

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



Liverpool Heart and  
Chest Hospital  
NHS Foundation Trust

Winter 2019

# membersmatters



BEST  
OF THE  
BEST

Further  
steps 'to  
be the  
best'

Outstanding  
Awards <sup>2019</sup>

**Winners  
announced**

Pages 6-7

ALSO  
IN  
THIS  
ISSUE

**New CT and  
MRI Scanners  
Operational  
and Cath Lab  
Complete**

Pages 2-3

Looking back at a  
decade @LHCHFT  
– Page 5

Behind the scenes in  
our Operating Theatres  
– Page 8

Excellent, Compassionate and Safe care for **every patient**, every day



# Welcome

Happy new year and welcome to the first edition of **Members Matters** this decade.

We have achieved a huge amount as a hospital and team over the past ten years – as you can see from the feature on page 5. We continue to strive for further improvements as an organisation and we remain committed to delivering excellent, compassionate and safe care for our patients and population.

We were proud to be able to award some of our colleagues with 'Best of the Best' LHCH Outstanding Awards on 29th November 2019. You can read about the award winners and more LHCH news within this newsletter.

If you would like any 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**



Neil Large MBE,  
Chair

Jane Tomkinson OBE,  
Chief Executive



## CT and MRI scanners operational

In October 2019, the Radiology team and LHCH colleagues were delighted to have two state of the art scanners installed in the scanner suite to meet the demand on the service.

The department has increased the number of CT scanners from one to two and the number of MRI scanners from two to three. Both scanners are the latest state of the art equipment and will further improve both patient and staff experience.



Further improvement works to the department are ongoing to extend and improve Radiology Services – helping to provide a centre of excellence for diagnostics.

## Hospital series – coming soon to a TV near you



Following the success of last year's programme, producers for BBC 2's **Hospital Series** have now filmed a second series across Liverpool Hospitals.

The award winning documentary is expected to air from February 2020 and to feature stories from LHCH. You will receive the latest updates and

## New Catheter Laboratory complete

**Building works to create a brand new Cath Lab facility within the department is now complete.**

The new lab (pictured with Jeanette Broome, Cath Lab Manager) will provide decant facilities to enable refurbishment

of the other labs over the next 2-3 years. The new innovative layout and equipment are designed to facilitate the 'best' patient care possible.



## Respiratory Response Car pilot

**This winter, LHCH commenced a pilot to run a Respiratory Response Car in collaboration with North West Ambulance Service.**

This commenced on 2nd December 2019 and will run until 31st January 2020. The service will respond to appropriate 999 calls for respiratory conditions and, depending on the patient's condition, will review and refer

to the Community Service or advise on transfer to hospital if required.

The service enables the LHCH Community Respiratory Team to provide patients with treatment at home if required e.g. antibiotics.

It is envisaged that this service will increase the hospital admission avoidance options the CCG already has in place consequently decreasing

avoidable hospital admissions.

The service, provided by the multi-disciplinary team, is the first of its kind in the country and has attracted lots of interest nationally from healthcare colleagues.

Pictured is Dr Sarah Sibley, Clinical Lead for Community Respiratory with paramedic colleague Steve on a shift during the pilot.





# Professor Rod Stables appointment to BHF Research Collaborative

Professor Rod Stables has been appointed to the role of Clinical Lead for the British Heart Foundation Clinical Research Collaborative.

**This vital role will provide the essential clinical leadership to support the planning and delivery of world-class clinical research in all aspects of cardiovascular disease.**

Prof Stables is consultant cardiologist at LHCH. He was the Chair of the Academic and Research Committee at the British Cardiovascular Society and holds academic appointments at the University of Liverpool and Imperial College, London.

The newly established BHF Clinical Research Collaborative aims

to unite and coordinate the current clinical research efforts of the existing professional societies and clinical research groups in heart and circulatory diseases.

His clinical interests include coronary intervention including emergency Primary Percutaneous Coronary Intervention (PPCI), TAVI, and non-surgical septal reduction in hypertrophic cardiomyopathy. He founded the Clinical Trials and Evaluation Unit at the Royal Brompton Hospital and led its initial flagship ventures.

