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want to leave
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The newsletter for all
public and staff members of
Liverpool Heart and Chest Hospital
Issue 2
2021

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Welcome

Welcome to the latest edition of our newsletter for public and staff members of Liverpool Heart and Chest Hospital.

This month, we were particularly proud to announce the winners of our 'Best of the Best' LHCH Virtual Awards 2021. The standard of nominations received was simply outstanding this year. This was no surprise when considering how our teams have truly gone above and beyond for their patients, families and each other over the last twelve months.

The LHCH Vaccine Centre closed its doors recently after providing 45,000 vaccinations over a six month period. This is a fantastic achievement and we are particularly pleased to have played our part in providing this protection for health and social care staff and members of our local community.

Our colleagues continue to work exceptionally hard through the recovery phase at the hospital and ensure our patients receive the care and treatment they require as swiftly as possible. As covid restrictions ease it is important that we do not become complacent and we will continue to maintain the highest standards of infection prevention here at LHCH to protect our patients and colleagues.

We hope you enjoy the summer. Keep safe.

Best wishes



Neil Large MBE,
Chair

Jane Tomkinson OBE,
Chief Executive

Covid vaccination programme reaches three million milestone at LHCH

More than three million doses of the Covid-19 vaccine have been delivered across Cheshire and Merseyside.

Liverpool University student, Lauren Allwright, 22, received the three-millionth dose of vaccine against Covid-19 recently at LHCH. She was presented with a gift from Jenine Cryle, a paramedic, who was the 5,000th person to receive a vaccination at the site in the first week of the programme.

In just six months, three million doses have been provided, with an incredible 74% of adults in Cheshire and Merseyside now having had at least their first dose.

The milestone highlights the incredible efforts of the NHS and partners to roll out the vaccination programme. It also shows the commitment of staff and volunteers in delivering the programme and encouraging the public to get vaccinated.

This means more than 89% of

80-year-olds and above in Cheshire and Merseyside have now had both doses of the vaccine and 90% of those aged 60-64 have had their first dose. More than 94% of 65-69-year-olds have had their first jab and 84% of 50-54-year-olds. In the younger cohorts, around 75% of 40-49-year-olds and 51% of 30-39-year-olds have also had their first dose so far.

Everyone in Cheshire and Merseyside is urged to come forward for both their first and second dose, with everyone aged 18 or over now invited to be vaccinated.

Speaking to BBC Radio Merseyside, Lauren, a student at the University of Liverpool said: "I wanted to get the vaccine today to protect myself, family and friends. I usually spend a lot of time with my grandparents and it's nice to know I'll be helping to keep them safe too."

Deputy Director of Vaccination and Testing for the Cheshire and Merseyside Health and Care Partnership, Robin

Wiggs, said: "Breaking through the 3 million dose barrier gives us another opportunity to thank everyone involved in the vaccine programme for their hard work and dedication and also mark the fact that we continue to work at pace to make everyone as safe from Covid-19 as we possibly can."

"Seeing Lauren receive the 3 millionth dose of the vaccine is a very timely reminder this programme is not about numbers, it is about people, our loved ones, friends, colleagues, and families. Each one of these doses makes a real difference to people's lives and our whole community."

"Despite this success, there is still a long way to go, and I would urge everyone to continue to do the sensible things around hand hygiene, social distancing and wearing a mask while we fight against the Delta variant of Covid-19. As we begin to open up to a more normal life, we all need to be as vigilant as ever."



"Even fully vaccinated people can pass on Covid-19 to others, so we still need to get the basics right and look after those we love and everyone around us."

My thanks again go to everyone involved in delivering this vital vaccination programme and also those who have come forward to have the vaccine themselves."

Anyone aged 18 and over can now

book online at www.nhs.uk/covid-vaccination or call 119 free of charge, anytime between 7am and 11pm seven days a week. A number of sites are also welcoming walk-ins, and you can find out more information about sites in your area by looking on your Local Authority or CCG website

Cath Lab 'topping out' ceremony

Another milestone was reached at LHCH recently with a topping out ceremony for the re-development programme of our Catheter Laboratories.

The programme will ensure outstanding facilities are maintained for both our patients and our staff.



Above: Jane Tomkinson, CEO is pictured front centre with members of the Cath Lab Project Team Right: Paul Jackson, Capital Projects Manager and Dr Nick Palmer, Consultant Cardiologist at the topping out ceremony.

