

Special Edition  
– Outstanding Twice

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



Liverpool Heart and  
Chest Hospital  
NHS Foundation Trust

Summer 2019

# membersmatters

## We have been rated



## for the second time



Further  
steps 'to  
be the  
best'

New Feature  
**Behind the  
scenes in  
Radiology**

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ALSO  
IN  
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ISSUE

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

# Welcome

Welcome to the summer edition of **Members Matters** – the newsletter for staff and public foundation trust members of Liverpool Heart and Chest Hospital.

You may have noticed the publication of this newsletter is a little late. This is because we wanted to share with you the news that the Trust has retained its **'Outstanding' rating for a second time** following the Care Quality Commission Inspection earlier this year. We are extremely proud of all of team LHCH who work so tirelessly to ensure that we deliver excellent, compassionate and safe care to every patient, every day.

If you would like 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](mailto:membership.office@lhch.nhs.uk).



Neil Large,  
Chair

Jane Tomkinson,  
Chief Executive



## LHCH is 'Outstanding' for a second time

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

In September 2016, LHCH became the first specialist trust in the country to be awarded the 'Outstanding' rating, and has once again been given the highest accolade by the independent health and social care regulator.

Inspected and rated

**Outstanding** ★

**Care Quality Commission**

...twice  
**2016**  
**OUTSTANDING**

The CQC published its rating with LHCH now becoming one of only five NHS providers to achieve the prestigious 'Outstanding' rating twice.

A team of CQC Inspectors visited the Trust in January and February 2019 to examine its services and clinical pathways in surgery, and to inspect whether the Trust was 'well-led'.

The Inspection Team spoke to patients, relatives and staff to develop a detailed understanding of the culture, governance, leadership and the quality of care delivered and then made its decision based on five key measures – safe, effective, caring, responsive, and well-led.

On behalf of the Board of Directors and Council of Governors, Neil Large, LHCH Chairman, and Jane Tomkinson, Chief Executive, paid tribute to the Trust's 1,600 staff and volunteers: "We're very proud to have been awarded this top rating for a second successive time.

"The CQC inspection process is rigorous and rightly challenging, and this rating pays testament to the dedication, skill and professionalism of staff in every ward and department at LHCH.

"It's also reassuring for patients and their families that they can expect to receive outstanding levels of care."

The CQC summarised their findings by highlighting that:

- staff cared for patients with compassion
- there was a genuinely open culture in which all safety concerns raised by staff, patients and carers were valued as

being integral to learning and improvement

- patients were respected and were empowered as partners in their care, practically and emotionally, by an exceptional and distinctive service
- patients thought that staff went the extra mile and their care and support exceeded their expectations
- services were tailored to meet the needs of individuals
- there was a proactive approach to understanding the needs and preferences of different groups of people and to delivering care in a way that meets these needs, which was accessible and promoted equality
- technology was used innovatively to ensure people have timely access to treatment, support and care

- the leadership, governance and culture were used to drive and improve the delivery of high quality person centred care
- staff were proud of the organisation as a place to work and spoke highly of the culture
- leaders had an inspiring shared purpose and strived to deliver and motivate staff to succeed
- the Trust's strategy, vision and values underpinned a culture which was patient centred
- there was a strong collaboration, team working and support across all functions and a common focus on improving the quality and sustainability of care and people's experiences.

Read the full CQC report [www.lhch.nhs.uk](http://www.lhch.nhs.uk) or: <http://www.cqc.org.uk/provider/RBQ> or see more, including our staff video, in the news section of the LHCH website.



# New appointments to LHCH Executive Team

**LHCH is pleased to appoint Jonathan Develing to the role of Director of Strategic Partnerships (pictured below left).**

This follows the departure of Tony Wilding to undertake a new opportunity in the NHS. Jonathan commenced from 1st January 2019 and brings with him a wealth of experience at both a regional and national level in the NHS.



**On 29th March 2019 colleagues bid a fond farewell to Dr Mark Jackson, Director of Research and Innovation (pictured above at his leaving celebration) who has worked at the Trust for over twenty years.**

Mark leaves to undertake a new role with Liverpool Health Partners.

Dr Marga Perez Casal (pictured left) has been appointed the Interim Director of Research and Innovation.