His research interests are focused on the democratization of clinical research,

seeking to simplify the design, conduct and reporting of clinical trials, and other forms of outcomes analysis. This is exemplified in the conduct of the HEAT-PPCI trial (the largest ever single-centre trial and the only study to recruit 100% of eligible patient presenting with the clinical syndrome of interest).

Prof Stables' term as the BHF CRC Clinical Lead role has now commenced and runs until the end of May 2021.



## Chief Nursing Officer Silver Award for Julie

**Julie Tyrer, Tissue Viability Nurse Consultant, recently received a prestigious Chief Nursing Officer Silver Award from Jackie Bird, Chief Nurse Officer North West, for her leadership and commitment to pressure ulcer prevention. Congratulations Julie.**

Julie was also recognised for her innovative work at the LHCH Outstanding Awards 2019. You can read more about this on page 6-7.

## AIM HY INFORM clinical trial

**September 2018 saw the launch of the Liverpool Centre for Cardiovascular Science (LCCS) – a collaboration between LHCH, Liverpool Health Partners and Liverpool University.**

Professor Gregory Lip, Consultant Cardiologist, has now moved to Liverpool and has begun bringing in many research trials, linked to the challenges faced by the population in Merseyside. One of these is hypertension.

High blood pressure is very common in our local population and is commonly poorly managed. Despite being on

medication many patients do not have a blood pressure that is within optimal limits, leaving them at risk.

The AIM HY trial, which the LCCS is participating in, looks at the links between ethnicity and blood pressure seeking to understand the best combination drug therapies for patients. It is far too early to determine the results of the trial, but some of the patients currently involved are seeing positive effects on their



blood pressure and wellbeing. If you would be interested in being involved with this or any trial please contact the Research Unit by emailing [research@lhch.nhs.uk](mailto:research@lhch.nhs.uk)

# Looking back at a decade @LHCHFT

Below are just some of the highlights and milestones from the last ten years!

## 2010

- LHCH launches Knowsley Community Cardiovascular Disease Service



## 2011

- Launch of new community Chronic Obstructive Pulmonary Disease (COPD) service for Knowsley patients
- Launch of Institute of Cardiovascular Medicine & Science (ICMS) – a research collaboration between LHCH and Royal Brompton & Harefield Trust



## 2012

- New Research Unit officially opened by Professor Dame Carol Black CBE DBE
- LHCH awarded HSJ Provider Trust of the Year 2012



## 2013

- Electronic Patient Records successfully launched at LHCH
- Jane Tomkinson appointed as CEO
- Oak Ward officially opened by Joe Anderson, Mayor of Liverpool



## 2014

- World class research study 'HEAT PPCI' published
- LHCH presented national award for 'Compassion in Practice' at the Chief Nursing Summit 2014.
- Innovative Day Case Unit 'Holly Suite' opened to patients



## 2015

- Robert Owen House, our onsite accommodation for families, celebrated 20 years.
- New Cystic Fibrosis Unit 'Cherry Ward' opened to patients and families



## 2016

- Brand new LHCH Main Entrance and Outpatients Department officially opened
- Cherry and Mulberry Ward officially opened by Sir Bruce Keogh, National Medical Director at NHS England
- LHCH rated 'Outstanding' by the Care Quality Commission for the first time



## 2017

- £2 million campaign to bring robotic surgery to LHCH launched



## 2018

- For the 9th time in 12 years, LHCH was rated top in the country in the CQC's National Inpatient Survey
- LHCH celebrated 70 years of the NHS
- LHCH began delivering adult congenital heart disease services as part of a new network approach across the North West.
- Liverpool Centre for Cardiovascular Science launched by Gerard Houllier



## 2019

- LHCH celebrated 10 years of the lifesaving Primary PCI service to treat emergency heart attack patients
- LHCH marked 10 years as an NHS Foundation Trust
- Rowan Suite officially opened as the brand new private patients unit
- New joint cardio-oncology service launched
- Expansion to the Radiology service nears completion with additional CT and MRI Scanners now operational
- LHCH rated 'Outstanding' for the second time by the Care Quality Commission







