



New Critical Care Garden
opened for patients and families 9

members matters

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

Issue 3

2022

LHCH
rated
number 1
in national
inpatient
survey

2



Meet our
LHCH
Charity
challengers

10 & 11

Welcome

Welcome to our winter edition of **Members Matters**.

We were thrilled to learn that LHCH has again been rated as one of the top hospitals in the country in the national Inpatient Survey. This is testament to the real skill and compassion of all our colleagues here at LHCH and we are so very proud to be part of this fabulous team.

Our annual 'Best of the Best' awards took place recently and we were pleased to be able to recognise some of our outstanding teams and individuals for their amazing work. There was also great news to hear that we had been recognised for national awards too which are also highlighted within this newsletter. Amazing job Team LHCH!

Winter will be a challenging time for the NHS. May we take this opportunity to encourage you to protect yourselves and your loved ones this winter by receiving both your flu and covid vaccinations when offered.

Best wishes for the festive season and for a healthy and prosperous 2023.



Val Davies
Chair

Jane Tomkinson OBE
Chief Executive Officer

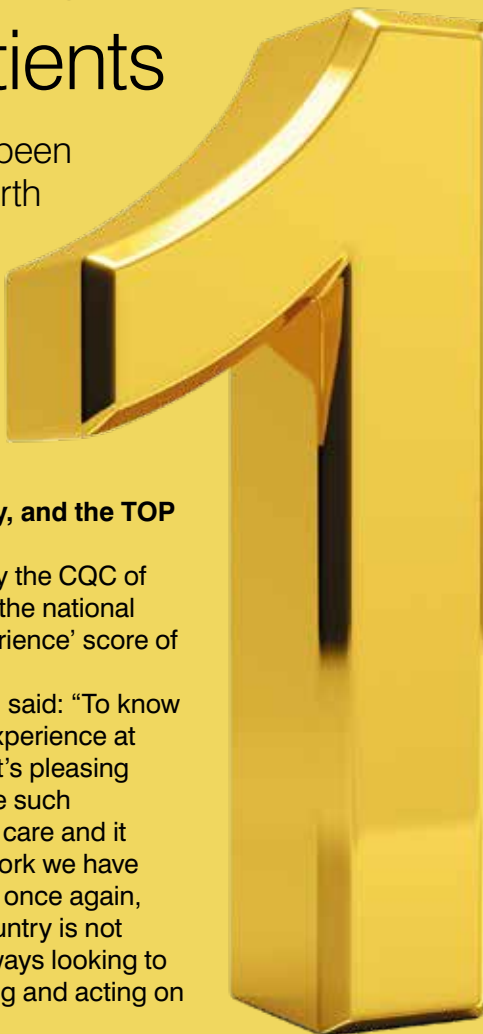
LHCH rated a TOP hospital by patients

We're delighted that LHCH has been rated the TOP hospital in the North of England and one of the best four hospitals in the country for 'overall patient experience' according to the latest CQC National Inpatient Survey.

The survey also recognised LHCH as one of the TOP four trusts in the country, and the TOP trust in Cheshire and Merseyside.

LHCH was awarded the highest rating by the CQC of 'much better than expected' compared to the national average, with an outstanding 'overall experience' score of 9.17 out of 10.

Jane Tomkinson, LHCH Chief Executive, said: "To know our patients have once again rated their experience at LHCH so highly makes us all very proud. It's pleasing to hear that patients and their families have such confidence in the teams who provide their care and it also demonstrates the outstanding teamwork we have at LHCH. For patients to recognise LHCH, once again, as one of the very best hospitals in the country is not something we take for granted. We are always looking to improve services through listening, learning and acting on feedback from patients and our staff."



LHCH shortlisted for national awards

We are proud that LHCH has been shortlisted for a number of national awards this year recognising the expertise and dedication of our people and the excellent care that they provide.

HSJ AWARDS 2022

Health Service Journal Awards 2022

LHCH has been shortlisted in the Trust of the Year category and Staff Wellbeing category in recognition of our improvements to culture and wellbeing with the Be Civil, Be Kind campaign. Winners will be announced on 17th November 2022.

HSJ PATIENT SAFETY AWARDS 2022

HSJ Patient Safety Award 2022

We've been nominated and finalised for the safe restoration of Elective Care Services, in recognition of our current ongoing Pilot around Elective Cardiac Remote Monitoring.