# LHCH appoints two new Non Executive Directors

**LHCH was pleased to recently announce the appointment of two new Non Executive Directors to our Board.**

Professor Robert Burgoyne and Karen O'Hagan officially join our Board of Directors on 1st April and 1st May respectively.

Professor Burgoyne has enjoyed a long academic career and during this time has pursued original research in biomedical sciences. His most recent role was held at the University of Liverpool where he was the Executive Pro-Vice Chancellor for Health and Life Sciences. He also served as a Non Executive Director at the Royal Liverpool and Broadgreen University Hospital NHS Trust.

Ms O'Hagan brings a wealth of experience from her current role as

Director of Customer Services Europe for ConvaTec Group, a global medical products and technologies company. She also served previously as a Non Executive Director and Vice Chair with Liverpool Community Health Trust.

Neil Large, Chair of LHCH said:

"We are delighted to welcome Robert and Karen and their appointment will undoubtedly strengthen the leadership team at LHCH.

"Our vision as a Trust is 'to be the best' and their extensive healthcare, academic, commercial and Board level experience will be a major asset in helping us on this journey."

Neil added: "We would also like to thank Marion Savill and Ken Morris on completion of their terms of office and for their invaluable contribution here at LHCH."



Professor Robert Burgoyne



Karen O'Hagan

# New specialist clinics in atrial fibrillation and hypertension at LHCH

**Following the recent successful launch of the Liverpool Centre for Cardiovascular Science, LHCH is pleased to announce the introduction of two new specialist clinics for atrial fibrillation and hypertension which both launched in April 2019.**

Atrial fibrillation (AF) is a heart condition that causes an irregular and often abnormally fast heart rate, and leads to a high risk of stroke and death, while hypertension refers to high blood pressure recorded over a period of time.

The new specialist clinics will provide comprehensive management to patients with newly diagnosed AF and hypertension, in addition to those with an established diagnosis who have ongoing symptoms. The dedicated AF

clinic will complement the established cardiac arrhythmia service already present in LHCH, and the specialist hypertension service will facilitate the investigation and management of those with resistant (ie. 'difficult to treat') hypertension.

The University of Liverpool and LHCH appointed Professor Gregory Lip as part of a new initiative to establish



Professor Gregory Lip

an internationally-leading Centre for Cardiovascular Science in the Merseyside region. Last month he took up post as the Price-Evans Chair in Cardiovascular Medicine at the University of Liverpool, and started clinical work at LHCH as an honorary Consultant Cardiologist.

Professor Lip said: "Introducing these two new specialist clinics in LHCH is great news for patients. They will lead to improvements in the diagnosis, treatment and management of cardio-vascular health and will also support our research into clinical practice."

**If you have any concerns about your heart health, atrial fibrillation or hypertension, please contact your GP.**

## Honorary University appointments

**We are delighted that a number of staff at LHCH have been recognised by the University of Liverpool and awarded honorary positions.**

- Dr Dhiraj Gupta, Consultant Cardiologist, has been made an Honorary Professor in recognition of his extensive research work.
- Mr Mark Field, Consultant Aortic and Cardiac Surgeon, has been made an Honorary Associate Professor in recognition of his contribution to surgical research.
- Dr Clare Appleby, Consultant



Dr Dhiraj Gupta (left) and Mr Mark Field

Cardiologist, Dr James Greenwood, Respiratory Consultant, and Mr Dimitrios Pousios, Consultant Cardiac

Surgeon, have all been made Honorary Senior Clinical Lecturers in recognition of their contribution to undergraduate and post graduate teaching.

- Dr Petra Jenkins, Consultant Cardiologist has been made Clinical Lecturer for undergraduate and post-graduate teaching.

Dr Raphael Perry, Deputy Chief Executive and Medical Director, said: "These accolades are richly deserved and everyone at LHCH would like to congratulate Dhiraj, Mark, Claire, James, Petra and Dimitrios."

## Research is at the ❤️ of what we do

**Have you been approached to take part in research? Are in interested in participating?**

If you you would like to find out more about research in:

- Cardiology
- Surgery
- Arrhythmias
- Cystic Fibrosis
- Chronic Obstructive Pulmonary Disease (COPD)
- Cancer

Please contact us by email at [research@lhch.nhs.uk](mailto:research@lhch.nhs.uk) or telephone 0151 600 1876







# LHCH shortlisted TWICE in National Awards

Congratulations to LHCH nursing teams who have once again been recognised in the shortlist for two categories in the Nursing Times Awards 2019 as follows:

- **Team of the Year**
  - **Respiratory Nursing**
- The winners will be announced at the awards ceremony in the autumn – watch this space.