LHCH announced as Digital Aspirant

LHCH is delighted to have been announced by Health Secretary Matt Hancock, as one of the second wave of trusts welcomed on to the Digital Aspirant Programme.

The Digital Aspirant Programme is a national digital scheme to support NHS trusts to improve their Digital Maturity and in turn help enable better health, better care, financial sustainability and better experiences for our staff and patients. The scheme achieves this by providing funding which trusts match with their own investment in digital initiatives. NHSX is providing up to £6m over the next three years to help 7 trusts, including LHCH, deliver their digital ambitions:

Jane Tomkinson, Chief Executive, said: "This announcement is more great news for LHCH. Recently we were pleased to launch our new digital strategy, Digital Excellence, which identifies significant ambitions to deliver digital excellence for patients, staff and populations. Our inclusion in the Digital Aspirant programme, with the national investment,

will play a pivotal role in supporting our digital ambitions at LHCH."

Kate Warriner (pictured), Chief Digital and Information Officer, said: "Digital Excellence will help ensure patient and staff experience of using technology is parallel to the care we provide – outstanding. Digital Excellence sets out a direction of travel including the achievement of international digital maturity accreditation, digitally enabled safety improvements, advanced analytics and electronic patient record developments."

"Our progress to date has been excellent with a number of significant programmes commenced and in delivery, which will only be further enhanced by today's news about the Digital Aspirant Programme."



Cystic fibrosis patients say new drug has saved their lives

Three cystic fibrosis patients at LHCH have described how they have been saved from serious illnesses and potential lung transplants, thanks to a new drug therapy, Kaftrio.

You can read the full stories from Sarah, James and Jody on the LHCH website www.lhch.nhs.uk

In total 222 patients at LHCH have been treated with Kaftrio, a triple drug treatment, transforming their lives with all reporting a significant improvement in their health.

It comes after NHS England announced on 30 June 2020 that a deal had been agreed for Kaftrio.

The Trust's Clinical Lead for Respiratory Medicine Dr Martin Ledson said: "I did not think it would happen in my lifetime; all the patients suitable for the treatment have had huge benefits.

"If it is possible, we are as pleased as the patients – we have been watching and waiting for these therapies to be developed and made available and now it is a reality, it is a wonderful success. Also, due to flexibility in the criteria of eligibility for treatment agreed by NHS England as part of the deal with Vertex

Pharmaceuticals, we are now able to offer it to more of our CF patients."

Sarah Kay, James Wojda and Jody Lewis have all experienced first-hand amazing treatment from 'wonder drug' Kaftrio.

Sarah

"I felt the impact in just six hours. I started coughing up loads of mucus;



usually it is so sticky and thick it doesn't come out but this was like water and kept coming. I remember this strange sensation and I realised I was feeling air at the bottom of my lungs, something I'd never felt before.

"It was incredible, very exciting but also overwhelming to get my head round it, after always thinking I would die before my mum and accepting it.

Sarah's husband Stephen Kay has embarked on a 125-day 'Furthest Points Challenge', cycling 16-20 miles each day on a static bike at home to raise money for the LHCH Charity. This mirrors his motorbike tour in 2010 which visited the four furthest compass points in the UK mainland, a total of 2,500 miles (see page 11).

James

"I knew about the drug Kaftrio and the team at LHCH had told me they had applied to the company Vertex for a license to give it to me in exchange for my data. One morning they came in for the usual ward round and my mum was with me, as she visited every day.

"The consultant Professor Walshaw was with the pharmacist and two cystic fibrosis specialist nurses and he held up a white paper bag and said he had something for me – a bag of Kaftrio tablets.

"My mum was crying, the nurses and pharmacist were emotional and I was emotional – I knew that was a changing point in my life."

"Every morning



I used to start the day coughing up mucus which had settled on my chest overnight and then being sick. Now, I don't cough at all – in fact I haven't coughed since three days after starting on the tablets.

"My spirometer reading of lung function at its lowest was 22 per cent and the last time I measured it, it was 49 per cent. At one stage I didn't think I would last another year; now, I feel like me again."

James is once again playing cricket and working as a professional cricket coach; he has been taken on by Shrewsbury Cricket Club to coach in the prestigious Birmingham Premier League.

Jody

"Within a week of taking the tablets I no longer needed oxygen at rest; my sats had shot up to 94 per cent, a number I hadn't seen for a long time. I was putting on weight and my energy levels were rising. I was waking up in the morning actually feeling refreshed and not drained.



"In December 2020 I recorded my highest lung function test for five years at 47 per cent; at my lowest it had dropped to just 24 per cent, in January 2020.