HEALTH TECH AWARDS 2022

Health Tech Awards 2022

LHCH and Alder Hey Children's NHS Foundation Trust were announced the winner of the Partnership of the Year Award at the recent HTN Awards.



Personnel Today Awards 2022

LHCH has been shortlisted for the Excellence in Public Service HR Award and Karen Nightingall, Chief People Officer (pictured) has been recognised as a finalist for the HR Director of the Year Award. Winners will be revealed on 15th November 2022.



Deputy Lieutenant His Honour John Roberts, Queen's Green Canopy Lead for Merseyside, Sue Musson, Chair of Liverpool University Hospitals NHS Foundation Trust, The Lord Lieutenant for Merseyside, Mr Mark Blundell, and Jonathan Develing, Director of Strategic Partnerships at Liverpool Heart and Chest Hospital.

Tree planted to mark Queen's legacy at Liverpool hospital sites

Liverpool Heart and Chest Hospital and Liverpool University Hospitals NHS Foundation Trust (LUHFT) have received a special tree from The Queen's Green Canopy (QGC) "Tree of Trees" initiative, part of the Platinum Jubilee celebrations.

In recognition of the Trusts' joint work in reducing carbon emissions and promoting a greener environment, LHCH and Broadgreen Hospital, which is run by LUHFT, join over 300 organisations from across the UK which were recently announced by the QGC as recipients of these special trees in The Queen's name, which are gifted in a pot embossed with Her Majesty's cypher.

Presented by Lord Lieutenant of Merseyside, the tree was planted on 25th October 2022 adjacent to the main entrance on the hospital site, shared by both hospitals.

The tree becomes part of the living legacy in honour of Her Majesty, joining over a million trees already planted across the UK as part of The Queen's Green Canopy.

Jane Tomkinson, Chief Executive Officer, said: "We are delighted to have been recognised for our work at Liverpool Heart and Chest Hospital to ensure we care for and strive for a greener environment. We see this as crucial to support our population, increase prevention and improve the environment for our staff and the communities we serve. It is an honour to have received this very special gift."



Earlier this year, [Explainmyprocedure.com](https://www.explainmyprocedure.com) was launched for LHCH patients. This is a helpful and informative patient resource featuring short animations on almost all cardiac procedures we perform here.

Every person's circumstances are different and whilst the animations from Explain My Procedure do not give individualised advice, they provide general information and are a really helpful starting point for discussion with your clinical team at LHCH.

RESEARCH NEWS

Cancer treatment and heart disease project

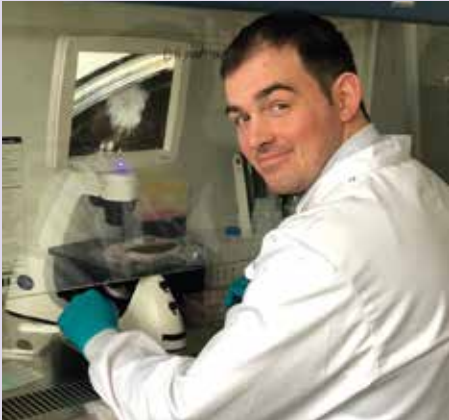
Cancer and heart disease are two of the biggest killers in the UK.

They often go hand in hand and share many risk factors, such as smoking. A proportion of patients who develop cancer will suffer heart damage as a result of the cancer treatment. This treatment is essential to save their life, however the heart disease can, in some unfortunate circumstances, reduce a cancer survivors quality of life.

Predicting which patients will have heart trouble following cancer treatment can be challenging. Although work is going on around the world, it is not currently known why some people are affected differently.



Liverpool Heart and Chest Hospital along with the University of Liverpool and Clatterbridge Cancer Centre are currently trying to answer this question through research using blood samples from two groups patients who have had chemotherapy and either did or did not develop heart trouble. In this project, the team are specifically looking at the cancer drug doxorubicin and assessing the different responses from the two sets of patients using various experimental techniques. Taking this further, they can also test compounds that they feel may protect the heart cells from doxorubicin induced damage which may, in the future, provide benefit to patients receiving this chemotherapy. If you are a patient who has had heart



David Gent, Cardio-Oncology Research Fellow.

trouble following chemotherapy then the team would love to hear from you to help us shape our research. Please email David.Gent@lhch.nhs.uk to get involved.