# LHCH goes live with Silverlink bed management system

**LHCH has recently implemented a leading-edge bed management system provided by Silverlink Software.**

The new system allows beds to be managed using intuitive touch screens which have replaced numerous whiteboards spread around the hospital. It enables staff to create a graphical representation of their ward and then allocate and move patients between beds using a 'drag and drop' system. The system also manages pending arrivals, booked beds and cleaning status.

All this new functionality is fully integrated with the core Silverlink PCS Patient Administration System (PAS) which means that all relevant individuals in the hospital have real-time information regarding bed availability. This has greatly reduced the amount of time nursing staff have to spend updating administrative records and frees them up to focus on delivering an exceptional patient experience.

Despite only being recently installed, the system helped the Trust receive impressive comments during a recent unplanned review by an external assessor.

Carol Moss, Systems Manager at LHCH said: "The new bed management system from Silverlink has enabled us to improve patient care by releasing Nursing staffs time to spend with their patients rather than on administrative tasks. The introduction of touch screens to access the bed management system has greatly reduced the time it takes to transfer and discharge patients. Normally when we put in new technology, it takes some time to become accepted, however, this system has helped us deliver better results pretty much from day one."



# Nurses' Day Awards 2019

**LHCH celebrated Nurses' Day at LHCH on Thursday 9th May 2019 with pampering sessions for staff and cupcakes on offer during the course of the event.**

The day concluded with the Nurses' Day Awards presented by Sue Pemberton, Director of Nursing & Operations and Neil Large, Chairman who both spoke passionately about the exceptional care provided for patients and families at LHCH and thanked

staff for their commitment to deliver this Outstanding care. The award winners were announced as follows:

- Best Healthcare Assistant / Assistant Practitioner*
- **Jackie Connor**
- Best Inspirational Leader*
- **Yvonne Heslop**
- Best Patient and Family Champion*
- **Sue Parsons**
- Best Registered Nurse*
- **Sherly Mathew**

- Best Specialist Nurse*
- **Jo Crowe**
- Best Student Nurse*
- **Charlotte Donnelly**
- Best Community Nurse*
- **Daisy Mellor**
- Outstanding Contribution to Research*
- **Vision Study**
- Special Recognition Award*
- **Lisa Ellis**, Ward Advanced Nurse Practitioners **Kate Burke and Linda Griffiths** and Pain Team (**Ruth Devonshire and Helen McCormack**)

# North West Coast Research & Innovation Awards 2019

Congratulations to the following LHCH teams and individuals who were shortlisted for the recent North West Coast Research & Innovation Awards 2019.

- *Clinical Research Practitioner of the Year*
- Professor Dhiraj Gupta**, Consultant Cardiologist – improving outcomes for patients with Atrial Fibrillation
- *Partnership in Innovation*
- Care Cube**
- *Taking Research into Practice*
- Knowsley Community Respiratory Service**, Change Grow Live – Reaching the Unreachable.





# Introducing Physician Associate roles to LHCH

A new team of eight Physician Associates (pictured) commenced their roles within the Knowsley Community Respiratory Service recently as part of the Cheshire and Merseyside Respiratory Improvement Programme.

## What is a Physician Associate (PA)?

PA's are healthcare professionals with a generalist medical education who work alongside doctors,

physicians, GPs and surgeons to provide medical care as an integral part of the multidisciplinary team.

The Physician Associates are dependent practitioners working with consultant supervision but are able to work autonomously with appropriate support. Supervision of a qualified PA is similar to that of a doctor in training or trust grade doctor, in that the PA is responsible for their actions and decisions. However, the consultant is the clinician ultimately responsible for the patient.

Due to the lack of statutory regulation, PAs cannot currently prescribe medications.

LHCH will provide clinical leadership, educate, support and supervise

the PAs in their roles and work to create workflows in partnership with primary care providers. The PAs will be mentored by Dr Sarah Sibley, Clinical Lead for Community Respiratory & Respiratory Consultant, Samantha Pilsworth, Consultant Physiotherapist and Emma Rickards, Respiratory Nurse Consultant.