# Outstanding Awards

## 2019

Our Team LHCH stars shone brightly at the annual LHCH Outstanding Awards event on Friday 29th November 2019 at the Crowne Plaza Hotel, Liverpool City Centre. The evening celebrated successes of all the nominees for this year's awards. Dr Martin Ledson, Clinical Lead for Respiratory Medicine, hosted the awards ceremony and the winners were announced as follows:

### Compassion in Care Award sponsored by Medirest

#### Elm Ward

**1** "The team have put in countless hours of their own time going above and beyond to help their patients, make them feel safe, comfortable, even just to make them smile. There have been countless examples of this. The past twelve months have brought ups and downs but we have always bounced back together as a team."

### Innovation of the Year Award sponsored by the Innovation Agency

The joint winners of this award were announced as **Julie Tyrer**, Tissue Viability Nurse Consultant and **Motor Evoked Potentials (MEP) Team**.

**2** "Julie is a real innovator. As the excellent professional she is, she is always looking at how to improve the service she provides to her patients. Over the last year she has developed two innovations – both of which have proved helpful and improved outcomes. She developed MINIMISE as an anagram to remind ward staff how to prevent and reduce skin ulcers caused by moisture. She also developed a logo which is now under trademark application and is expected to be shared nationally. Julie also developed an idea to reduce pressure ulcers in the heel area."

"In September 2018 the Aortic Surgical Team were left without team members to perform neurophysiological monitoring during aortic aneurysm surgery. Lee Robertson and Gary Theobald (MEP Team), Operating Department Practitioners expressed an interest in taking on this essential role. Paralysis

is an associated risk of this kind of surgery so it was essential this was resolved quickly. Following training, Lee and Gary now form the direct link with the surgeon relaying deviations in measurements that they take and record from the numerous electrodes they have inserted into the patient, with the aim of preventing paralysis in the patient. After thirteen months they have taken ownership of the role and there has been not one recorded lower limb paralysis and they have become an integral part of the Aortic Surgical Team."

### Significant Impact on Patient Safety Award sponsored by Silverlink

#### Cardiac Rehabilitation Team

**3** "The team have made great changes to strengthen this aspect of care for our patients. There is an ever growing percentage of referrals now being made and staff training compliance is excellent. The team's passion is overwhelming and they have embraced a challenge and changed a process that was not fulfilled totally and is now the envy of other Trusts."

Highly Commended for this award is **Clare Kearney**, Knowsley Community Respiratory Service

### Quality Improvement Award Nutrition Focus Group

**4** "The positivity within this group has been fundamental to the improvement of this service. All members are extremely keen and compassionate in ensuring our patients stay in LHCH."

### Highly Commended for this award is **Delirium Improvement Team**

### Employee of the Year Award sponsored by Hill Dickinson

#### Maurice Bessman, Staff Nurse

**5** "Maurice deserves recognition for his hard work and how he is with patients and colleagues. He is always willing to help and offer guidance to auxiliary staff, students and fellow nurses. Maurice will explain every step during an assessment and help you when needed. He is a very committed and reliable member of the bank staff nursing team and his willingness to support is very much appreciated."

### Volunteer of the Year Award Marian McGlynn, Meet and Greet Volunteer

**6** "Marian is always going above and beyond and providing assistance where she can. Marian's continued support to the Bereavement Team has been invaluable to the team and her assistance is hugely appreciated." Laura Allwood, Patient & Family Support Manager accepted the award on Marian's behalf

### Leader of the Year Award Dr Sarah Sibley, Clinical Lead – Respiratory Community Services

**7** "Sarah is an absolute inspiration to all of the multi disciplinary team. Sarah manages to make things happen for the best. She is a true transformational leader, who continues to strive for improvements in service provision."