AF Big Picture Project

Liverpool Heart and Chest Hospital (LHCH) in conjunction with the University of Liverpool has set up a project to help answer questions about the development of Atrial Fibrillation (AF).



AF is the most common cause of an irregular heart rhythm (arrhythmia) affecting 1-2% of the general population. Although there have been multiple biological pathways implicated in its development, the underlying causes of AF are still poorly understood. The AF Big Picture Project will take blood and heart tissue samples from AF and some non-AF patients in a variety of different

settings at LHCH. This will examine different aspects of AF development and treatment and look at different types of markers in the blood and tissue to see whether we can gain a better insight into what happens in the heart. It is hoped that we can then use these markers to predict who might be at risk of developing AF or the best treatment option for patients who already have AF. Understanding the changes that take place in the heart in AF may also open new avenues for AF treatment in the future.

Echocardiography guideline



We're delighted the British Society of Echocardiography has published a new practical guideline thanks to significant work undertaken by LHCH's Liam Corbett (pictured), ACHD Cardiac Physiologist, and his colleagues. Liam said: "This is the first UK congenital echocardiography guideline endorsed by the British Society for Echocardiography. Echocardiography remains the first-line imaging tool within congenital heart disease and is the only imaging tool available at the bedside.

"This document sets the scene for how to approach congenital echocardiography, be it in adult or paediatric settings. With concise and user-friendly graphics and example imagery, it guides the reader through the principles of the sequential segmental analysis approach to congenital echocardiography and highlights how to identify different cardiac structures and their relationships using transthoracic echocardiography."

We are always thrilled to receive patient stories and are continually looking for more to share with others in various ways. If you are interested in sharing your experience please email communications@lhch.nhs.uk.

Meet Steve

Steve is 64 and lives in Grappenhall, Cheshire with his wife Julie of 38 years, He is a Dad and Grandad tells us he is kept very busy enjoying family life to the full.

When Steve was 48 years old he suffered a series of heart attacks caused by narrowing of the arteries around the heart. Having led such an active lifestyle, playing rugby for nearly 30 years, it came as quite a shock to Steve. He was told at the time it had been caused by high cholesterol.

Steve was referred for treatment here at LHCH in 2005 and 2016 when two stents were fitted on both occasions to open up his narrowed arteries.

Steve said: "The whole experience from initial illness to eventual recovery made me reconsider my life. The treatment I received from LHCH had brought me back to full physical health providing me with the opportunity to make a radical life style change.

After discussing things with my wife, I retired from the corporate world, downsized our property and turned to following my passion for art more seriously. So, since 2006 under my pseudonym of James Lavott, I have continued to enjoy



creating an art portfolio that probably wouldn't have existed but for my experience with those dedicated individuals from LHCH.

I cannot thank the whole team enough. They are a special kind of people with a genuine empathy and dedication for those in their care. I owe my life to them!"



Psychologists and cardiac rehabilitation



The British Psychological Society (BPS) is proud to support a new statement about the importance of psychologists in cardiac rehabilitation, and their role in addressing psychological, emotional and social contributions to a patient's journey.

Nationally, only 52% of patients eligible for cardiac rehabilitation currently take up the offer, compared to the NHS Long Term Plan ambition of 85%.

Dr Mark Griffiths, LHCH Consultant Lead Clinical Psychologist and lead author of the statement, said: "We're delighted the BPS has lent its support to this very important statement. We know psychological

factors often prevent people from engaging from the vital cardiac rehabilitation process, with a detrimental impact on their physical and mental health.

"Establishing clinical psychologists (or other suitably qualified practitioners) as core members of every cardiac rehabilitation team, is integral to support optimal engagement and rehabilitation outcomes for all patients. This statement of intent is very welcome, and now we now want to see guidelines developed to inform appropriate levels of psychologist staffing in cardiac rehabilitation teams, for the benefits of all patients."

LHCH VIRTUAL AWARDS 2022

On 13th October we were pleased to recognise and share the achievements of colleagues at our annual 'Best of the Best' LHCH Virtual Awards 2022.