## What will Physician Associates do?

The Physician Associates will:

- Champion Respiratory Care
- Share Respiratory Expertise
- Provide Excellent COPD Care
- Support and educate to encourage self management

The new team of PAs are looking forward to commencing their work in the community and working closely with primary care settings such as GP surgeries from June 2019.



# BBC Two Hospital programme features LHCH TAVI team

You may have seen that earlier this year that the BBC Two Hospital programme featured Dr Joe Mills, Consultant Cardiologist and our LHCH TAVI team (pictured).

It was fantastic to see the expertise of our TAVI service showcased in this way to millions of viewers at home.



# #hellomynameisSarah

If you're a 'tweeter' you may have seen Dr Sarah Sibley, Consultant Respiratory Physician on the @NHS Twitter account recently talking about all things respiratory, caring for patients and families, innovation, new ways of working with health partners, as well as highlighting the fabulous work of her colleagues @LHCHFT and much much more. If you missed it you can look back at them on the @NHS twitter page.



# Liverpool Aortic Surgery Symposium

We were delighted to host our eighth biennial Aortic Surgery Symposium here in Liverpool on 28th and 29th June 2019 at the Arena and Convention Centre, Liverpool City Centre.

In keeping with the tradition established during seven previous symposia, we created an interactive environment to allow delegates and faculty opportunity to review important areas in aortic pathology and advances in surgical and endovascular management.

A distinguished faculty of international repute participated in these exciting lectures and discussions took place reviewing key aspects and recent development in this field. The symposium also included presentation of selected abstracts and videos.



Photos by Ray Farley





## #hello my name is... colin

Colin Monaghan is the CT Clinical Specialist within LHCH's Radiology (X-Ray) Department which runs a shared radiology service providing diagnostic imaging for LHCH and Broadgreen Hospital patients.

**On average the department carries out diagnostic imaging for over 80,000 patients a year. Summer 2019 will see the department expand with the introduction of a new CT and MRI scanners.**

**Colin has worked in the NHS for 26 years and specifically LHCH for 18 years. Members Matters had a chat with Colin about his role.**

### What is your role within the team?

For many years I have been CT Superintendent. In simple terms I have been responsible for the day to day operation of the CT Service as well as being hands on with my patients. My new role as Clinical Specialist will allow me to concentrate on developing scanning techniques to ensure we get the best quality images and results for our patients and clinicians. There is also the potential to develop the role to adopt

more clinical responsibilities which will allow us to expand our service so we can meet the growing demands of the modern NHS.

### What inspired you to pursue this role?

Growing up I always wanted to be a brain surgeon or Quincy – M.E (those of a certain age will know who this is). I've always wanted to help people. I also had a passion for physics and photography. I suppose it was natural that I went into Radiography and an interest in CT soon followed. I came to work here when the first CT scanner arrived with the intention of staying for 2 years to learn about all things heart and chest. The patients, staff and the challenging work have continued to inspire me on a daily basis.

### Tell us about a typical day

Every day is different and nothing is typical. Like so many my role has several balls I need to juggle to get through the day. I have an early start

to go through my emails. Then I check the list of patients for the day and any urgent inpatient scans that need to be accommodated. In no time it is all systems go. Hopefully I get to meet and scan a few patients before I have to deal with administrative duties. Then it is back to scanning before the day ends all too soon. I will have a final check on emails before home.

### What makes you most proud?

The work we do and the difference we make makes me very proud. In my time here I have worked with so many inspirational people at all levels. The effort and commitment of the whole team cascades across to our patients and makes such a difference.

### What would your advice be to anyone looking to move into a career in Radiology?

100% go for it. Then apply for the first job at LHCH. I've never regretted a single day.

## Living with and beyond cancer

**Laura Williams and Alex Crane (pictured right) are Thoracic Cancer Support Workers at LHCH offering holistic support for lung cancer patients. Every patient is given a Holistic Needs Assessment, to support and signpost them to relevant services regarding their physical, emotional and practical needs.**

As part of this work the team holds regular Lung Cancer Health and Wellbeing events which aim to highlight the support available for people affected by lung cancer.

The events are aimed at all patients, their families and friends who have been affected by cancer. Most recently an event was held on Saturday 29th June (pictured) with a variety of support organisations and groups attending such as Macmillan, Mesothelioma UK, Roy Castle, Merseyside Asbestos Victims Support Group, Smokefree Sefton, Bowel Cancer UK, LHCH Charity, Healthy Homes Liverpool, LiveWire health trainers and the Lyndale Cancer support centre.