### Patient Choice Award ACHD Team

**8** "Without this team of truly amazing people our lives would be so different (not in a good way). After the recent challenge of moving the service to Liverpool the staff have grown a first class service for the patients they care so much for. They now have an Outstanding service."

A Highly Commended Award was presented to **Joanne Rattigan**, Staff Nurse.

### Team of the Year Award sponsored by Lyjon Group Pharmacy

**9** "Pharmacy have implemented a new robot this year and minimised the impact on wards/departments ensuring safety. This is in addition to the team's involvement in a number of key projects. There has been a lot of staffing change this year and the team have embraced this."

### CEO Special Appreciation Award Surgical Clinical Practitioners

**11** Excellent, Efficient, Compassionate and Safe Awards were also presented to **Birch Ward, Cedar Ward, Cardiac Diagnostics, Elm Ward, Medical Engineering, Therapies, Outpatients, Pharmacy and Pulmonary Function.**





# #hello my name is... Celia Ireland

Celia Ireland is the Lead Surgical Care Practitioner and works within the Operating Theatres at LHCH, of which the Trust currently has nine.

## How long have you worked here and why LHCH?

I've worked here for 28 years. I moved to Liverpool from Bristol after my nurse training and became a Theatre Scrub Nurse at LHCH. I've never wanted or felt the need to work anywhere else.

## Tell us a little more about your role

The role of a Surgical Care Practitioner (SCP) is very diverse. The role is specific to every hospital and this also applies within the department as we do not all have the same role.

As a specialist centre we carry out a wide range of surgery here including cardiac, thoracic, aortic, ACHD, vascular and robotic. Surgical Care Practitioners have a clinical skill set to support specific operation(s) and I tend to support aortic cases on the whole.

The role is constantly developing to meet demand. For example, there has been an expansion of the role to manage the reduction in the availability of junior doctors.

As the lead SCP I also have a wider remit in terms of the management of the team, planning and administration of SCPs across operating theatres in consideration of junior doctor rota.

## Describe a typical day

We would start the day with a Theatre team meeting and then a separate team brief in the operating theatre that we are allocated to. Following this, we would work to prepare the theatre for the patient.

Depending on the type of surgical procedure the length of operation varies massively and can be anything from a two hour Trans Catheter Aortic Valve Implantation (TAVI) case to a twelve hour aortic aneurysm procedure. Team work during an operation is absolutely essential and having the right mix of staff and skill set crucial. A key role of an SCP, along with the aortic fellow, is to be a calming influence and help resolve and smooth over any issues or sticky areas during the case.

## What inspired you to pursue this role?

Two of the very first SCPs in the country were trained at this hospital 25 years ago and this sparked my interest in the role.

Within the Operating Theatre environment you can either progress and develop from a nurse to a Surgical Care Practitioner or go into Theatre Management. I chose the SCP path 18 years ago so I have been in this role much longer than I was a nurse!

## What makes you most proud?

I am most proud of my team. I have officially been the lead for 12 months now and I think we feel greater ownership as a team in our own right.

We have also nationally increased our profile with other SCPs in the country. The team were recognised at the LHCH Outstanding Awards 2019 and received the CEO Special Appreciation Award. This was so unexpected and really well received.

We very much work behind the scenes and this brought the hard work and dedication of the team to the forefront.

Alistair Marshall, Surgical Care Practitioner, recently received a Long Service Award for 25 years from

the Association of Cardiothoracic Surgical Care Practitioners (ACTSCP). This was presented to him by the President of SCTS, Mr Richard Page who is Consultant Thoracic Surgeon here at LHCH. Mr Brian Fabri, former Consultant Cardiac Surgeon here also attended the presentation and gave a moving speech as he had mentored Alistair for many years.



Celia pictured with Alistair at his long service presentation.

## Do you have any advice for anyone who may be looking into a similar career path?

We currently have 3 trainees learning clinical skills in order to become a SCP. To start your career path you would need to be a qualified nurse for 2 years and have a minimum of two years Theatre experience. The training is taken over 3 years and is to Masters Level.

