales at the beginning and end of November.

Both sales were a huge success and managed to raise just short of £750. It was great to see so many staff and patients enjoy the beautiful hand crafted clothing and we hope you all enjoy your artisan goods and stay warm this winter!



CALLING ALL KNITTERS! We'd love to hold similar events in 2023 and are looking for keen knitters to support us by donating knitted clothes. If you can help please do get in touch!

Celebrating 2022!

For our 2022 Christmas campaign, we decided to highlight and celebrate some of our brilliant supporters from the last twelve months and take a look at what challenges they took on in order to raise money for LHCH Charity.

It also highlighted the different ways in which anyone can support LHCH Charity, when and wherever they like! We wanted to show all of our supporters that we're not asking you to run, swim or cycle to fundraise for LHCH, but instead why not take a look at the multiple alternative (and definitely less strenuous) options we have available too.

Visit the news section of the LHCH Charity website to see LHCH Consultant Cardiac Surgeon, Mr Bil Kirmani, introduce the campaign.



We're excited to be bringing you the opportunity to take part in not one, not two but three challenges this year! Do you fancy abseiling down the iconic Liverpool Anglican Cathedral, hiking up Mount Snowdon at sunrise or really going for it in the mud with the Tough Mudder?



Sunrise at Snowdon

Standing at the summit by moonlight will be an unforgettable experience, as will seeing the sunrise from the mountain slopes as we descend. Witnessing the spectacular landscapes opening up before us as the day grows light is just magical!



LHCH Charity Abseil

Descending 150ft, free hang from above the great West Door, it is a great opportunity to face your fears, have fun and of course fundraise for an incredible charity!



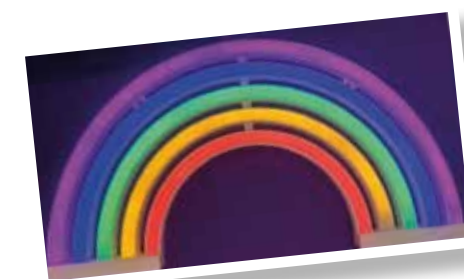
Tough Mudder

Join us for the muddiest challenge of 2023! We have limited places for the Manchester Tough Mudder event this summer. Get your place today and help us do even more to care for our patients and their families here at LHCH.

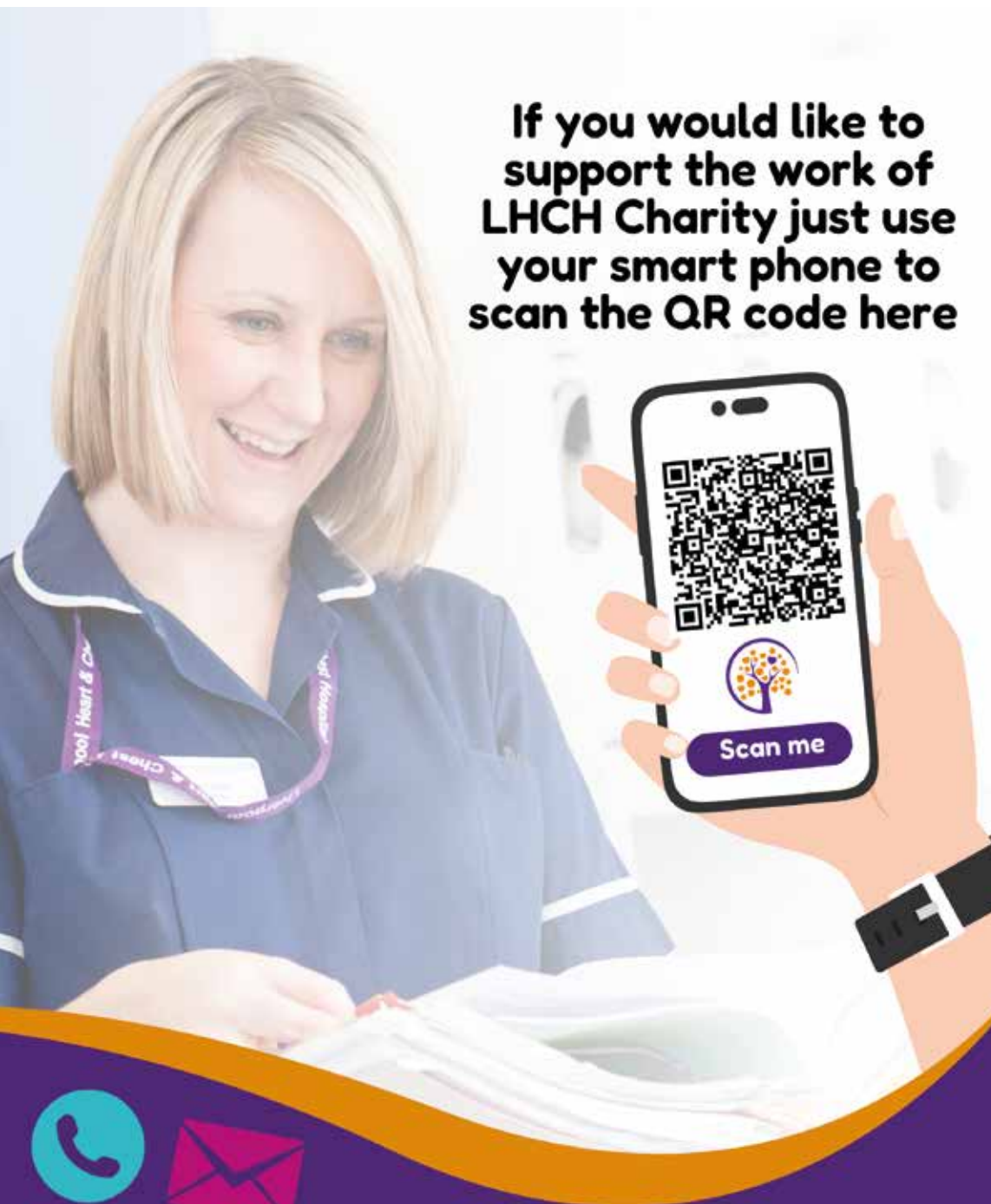
LHCH Charity Shop

Don't forget there is a wide range of LHCH Charity branded merchandise and gifts available on both our website and in our LHCH Charity Office onsite (located by Outpatients).

Our fabulous Charity Supporters Poppie and Amy, who completed the Tough Mudder for LHCH Charity last year, are pictured sharing our latest Cuddlestar gift. It is perfect for kids, soft, fluffy and lights up. Our rainbow lights are always a hit too!



You can book your place on any of our events, visit the shop or find out more about us via www.lhchcharity.org.uk



If you would like to support the work of LHCH Charity just use your smart phone to scan the QR code here

NHS

Liverpool Heart and Chest Hospital
NHS Foundation Trust

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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/>**




Alternatively you can make a donation by telephone on 0151 600 1409 or send a cheque made payable to LHCH Charity to Liverpool Heart and Chest Hospital Charity, Freepost RRLL-KSHT-ZLKE, Thomas Drive, Liverpool L14 3PE


enquiries@lhchcharity.org.uk
www.lhchcharity.org.uk
Charity Registration Number 1052813



Get social We always welcome comments and feedback on our social media pages

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