Plans are in place for the next event to take place on Friday 20th September 2019 in the shared LHCH and Broadgreen reception. If you would like more information please contact [laura.williams@lhch.nhs.uk](mailto:laura.williams@lhch.nhs.uk) or [alexandra.crane@lhch.nhs.uk](mailto:alexandra.crane@lhch.nhs.uk)



## 10 Years of PPCI

**In January 2009, Liverpool Heart and Chest Hospital launched a Primary Percutaneous Coronary Intervention (PPCI) service to treat emergency heart attack patients.**

10 years on, thousands of patients and their families from Merseyside, Cheshire and beyond have been impacted thanks to the expertise of our team and the emergency treatment they received.

Professor Rod Stables,

Consultant Cardiologist spoke to BBC Radio Merseyside about this milestone. He said:

"We are one of the largest and most active units providing emergency PPCI treatment for people experiencing a heart attack. We serve a regional population of 2.4 million people and each year we will treat over 1500 emergency cases. If you are admitted to us with a heart attack, we will typically re-open the blocked heart artery within 25 minute of ambulance arrival – and have maintained this excellence and speed of response – 24 hours a day, 365 days a year – for more than a decade. Introduction of the service has made a massive difference to patients and their families. We have been able to reduce the risk of death in hospital by more than half and, in general patients have shorter stay in hospital and experience less long-term damage to their heart,



Professor Rod Stables, Consultant Cardiologist.

improving future quality of life. It is a massive collaborative effort to keep a team of 5 (drawn from all our professional specialities) ready, at all times, to respond to these emergency and high risk situations."





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

Congratulations to our recent 'Best of the Best' Employee of the Month winners who have been selected by the judging panel for going above and beyond the call of duty. You can nominate your unsung heroes by using the nomination cards and post boxes located around the hospital. Please note that the best nominations include real examples of how your nominee has gone that extra mile – good luck!



**January 2019**  
**Collette Furlong**  
**Patient Administration Coordinator**

*"Collette has demonstrated an exceptional and outstanding level of support, output, work ethic and contribution to her immediate teams, clinical colleagues and the wider organisation. This has included recent critical pieces of work with regard to patient administration, PAS Data Quality and RTT. All of which have supported direct patient care, quality and a reduction of risk to patients. Collette has absolutely gone above and beyond and is clearly held in high regard which is reflected in feedback regularly from staff, clinicians, senior managers and clinical divisions. Collette is a credit to LHCH and 100% deserves this recognition."*



**February 2019**  
**Bernie Davies**  
**Senior Pharmacy Technician**

*"Bernie shows much passion and enthusiasm in supporting the service improvement agenda. Her commitment and perseverance with a number of projects including the POD Locker Project has had a huge benefit to staff Trust wide as well as her own area of work. Bernie has led this project from the outset from initiation to completion and deserves recognition for this outstanding work."*

**April 2019**  
**Gill Mowatt**  
**Hygiene Assistant**

*"Gill is very hard working and her positive, helpful and friendly manner is appreciated by all staff. She is an unsung hero and brings a smile to the staff she works with. At Christmas and Easter she decorated all the offices she cleans in her own time which was much appreciated by the staff in those areas. Gill's own team also benefit from her hard work and helpfulness. For example, if there is a bed space that needs to be cleaned she will stay over and above her hours to complete this – always putting our patients first."*



**March 2019**  
**Rachel Roylance**  
**Scrub Nurse, Theatres**

*"Rachel has recently undertaken nurse training and remained committed to her desire to be a Scrub Nurse. Rachel's dedication to this training has meant she is now qualified and is fast becoming a valuable member of the team. She achieved admission to the on call rota faster than has ever been achieved by any other member of staff. Rachel is always willing to cover extra work at short notice to ensure our patients receive their operation as planned. She is always motivated, enthusiastic and supports all members of the Theatre multi disciplinary team. Rachel goes above and beyond for her patients and colleagues every day and is a credit to herself and her team."*



**May 2019**  
**Matt Back**  
**Head of Communications & Marketing**

*"Like many others, I was unaware of the dedication and expertise that Matt brings to this organisation through his exceptional hard work. We are all aware of the excellent final results of his role but very few see the work behind the scenes done to achieve this. Needing Matt's support over the last few months I can appreciate he is a genuine 'Unsung Hero'. Nothing has been too much trouble or an inconvenience, when I know it has taken up a considerable amount of his time. This is not an isolated case and many staff have the same opinion. Sometimes we overlook the real heroes because they choose not to be noticed."*



## National Staff Survey results 2018

The National Staff Survey Results were published earlier this year and highlighted that LHCH is ranked one of the top in the country in the latest survey. LHCH was the highest scoring specialist trust in the country for the following findings.