In order to be successful in the role it is important you have the right personality. You need to be able to accept criticism and be able to deal with difficult and challenging situations. You also have to be able to carry on in the event something goes wrong. It is high risk surgery and being able to remain composed and calm at all times is an absolute must. The role is very rewarding though and absolutely worth it.

# 'Best of the Best' Employee of the Month 2019

Congratulations to the last four Employee of the Month winners of 2019.



## September 2019 Maurice Bessman Staff Nurse

"Maurice deserves recognition for his hard work and how he is with patients and colleagues. He is always willing to help and offer guidance to auxiliary staff, students and fellow nurses. Maurice will explain every step during an assessment and help you when needed. He is a very committed and reliable member of the bank staff nursing team and his willingness to support is very much appreciated."



## October 2019 Anya O'Neill Respiratory Nurse

"Anya has made a significant contribution to the Healthy Lung Project. We have noticed her exceptional work ethic and dedication in helping the service when staffing levels have been low. Anya's work has been invaluable in reducing the processing time of CT Chest Scan referrals which is key in the early detection of lung disease. Anya has worked tirelessly and gone above and beyond in her role to help improve the patient journey. She has been a real asset to the team."



## November 2019 Charlotte Emerson Ward Manager, Cedar Ward

"Charlotte has shown great leadership in leading a ward and making improvements when required. She demonstrates a calm, caring attitude and a willingness to go the extra mile in delivering outstanding care. She is a true role model and an approachable and caring leader with the highest standards."



## December 2019 Sarah Atherton Hostess

Sarah is brilliant and goes above and beyond in her role delivering excellent patient care. Sarah often picks up any eating issues and lets the Dieticians know her concerns. She engaged excellently with the SALT and Dietician training, is really helpful and is a great asset to the Catering Team."

# 2020 is the Year of the Nurse

It is fantastic that 2020 is the Year of the Nurse in recognition of the 200th birthday of Florence Nightingale.

We'll be celebrating our outstanding nursing team throughout 2020 and will be sharing their amazing stories during the year.

Please look out on social media for updates using the hashtag #YearoftheNurseandMidwife



# Interested in joining our Outstanding Team?

This January, we have been sharing the stories of almost 40 nurses of all grade levels across the LHCH who took part in a 'vox-pop' to say why they love working at the specialist hospital.

Between them, the Liverpool-based team has worked at the trust for more than 400 years – that's

about a decade's service each and demonstrates strong commitment and loyalty among the staff.

You can see these stories via our Facebook, Twitter, Instagram and LinkedIn Pages. We hold nursing open days on a regular basis – these will be advertised via social media and on <http://jobs.lhch.nhs.uk/>



## Charity news update



The run up to Christmas is one of the busiest times of the year for the Charity Office and this year was certainly no different.



## Tinsel Tuesday and Grand Winter Raffle draw

**Our annual Tinsel Tuesday event certainly had the feel good factor as staff joined us in their festive attire and accessories.**

The day concluded with a fantastic choir concert from the wonderful Sing Me Merseyside who helped us to draw our lucky winners for the Grand Winter Raffle.

A big thanks to everyone who took part in the raffle and who helped us to raise an impressive £7,000 for LHCH Charity. Please have a look at the charity website [www.lhchcharity.org.uk](http://www.lhchcharity.org.uk) to find out which fortunate few won those great prizes.



## Bentley car auction

**In the autumn, one of our fantastic donors presented LHCH Charity with a fantastic gift – a classic Bentley Car to auction.**

The car was entered into Coy's Classic Car Auction on the 4th December and raised an amazing £14,000 for the charity.

We are truly grateful for such a generous gift – what a fantastic early Christmas present.

**On behalf of the LHCH Charity Office a big thank you to all our supporters and best wishes for 2020.**

## Liverpool Santa Dash

**LHCH Charity had nearly 30 runners in the 2019 Santa Dash this year and they managed to raise a magnificent £4,500 for our work.**

A big thanks to everyone who took part on what was a very chilly day indeed.