"I lost nearly three years of my life battling one complication after another, facing so many setbacks and seeing myself wither away and change from being energetic, bubbly and happy to a very lost, angry and frail person."

"It took a long time for me to get my head round the fact that I wouldn't be able to have kids and now, thanks to Kaftrio, it is a possibility. It has saved my life and given me a new lease of life, it is like a miracle.

My role during the pandemic

Over the last twelve months and during the Covid 19 pandemic, our teams at LHCH have faced unprecedented challenges. *Members Matters* spoke to some of our team to find out how their roles changed during the pandemic and what they recall from the experience.

Becky Moore, Hygiene Assistant Supervisor

"The cleanliness of the hospital has been even more essential over the last year or so. The Hygiene Services team played a vital role in reducing the spread of Coronavirus and other infections. We have worked together as a team and supported one another through thick and thin. I'm immensely proud of our team. We also changed roles when needed to help out in other areas within Facilities and we all adapted daily to different responsibilities and duties as we are all part of Team LHCH."



Caroline Waine, Deputy Electronic Patient Record Manager

"During Covid pandemic, I was involved in setting up the Attend Anywhere platform for our patients to be able to attend virtual clinics. The first lockdown happened so quickly that the team had to work really fast to make this available. The system works well and is a great tool for enabling clinic appointments to take place safely and virtually."

"I was also involved in the deployment of laptops to aid remote working. This helped colleagues to be able to work



from home and stay connected. I also assisted in delivering milk and bread to the wards and departments that the Trust kindly provided for us."

Dave Pierce, Portering Supervisor

"During the pandemic, the Porters have delivered a quality service for both our patients and our staff.

From transporting patients safely to delivering food to wards and departments to support staff health and wellbeing. We were also inundated with kind donations from companies and we



ensured that these were allocated to staff across the hospital. The team spirit was amazing."

Justine Brislen, Deputy Head of Education

"Fit testing has been crucial during the pandemic to ensure we keep our staff safe from harm. The Education Team undertook a huge amount of work to make this happen and this became our key focus for a period of time. I also became part of the Vaccine Group responsible for the set up of the Covid 19 Vaccination Centre. I became a vaccinator and I have been pleased to be able to play my part in protecting our patients, staff and members of the public by delivering the vaccination."

Ria Carter, Emergency Planner

"During the



pandemic I joined the Covid Screening Team which offers a vital service providing both patients and staff testing for Covid 19. The team offered PCR swabs early on in the pandemic for patients and staff (both symptomatic and asymptomatic). Towards the end of last year we introduced Lateral Flow tests for our staff and more recently have implemented saliva based LAMP tests. Testing is key to us preventing outbreaks at LHCH and we are proud of the work we have done to support this."

Sadie Norman, Sister, Critical Care

"I work within the Critical Care Unit and have seen first-hand the devastating impact Covid 19 has had on our most poorly patients. It's been a difficult year and getting used to wearing Personal Protective Equipment in the early days for our 'Covid Positive' area



(red zone) was challenging. The team have been fantastic at supporting one another though and we were thrilled with the generous donations from local businesses and individuals. We cannot thank them enough."

Melissa Hilton, Exercise Physiologist

"During the pandemic, I worked in a different role and supported the Therapies and wider team within Critical Care and worked in red 'Covid Positive' zones. I also set up a staff yoga and relaxation class which was socially distanced to support staff health and wellbeing during this difficult time. The team also developed a covid rehab book and shared this online for other trusts to use."



LHCH VIRTUAL AWARDS 2021

During more normal times we would have held our 'Best of Best' annual awards event in person to recognise and celebrate the achievements of our fabulous teams and individuals that work at LHCH.

Sadly, the Covid 19 pandemic had meant this was not to be and the LHCH 'Best of the Best' Awards was held online instead on Thursday 1st July at 6pm.

The evening was hosted by Pete Pinnington (pictured right) who provided a fun session of 'Bingo Bedlam' for colleagues to enjoy at the end of the evening.