- Staff recommendation of the organisation as a place to receive treatment.
- Care of patients is the organisation's top priority.
- Staff involved in changes introduced that affect their work area.
- Staff satisfaction with the quality of care they are able to deliver.
- Staff agreeing that their role makes a difference to patients/service users.
- Staff are able to deliver the care to which they aspire.
- Senior managers try to involve staff in important decisions.
- Senior managers act on staff feedback.
- Staff are given feedback in response to reported errors, near misses and incidents.
- When incidents are reported, the organisation takes action to ensure that they do not happen again.
- My organisation acts on concerns raised by patients.
- I am confident my organisation would address my concerns.
- I feel secure in raising concerns.

Carried out between October and December 2018, the anonymous survey was completed by 915 staff (59%) at LHCH.

Thanks to targeted areas of work in service improvement, delirium,

Freedom to Speak Up and Listening into Action, the Trust has seen improvements in a range of areas this year.

Jane Tomkinson, Chief Executive, said: "The results of this year's national survey are once again very pleasing, especially in those areas where improvements have been made since the 2017 survey.

"We are grateful to every member of staff who took the time to complete the annual survey, and we would like to assure them that their feedback will allow us to make further improvements in the next 12 months."

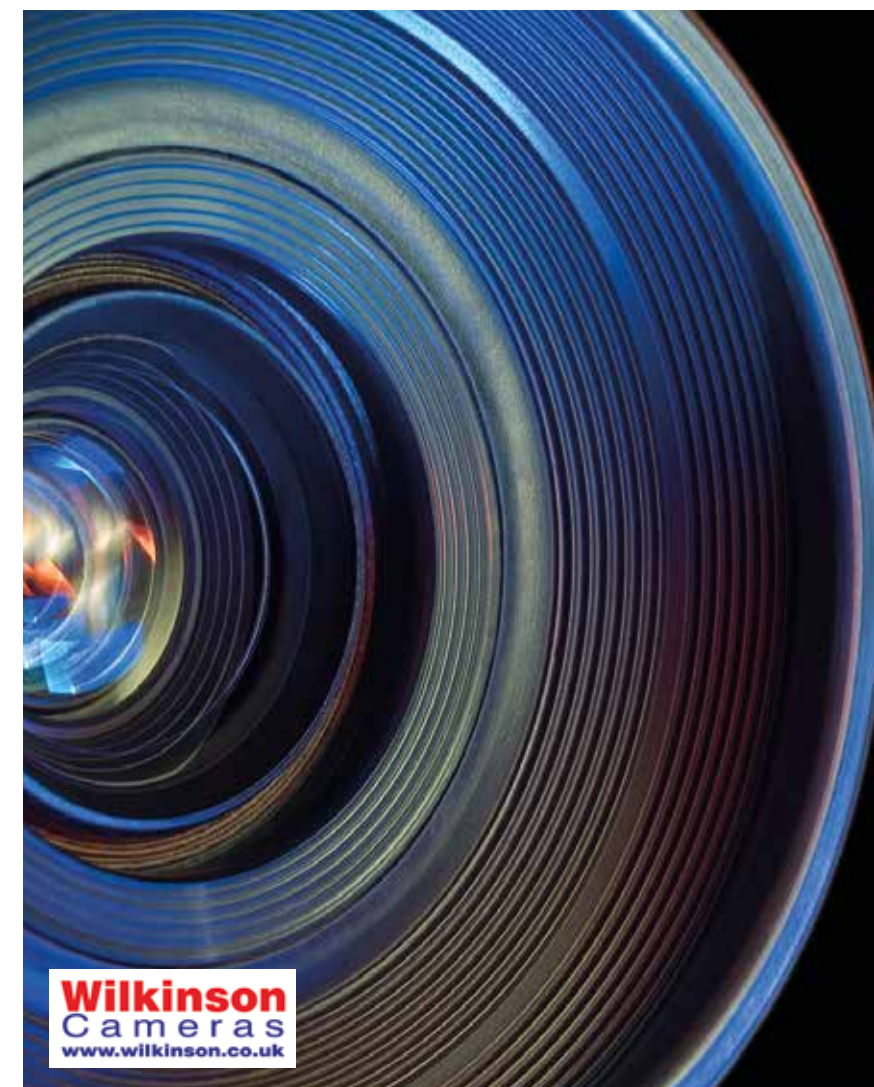
## 2019 Photo Competition

**We are pleased that our most recent photo competition has followed the success of previous years by attracting more than 150 entries.**

The competition enables patients, staff and visitors the opportunity to showcase their creative talents and help us positively enhance our hospital environment.

Taking on board the challenge to 'bring the outside in', entries were in the following categories: Landscapes, Great British Weather, Buildings & Structures plus a young person's category. Watch out for details of the winning entries which will be announced in the next edition of Members Matters.

Shortlisted photographs will be printed on canvas and displayed in the hospital for a period of two years. First prize is a £100 gift voucher, second place a £50 gift voucher and third place a £25 gift voucher all courtesy of our competition supporter Wilkinson Cameras.



**Wilkinson**  
**Cameras**  
www.wilkinson.co.uk



## Charity news update



### Driving out delirium

**Being treated in a Critical Care Unit can be a stressful experience. It can be even more distressing for our longer stay patients who may develop delirium.**

Delirium can see our patients get a little confused or show signs of more serious hallucinatory behaviour of feeling threatened or in danger.

LHCH Charity's latest campaign will support our Critical Care team in their aim to drive out delirium in two ways:

#### 1. Weather or not!

Thanks to our charity supporters we have already been able to renovate our Critical Care Garden, a hugely popular space with both patients and visitors which provides an oasis of calm and peace (pictured below left). As you would expect use of the garden is currently weather dependent.

The aim is to change this by installing a new garden roof and heaters so that this lovely space can be enjoyed all year round.

#### 2. Room with a view

For those patients who are too poorly to go outside we want to be able to bring the outside in. This can be achieved by installing picture ceilings (bottom left and right) that can change with the seasons of the year and hours of the

*"It is estimated that up to 90% of patients being treated in Critical Care Units experience some form of delirium during their stay."*

day e.g. from the bright sun in the morning to the starry night or from a crisp autumn morning to a beautiful spring morning.

This means our patients will not have to physically leave the ward to experience the feeling that they are enjoying some time outdoors.

These changes will make a huge part in helping patients who are at their most vulnerable fight off debilitating symptoms of delirium, speeding their recovery and ensuring that when they do go home they are free from longer lasting mental health issues.

#### Can you help LHCH Charity achieve this?

There are lots of ways you can help. For example, you could organise your own small event such as a coffee morning/cake sale, take on a personal challenge such as a sponsored run or hike, sign up for one of our events or make a donation to name a few. For more information please contact LHCH Charity Office on **0151 600 1409** or email [enquiries@lhchcharity.org.uk](mailto:enquiries@lhchcharity.org.uk)



## Invitation to forthcoming events

### Combined Council of Governors and Annual Members' Meeting

4.30pm on Monday 23rd September  
LHCH Conference Room, Research Unit, Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE

Celebrate our successes of 2018-19, receive the annual report and accounts from the Board of Directors and hear a report from our Governors along with details of our future plans and service developments. This is also a perfect opportunity to share views and ask us any questions you may have regarding the services we provide.

### Respiratory Health Event

1.00pm on Tuesday 1st October  
The Pontcysyllte 2, Ramada Plaza, Ellice Way, Wrexham, LL13 7YH

Join our Respiratory Physiologist team for a talk on Chronic Obstructive



Pulmonary Disease (COPD) and Obstructive Sleep Apnoea. This event

will be held in conjunction with Breathe Easy – Wrexham Group. Come along and join us for a cuppa.

To help us with the organisation of the event please let us know if you plan to attend either of the below events by calling **0151 600 1410** or by emailing [membership.office@lhch.nhs.uk](mailto:membership.office@lhch.nhs.uk).