## SAVE THESE DATES

**We are busy planning an exciting calendar of health awareness events for our members and members of the public to attend.**

Below are some of the dates we have finalised so far. For more details of each event (including timings) please look out for the spring edition of *Members Matters*.



On Thursday 14th May we will be visiting Livewire at Orford Jubilee Park, Warrington to raise awareness of Atrial Fibrillation.



We will be hosting an interactive health awareness stand at Birkenhead Library on Monday 6th July at Birkenhead Library to mark Health Information Week.



A healthy lungs talk will take place in conjunction with West Lancashire and Southport Breathe Easy Group on Monday 20th July – Girl Guide HQ, Green Lane, Ormskirk, Lancashire, L39 1ND.



Our annual Combined Council of Governors & Annual Members' Meeting 2020 will also take place on Tuesday 22nd September at 4.30pm in the Conference Room, Research Unit.

## Can you help us shape our Quality Priorities?



**Sue Pemberton, Director of Nursing & Quality and Joan Matthews, Deputy Director of Nursing & Quality at Liverpool Heart and Chest Hospital are hosting a Quality Account Prioritisation Focus Group Event on Thursday 13th February 2020 to seek your views on what our quality priorities should be for 2020-21.**

Hear what we have achieved in the

past year 2019-20 and have your say on what our focus should be for this coming year.

The session will be held from 10:30am to 1:00pm in our Conference Room located within our Research Unit at Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE. All welcome to attend and lunch will be provided.

To register your place please email [membership.office@lhch.nhs.uk](mailto:membership.office@lhch.nhs.uk) or call 0151 600 1410

## Forthcoming Governor elections



**This year there will be a number of opportunities to stand for election to join the Council of Governors.**

Interested? The election process will commence in spring 2020. If you are interested in standing for election for a role (public or staff) and would like more information about the election process please express your interest by emailing [membership.office@lhch.nhs.uk](mailto:membership.office@lhch.nhs.uk).

We will then ensure that you are added to our mailing list to prospective candidates.





## OVER TO YOU...

Below are some of the messages recently received via social media:

*"My mother had her Aortic Valve replaced and a bypass, the surgeon Mr Mediratta was absolutely amazing, he had a wonderful way with his patients so caring and he explained everything."*

*The rest of the Consultants, Doctors, Nursing Staff, Domestic and Catering Staff were a real credit to LHCH. The hospital was so clean everyone was so friendly and helpful they really supported my brother through a very traumatic time, the care our mother received was second to none. The standard of food with the excellent choice of menu really made a difference to the recovery of the patients as the food was high quality.*

*It's such a shame all hospitals couldn't be like this one. We would all like to say a big thank you to everyone from the bottom of our hearts."*

*"Just been signed off today after suffering Atrial Flutter some 12 months ago and would like to thank Dr Todd, his team and all the staff at LHCH for the care and treatment given to me."*

*"LHCH is exceptional nothing is too much trouble. It doesn't even feel it is a hospital – it feels more like a hotel and is amazing."*

*"The treatment was fantastic and the staff wonderful from Dr Kunadian and his wonderful theatre team to the nurses and support staff - one of them being a wonderful lady who came around and saw we were fed. I hope never to see you again but I couldn't ask for better treatment."*

### Get social

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



Twitter @LHCHFT



Facebook  
[www.facebook.com/lhchft/](https://www.facebook.com/lhchft/)



Instagram  
[www.instagram.com/lhch.ft/](https://www.instagram.com/lhch.ft/)



Alternatively please email  
[communications@lhch.nhs.uk](mailto:communications@lhch.nhs.uk)

## 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/>**

## MOVING HOUSE?



**If you are moving house soon or have recently moved house please don't forget to let us know so we can continue to communicate with you. You can let us know by emailing **membership.office@lhch.nhs.uk** or by calling **0151 600 1410**.**

## Contact 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.

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**

Follow us on Twitter  
**@LHCHFT**



Like us on Facebook **<https://www.facebook.com/lhchft/>**

**[www.lhch.nhs.uk](http://www.lhch.nhs.uk)**