Congratulations to all nominees, shortlisted and winning teams and colleagues. The winners were announced as follows:



Specialist Palliative Care Team ★

Breathe Programme ★

Critical Care Team ★

Covid Testing Team ★

Infection Prevention Team ★

Supplies and Hygiene Services Teams ★

Therapies Team ★

Pharmacy Team ★

Cedar Ward ★

Vaccine Team ★

Fit Testing Team ★

Mr Julius Asante-Siaw ★

Compassion in Care Award:

Quality Improvement:

Outstanding Service Delivery:

Outstanding Contribution:

Significant Impact to Patient Safety:

Non Clinical Team of the Year:

Unsung Heroes:

IMPACT Award:

Enhancing Patient Experience:

Working Together:

Caring for Those Who Care:

Employee of the Year:

Nurses don't want to leave Liverpool Heart and Chest Hospital



Five specialist nurses who clocked up a total of 189 years before retiring have returned to work at LHCH as they love it so much.

The five are Alison Hulme, Sue Oakes, Valerie Wallace, Lynn Trayer-Dowell and Janice Dunne.

The last year has been tough for them all – especially for Lynn Trayer-Dowell; as a specialist nurse in infection prevention and control she has been in the forefront of the Trust's response to COVID-19, helping to protect both patients and staff.

Lynn said: "When the pandemic started it was like a big explosion; there was a massive amount for us to do; myself and the lead nurse for infection prevention and control have felt like guardians of people's safety, responding to the constant changes in protocols

and guidance; flipping wards to red for COVID-19 patients and back again; making sure staff had all the latest information they needed as well as giving them reassurance.

"It has been tough. But I don't want to leave; I retired in November and returned to work three days a week and I work extra days if needed.

"I love working here, we have a great team and we support each other; working part time means I don't get so tired and have a better quality of life. I have learned so much in the past year, about COVID and about myself – and I don't want to leave so I am not setting a date to retire."

You can read more about Alison, Sue, Val and Janice via www.lhch.nhs.uk



Like mother like daughter...

It was a special day for one of our senior nurses at LHCH recently.

Jo Shaw, Head of Nursing – Clinical Services started working at LHCH 22 years ago as a nurse on one of our surgical wards. In April, her daughter, Jessi started her own career with her first shift as a Healthcare Assistant at LHCH.

Jo said: "I feel so proud that my Jessi has taken the same step as I have into nursing. I hope she enjoys her time here at LHCH as much as I have. Bring on the next 22 years."



Employee of the Month Awards



Our 'Best of the Best' Monthly Award Scheme has gone from strength to strength this year. Congratulations to our most recent winners of the 'Best of the Best' Employee of the Month Award:



Kevin Jones, Operating Department Practitioner – January 2021

"Kevin was asked by the Intensive Therapy Unit Coordinator to put together a transfer team to facilitate the movement of vented COVID positive patients to LHCH. Kevin was able to put a team of ODPs together at short notice and quickly established a protocol and listed equipment needed for the transfers. The service has eased pressure on other trusts in the region and allowed LHCH to continue operating lists. Communication from Kevin has been excellent every day and he has ensured an ODP is available at all times."

Helen Hilton-Laird, Nursing Assistant – February 2021

"Helen has been a hero supporting the nursing team all through Covid and especially within the Covid Positive Red Zone. She was in there all the time and provided the most amazing support to the patients and nurses. The mixture of Intensive care and ward patients on the unit has been especially hard. On days that the nurses felt we simply can't cope, Helen put herself out there with a big smile on her face and just got stuck in. Helen has never had a day that I haven't seen her smiling through. She is a real front line hero!"



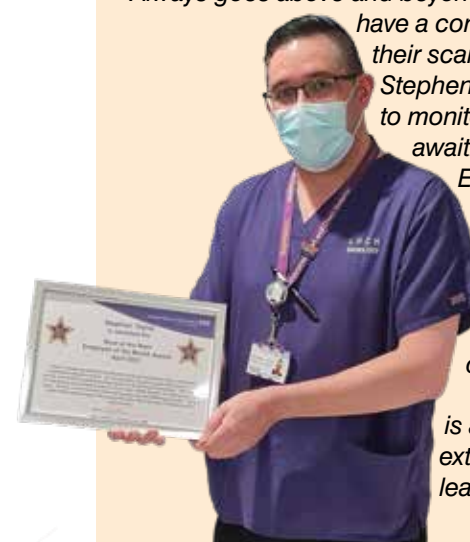
Richie Price, Post Porter – March 2021

"Richie has been a huge support to an intern on a new project that LHCH is hosting. Project Search is a valuable project opportunity offering NHS work placements to interns who have learning disabilities. Richie has been outstanding in the care, effort, support and time he has provided to Aaron, the intern for the three months he has been with us. Richie has supported many interns over the last couple of years but the previous interns have not required the same level of support as Aaron. Richie has been instrumental in Aaron thriving in his placement and we have witnessed his confidence and abilities increasing so much. It has been wonderful to see and to hear the positive feedback this placement has had on Aaron and the praise it has received from his parents on the confidence it has given him. Aaron has thoroughly enjoyed working at LHCH and the majority of this has been down to Richie and the support and encouragement he has provided."