The event was hosted by Pete Pinnington and offered the opportunity for colleagues to meet together, in work or outside of work, to celebrate the occasion. The judging panel were overwhelmed with the quantity and quality of nominations this year. Selecting the shortlist was tough and the winners even tougher!

Huge congratulations to our winners announced on the night as follows:

Congratulations also to our colleagues who are celebrating their 25, 30 and 50 years of long service awards this year and were also celebrated on the night.



Compassion in Care Award 2022: Cherry Ward and Cystic Fibrosis Team



Quality Improvement Award 2022: Quality Improvement and the Plain Film Radiology Project Team



Outstanding Service Delivery Award 2022: Critical Care Advanced Nurse Practitioners



Non Clinical Team of the Year Award 2022: Estates and Capital Projects Team



Outstanding Contribution Award 2022: Targeted Lung Health Check Team and (pictured right) Patient and Family Support and Bereavement Team



Significant Impact to Patient Safety Award 2022: Closed Loop Medications Project Team



Unsung Heroes Award 2022: Porters



IMPACT Award 2022: Medical Equipment Library Team



Working Together Award 2022: Liverpool Lung Cancer Unit



Enhancing Patient Experience Award: Thoracic Services and Oak Ward



Caring for Those Who Care Award 2022: Robert Owen House



Employee of the Year Award 2022: Nikita Duong, Knowsley Community Cardiovascular Services



CEO Special Appreciation Award 2022: Michelle Beaver, Staff Nurse – Coronary Care Unit/Acute Cardiac Unit

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!

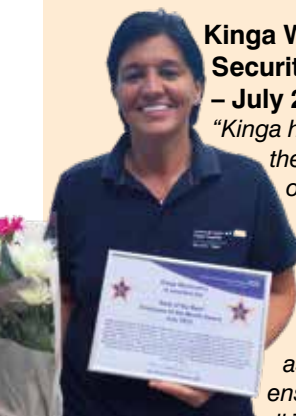
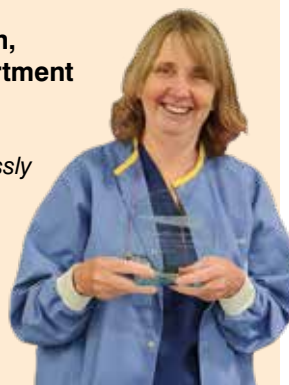


**Claire Winterburn,
Catering Supervisor
– May 2022**

"Claire has stepped up to the plate over the last six months and is totally focused on providing a quality experience for our patients and the Trust's ethos. Nothing is too much trouble for Claire and I can genuinely say she goes out every day to make a difference."

**Diane Pinnington,
Operating Department
Practitioner
– June 2022**

"Diane works tirelessly in her role in the department. She always puts others before herself and provides extra cover when needed to support staff shortages, on-calls or second emergency team during out of hours. Diane is a shining star in this department and should be recognised for what she brings to it."



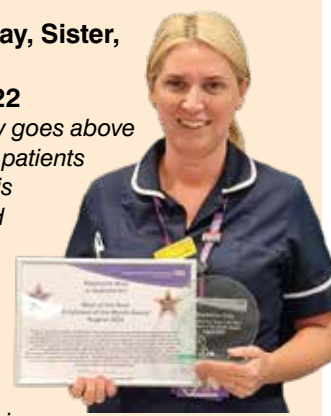
**Kinga Wachowicz,
Security Officer
– July 2022**

"Kinga has been central to the implementation of the new access control system. As a team member Kinga is always first to volunteer to do any task or assist in helping to ensure the safety of all Trust users on site."

Her positive and infectious enthusiasm has pushed the team through difficult and sometimes daunting tasks. Kinga is a credit to the Trust."

**Stephanie Bray, Sister,
Oak Ward
– August 2022**

"Steph regularly goes above and beyond for patients every day. She is always kind and caring and has a smile, even when times are busy and challenging. She is knowledgeable in her work and has been very supportive to colleagues. She goes above and beyond to ensure teamwork and harmony remain on the ward, even when times get tough and ward demand is high."



**Scan the QR Code to vote
for your 'Best of the Best'
Employee of the Month**



**Denis McAllister, Hospital
Volunteer – September 2022**

"The Patient and Family Support Team received feedback from a patient to thank Denis for his help during his stay at LHCH. The patient was beyond grateful for the exceptional kindness and compassion Denis had shown to him as well as his tips on recovering from bypass surgery. Denis really made a difference to this patient's experience and countless other patients too."