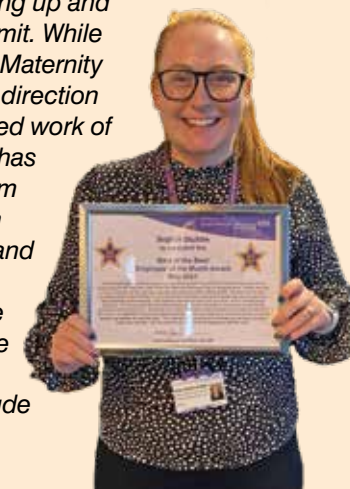
Stephen Taylor, Diagnostic Radiographer – April 2021

"Always goes above and beyond to ensure that patients have a comfortable experience during their scans. On one occasion, Stephen stayed after work hours to monitor and comfort a patient awaiting transfer to Accident and Emergency. This example of outstanding commitment to patient care, is what makes Stephen an integral part of the team, and sets a good example of the high quality of care radiology provides. He is a great mentor, and is always willing to go the extra mile to provide a fantastic learning environment."



Sophie Stubbs, Senior Information Analyst – May 2021

"Over the last year, Sophie has provided an amazing amount of support for her team by stepping up and working beyond her expected remit. While the Information Manager was on Maternity leave, Sophie provided a level of direction for the team and regularly provided work of the highest quality. The last year has been incredibly tough for the team as national responses have been required with short turnarounds and sometimes at the weekend, but with Sophie's input and guidance we've been able to manage these demands. She's a pleasure to work with and has a can-do attitude that radiates through the team."



Become a Governor at LHCH

LHCH is currently running elections to fill the following Governor seats in the public constituency:

- Merseyside – 1 seat
- Cheshire – 2 seats
- North Wales – 1 seat
- Rest of England & Wales – 1 seat

By becoming a Governor you could support us achieve our ambition to 'be the best – leading and delivering outstanding heart and chest care and research'.

Governors help shape the future of our outstanding hospital and have a voice by representing the views of our members and the public.

Interested?

You can obtain more information about the role and process by visiting

www.cesvotes.com/lhch2021.

For more information please contact Civica Election Services by calling **020 8889 9203** or by emailing ftnominationenquiries@CESvotes.com. Alternatively you can contact the Membership Office on **0151 600 1410** or by emailing membership.office@lhch.nhs.uk.

SAVE THE DATE



You are welcome to attend the Combined General Meeting of the Council of Governors and Annual Members' Meeting on Monday 27th September 2021, at 4pm.

To express your interest in attending please email membership.office@lhch.nhs.uk

Full details will be published on www.lhch.nhs.uk before the meeting.



Welcome Karen

Earlier this year, Dr Karen Higginbotham joined the Council of Governors as Nominated Governor – LJMU.

Karen is a Senior Lecturer at Liverpool John Moores University (LJMU) for Adult Nursing with a specialist interest in Heart Failure and Palliative Care.

On appointment to the role Karen said: "I am delighted to have been provided the opportunity to represent LJMU on the Council of Governors. I look forward to playing a key partnership role between the two organisations and supporting LHCH to continue to provide outstanding care." Welcome Karen.



Charity news update

This past year has been a busy time for LHCH Charity. We have been involved in several major projects as well as helping to support our patients, their families and our staff during this tough time.

If you would like to learn more about the difference we have made – why not take a look at our website and see how your support has helped. www.lhchcharity.org.uk

Stephen's story

A cyclist from Crewe is riding to the furthest four compass points of mainland Britain, to say 'thank you' for the exceptional hospital care that his wife has received for many years.

Stephen Kay, 37, completed the 'Furthest Points' challenge by motorbike over five days in July 2010, but decided he wanted to test his fitness and endurance further, by revisiting the epic 2500 mile journey – but completing it virtually.

The Operations Manager for Network Rail, said: "I'm attempting to reach all four compass points in 125 days, by cycling 20 miles every day using the exercise bike in my living room.

"Although originally I'd wanted to cycle the route physically, I realised that I wouldn't be able to take that



amount of time off work, so I looked to see if there was a virtual route planner – and there was.

Stephen, who started out on his solo virtual journey on 1st March, said his wife Sarah who has been treated

by the team at LHCH had been the inspiration for the challenge.

"I've wanted to raise money and support the LHCH Charity for a while but I wasn't sure what to do. Due to covid and supporting Sarah, it wasn't going to be possible to travel and spend time away from home – so this was the next best thing I could think of! It's also returning to the route I first completed 11 years ago, and when I first met my wife-to-be during some fundraising. "This just feels right – recreating a challenge from when we first met and supporting a cause so close to our hearts!"

Stephen is posting daily updates and a journey tracker to chart his progress, and says he hopes to complete all 2500 miles by mid-July. Stephen has already raised an impressive £2,500 for LHCH Charity. Thank you Stephen.

Celebrating 30 years of LHCH



1st April 2021 marked 30 years to the day that LHCH, formerly known as The Cardiothoracic Centre, was one of 57 organisations in

the first wave of NHS Trusts.

We spoke to Dot Price, Manager of Respiratory Diagnostics and Staff Governor – Allied Healthcare Professionals, Technical and Scientific who told us she started working here on 8th December 1976 as a very quiet and naïve 16 year old!

"Over the thirty years, the name of our profession has changed many times e.g. Physiological Measurement Technician to Medical Technical Officer, Respiratory Clinical Physiologist and Healthcare Scientist.

Patient and staff expectations have changed over the years but the fundamental way we do the diagnostic tests hasn't. Technology has had the biggest impact on our job. For example, we used to use water filled spirometers.

"I thoroughly enjoy my job as a Healthcare Scientist here at LHCH



which is where we do the more specialised testing both for respiratory and cardiology that isn't done elsewhere. The biggest change over the years has been the increase in community work and more recently, the different ways of working. For example, working from home has only been made possible because of technology. This is only available for reporting but we're looking at the possibility of telemedicine clinics from home.

"The stand out moments for me from the last thirty years have been achieving both of my degrees and being instrumental in the setting up of our current sleep service."



Jack and Imogen's coast to coast adventure

Best of luck to Jack Weatherburn, Senior Respiratory Physiologist and Imogen Paul, Assistant Respiratory Physiologist who are walking self-supported across the UK from coast to coast (Newcastle to Bowness on Solway) on the 13th of July.

The pair from Respiratory Diagnostics have taken on this challenge to kindly support the hospital's very own LHCH Charity.

Imogen spoke of this fantastic trek: "We felt inspired to do this because of the difficult year that the Trust has had due to the pandemic. It is our aim to give something back and to contribute to a worthy cause. We have decided to support the LHCH Charity because we feel honoured to work for such a great hospital. We are looking forward

to being at one with nature and the physical challenge that this will bring. We wanted to do this not only to raise funds for the LHCH Charity but to also further uplift the spirits of our friends and colleagues who have worked relentlessly throughout the pandemic."

Head of Fundraising, Mary Liley said: "We are absolutely delighted that Jack and Imogen have chosen to support LHCH Charity in this way – and what a challenge they have set themselves! We can't thank them

enough for raising funds for LHCH Charity and helping us to continue to support our patients, their families and our fantastic staff."

You can support Jack and Imogen by visiting www.justgiving.com/fundraising/imogenandjack



LHCH Therapies team take on Three Peaks

Thank you to Aaron Thomas and colleagues from the LHCH Therapies team who are taking on an epic three peaks hike to climb Mount Snowdon, Scafell Pike and Ben Nevis in an amazing 24 hours to support LHCH Charity!

Aaron said: "As healthcare professionals we have faced a variety of challenges over the last 12 months. To help keep me focused and avoid burning out I've been setting myself goals and challenges in my personal life. Most recently I discussed with some colleagues about stepping this up to the next level and taking on the UK 3 peak challenge. It seems a lot of my colleagues were in a similar boat to me as we've ended up with a group of 16 all wanting to take part."

Show your support to Aaron and Team Therapies by visiting www.justgiving.com/fundraising/Aaron-Thomas7

Good luck to the team who had already raised an impressive £480 at the time of going to print.



The Grand Summer Raffle is here



Our Grand Summer Raffle has now launched and there are some great prizes to be won including an electric bike worth £2,000, £1,000 cash and many other exciting prizes!



**an electric bike
worth £2,000**

Tickets are only £1 each and you can purchase yours at the LHCH Charity Office, online at www.lhchcharity.org.uk or you can give us a call on 0151 600 1409 to purchase yours over the phone.



**£1,000
in cash**

Don't delay get your tickets today and if you think you can sell some more give us a call!

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