New Critical Care garden officially opens

We were delighted to celebrate the official opening of our lovely new Critical Care Garden funded by our brilliant LHCH Charity.

The garden provides a peaceful and sheltered area for our patients to enjoy out in the fresh air as they begin their journey to recovery, whilst also providing a tranquil space for family members to sit and reflect during their visits as well as for Critical Care staff to be able to spend a few quiet moments away from the unit.

Thank you to the Organ Donation Committee for commissioning our new Butterfly Memorial for the garden, which celebrates the importance and impact of organ donation. It's a small way of remembering the gift of life given by organ donors.



November is lung cancer awareness month

The impact of lung cancer can be devastating.

In this episode of the Heart and Chest Matters Podcast, Dr Martin Ledson, Consultant Respiratory Physician at LHCH, talks about the importance of raising awareness of lung cancer as well as highlighting the impact of the Lung Health Check Programme – what it is, who it's aimed at, and how it can be accessed.

To listen, please scan the QR code above or visit the podcast page of the LHCH website – <https://www.lhch.nhs.uk/news-archive/heart-and-chest-matters-podcast/>

Healthy Families Heart and Lung Project

There are 7.6 million people living with cardiovascular disease (CVD) in the UK, and it is the largest cause of premature death in deprived areas.

However, it's also been identified as the single biggest area where the NHS can save lives over the next 10 years.

This has inspired LHCH and charity, Heart Research UK, to create a project to improve the heart health of the local Liverpool population.

LHCH held its first pilot healthy heart day at Fazakerley Primary School over the summer. A Heart Health Bus was positioned outside the school for teachers, carers and parents to get their blood pressure and pulse checked by nurses.

This was to help identify any early signs of heart disease, so that people could be referred for further checks. Healthcare professionals were also on hand to give out healthy lifestyle advice and signpost to other support services like smoking cessation. Building on this success more events are scheduled for the future.



Governor update



Governors at Liverpool John Moores University.

Welcome to our newest faces to the Council of Governors!

Stephen Storey has commenced as Public Governor – Cheshire, Michelle Beaver as Staff Governor – Registered and Non Registered Nurses and Dr Neil French as Nominated Governor for University of Liverpool.

Our governors were delighted to be able to get out to meet and recruit new members at the Disability Awareness Day at Walton Hall Gardens in Warrington and attend Liverpool John Moores University recently. These were the first recruitment events we have attended since before the covid pandemic and it was a pleasure to meet everyone.

You can read more about our governors and membership on our website.

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



LHCH's own Ironwoman

Being Divisional Director of Clinical Services, Joanne Garzoni sees first-hand the difference that LHCH Charity makes to the work of the hospital and the extra support we are able to give to our patients, their families and our staff.

So, she wanted to do something to help and my goodness she certainly wasn't having any half measures. Jo took on the Swansea Half Ironman Challenge – which involved swimming for 1.2 miles, cycling 56 miles and running a half marathon to finish!

Joanne not only completed the course, but she absolutely smashed her target, raising £730 to support the work of LHCH Charity.

Thanks for all your efforts, Jo – we really appreciate all your hard work!

Super Simon Santley

Super Simon Santley wanted to support the hospital that provided life-saving aortic aneurysm treatment for his father Edwin. He said:

"My dad suffered what we all thought was a massive heart attack at work. He collapsed after saying he wasn't feeling well and needed CPR to bring him back.

He was rushed to Accident and Emergency where it was discovered he had an aortic aneurysm; a bulge in the main blood vessel running from the heart. He was transferred to the Liverpool Heart and Chest Hospital (LHCH).

"It was here that my dad's life was saved by the expert surgeons who had made us aware that his chance of survival from this condition was less than 50%. Thanks to the amazing work of the LHCH he has been around to continue to show enduring love for his wife and children, whilst demonstrating what it means to be an extraordinary grandad to his four grandchildren, none of whom would know him without the phenomenal staff at the LHCH".

Simon took on the challenge of this year's Manchester Half Marathon, smashed it and managed to raise just short of £2,500.



Tough Mudder!

Well done to the brilliant Poppie and Amy who absolutely breezed through their Lidl Tough Mudder challenge and raised an amazing £1,082 for LHCH Charity.

The girls wanted to support LHCH Charity after their grandad and uncle received treatment earlier this year. We know that Grandad and Uncle Richard couldn't be prouder of you and neither could we!

Feeling inspired? We'd love for you to support LHCH Charity whilst undertaking a challenge or arranging a fundraiser. Please get in touch with our LHCH Charity team today.

Snowdon at sunrise

A big thank you to our team of supporters that undertook the very first LHCH Charity 'Snowdon at Sunrise' challenge recently.

The aim of the challenge was to climb Snowdon in the dark reaching the summit as the sun was rising. Of course, this meant a very early start with our fearless leader Ian, giving the safety talk at 3.30 a.m. and by 4.00 a.m. they were off!

A challenging three hour climb later they reached the top of Snowdon. Breathtaking views met them which was apparently well worth the lack of sleep. Not only did all those taking part have a wonderful time, but they also managed to raise an impressive £1,145 and are all looking forward to next year's event!

If you are interested in taking part next year please get in touch by emailing **enquiries@lhchcharity.org.uk**



Estates Team's summer of challenges

Our Estates and Capital Projects Team play a crucial role in keeping the hospital well maintained and safe whilst also overseeing the construction projects that further improve the care we provide for our patients.

We were delighted that the team decided to support the charity with two challenges this summer.

Firstly, they decided to join us at our Anglican Cathedral Abseil on 9th July when 7 brave souls from the

department abseiled down the 150ft of this iconic building – raising £1,765 in the process!

As if that wasn't enough, they conquered the Three Peaks Challenge in 24 hours on Saturday, 20th August.

Joe Astley, Building Services Engineering Manager at LHCH who organised the challenge said:

"It was brilliant – really tough, but we enjoyed it so much! Also pleased to say we completed the challenge in 23hrs 02mins!"

Christmas is coming...

LHCH has some lovely festive cards and gifts this year. You can view the whole range on **www.lhchcharity.org.uk** or by contacting the team on **0151 600 1409** or emailing **enquiries@lhchcharity.org.uk** to request a brochure.



Gareth and Simon take on Lands End to John O'Groats

LHCH Charity supporters, Gareth and Simon cycled an impressive 874 miles from Lands End to John O'Groats earlier this year.

The duo decided to take on their challenge to say thank you to LHCH for providing life saving treatment for Gareth's wife, Kim, after she had suffered three heart attacks in six months.

The pair powered through their epic journey and absolutely smashed their target by raising a phenomenal £5,050!

Please support the work of LHCH Charity

Help us care for our patients, their families and our dedicated staff with your donation to LHCH Charity.

£5 would help us to provide a bag of toiletries for an emergency patient

£20 would allow us to provide one night's accommodation allowing loved ones to be near their family member during treatment.

£50 would help us purchase specialist equipment for rehabilitation

£100 would support counselling for our staff with mental health specialists

☐ £10 ☐ £20 ☐ £50 ☐ £100 Other amount £.....

Name (PLEASE PRINT)

Address (PLEASE PRINT)

Postcode

☐ Yes please send me the LHCH Charity Christmas cards and merchandise brochure (my address is above).

Please return this form and your donation to:
Liverpool Heart and Chest Hospital Charity
FREEPOST RRLL-KSHT-ZLKE

Thomas Drive, Liverpool L14 3PE

Registered Charity Number 1052813

Please make all cheques payable to LHCH Charity. No stamp required on envelope.



Thank you so much for your support!




Volunteers needed!

LHCH is expanding our volunteer base and is looking for enthusiastic individuals who can spare the time to support us in either a voluntary meet and greet, ward responder or reception support position.

Volunteers play an important role and are crucial in delivering our ambition to 'be the best'.

Interested? All volunteer roles will be advertised on www.jobs.nhs.uk and can be accessed via LHCH website. For more information please email Gemma Moore, Volunteer Support Worker via Gemma.Moore@lhch.nhs.uk

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


 Twitter @LHCHFT

 Instagram
www.instagram.com/lhch.ft/

 Web
www.lhch.nhs.uk

 Facebook
www.facebook.com/lhchft/

 Email
communications@lhch.nhs.uk

 www.linkedin.com/company/liverpool-heart-and-chest-hospital