*All welcome. We look forward to seeing you there.*

## Welcome...

**Welcome to Wendy Caulfield (pictured right) who joined us as the new Nominated Governor representing Friends of Robert Owen House earlier this year.**

Friends of Robert Owen House is an Isle of Man Charity supporting the work of the dedicated onsite relatives accommodation here at LHCH, Robert Owen House.

Neil Large, Chairman said:

"We are delighted that Wendy has joined the Council of Governors. We are extremely grateful to Friends of Robert Owen House who continue to support our fantastic relatives accommodation facility – last year they raised a phenomenal £75,000 to support the house."

"I'd like to also offer my thanks to Glenda Corkish, Chair of Friends of Robert Owen House who served on the Council of Governors until her term of office came to an end in December 2018."



Robert Owen House



Healthy Lungs event raises awareness of the importance of early diagnosis

**Liverpool Heart and Chest Hospital NHS Foundation Trust and Halton Borough Council is hailing a 'Healthy Lungs' event held at Halton Stadium in June a success.**

The event was well attended and dozens of attendees received information on diagnosing respiratory conditions and tips on correctly using an inhaler.

Scott Hawkes and Paul Maines, Respiratory Physiologists at LHCH said: "We were delighted to have been given the opportunity to raise awareness of the importance of the service we provide at LHCH and in the community which ensures essential diagnosis and treatment of lung disease. We hope that those who attended found the session informative. Molly Hancox, Assistant Physiologist also facilitated a number of Spirometry tests for those attending the event."

In 2018/19 the LHCH service saw around 18,777 patients for Spirometry tests alone across all services in both the community and at the hospital. It is an important first line test for the early diagnosis of lung disease.

If you missed the event and would like to hear the talk then you can watch this and view the presentation slides via our website <http://www.lhch.nhs.uk/about-lhch/membership-zone/membership-events/>



### SING ME MERSEYSIDE

**will be singing at Liverpool One on Sunday 8th September 2019 and we are very grateful proceeds will support LHCH Charity. Why not come along between 1.30 and 3.30pm on the day to hear their music and share the fun.**

More details will follow shortly on our website [www.lhchcharity.org.uk](http://www.lhchcharity.org.uk)

## Support LHCH Charity with Amazon Smile

Did you know you can support LHCH

Charity without spending a penny?

For every purchase you make on Amazon Smile LHCH Charity will receive a percentage of the total spend (minus postage and VAT). It's really easy to participate just go <https://smile.amazon.co.uk/> and select **Liverpool Heart and Chest Hospital Charity** as the charity you are supporting. Every time you shop LHCH Charity will receive a donation which will help us support people living with heart and lung disease – and that will certainly make us smile.







# Over to you

Some of the recent messages LHCH has received on our social media channels.

*Had an ablation procedure recently. Dr Modi was brilliant. He explained everything in advance, put me right at ease, and did a fantastic job. The whole team was excellent and made the experience much easier to deal with. Thank You!*

*Fantastic staff and clean wards.*

*Cannot thank the surgeons, doctors, nurses and all other staff on Oak Ward enough after my LVRS surgery. Everyone was amazing and I was looked after so well over my three weeks stay there. Thank you again.*

## Get social

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



Twitter @LHCHFT



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



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

*Where do I start in thanking this hospital for saving my life. I was referred from Manchester for heart surgery. My Aortic Valve required replacing. From the moment I entered this hospital I was treated with care, compassion and understanding.*

*After numerous tests my surgery was planned and I was admitted to Cedar Ward, the staff on that ward are exceptional. I had my surgery which turned out more complex than tests shown, six hours in Theatre. I was sent to Intensive Care to start with, 24 hours on there and then back to Cedar Ward.*

*Now nearly two weeks on, I'm home and recovering well. I have so many people to thank including the ACHD Team, Cedar Ward, Anaesthetist and his team, Theatre Staff, my absolutely amazing Surgeon,*

*Intensive Care, Cardiac Consultants, all the staff who cared and cleaned my spotless room and the cafe and care facilities on site.*

*I have never been to a hospital like this and the way I have been treated I can only describe is like private health care. To have every specialist under one roof, you've achieved the best possible care for your patients.*

*Each and every one of you that works here should be so proud. You guys saved my life, you ensured I get to see my little girl grow up. Keep up the exceptional work you do, I would never be able to thank you enough, you're truly amazing.*



## 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](mailto: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/>**

## Email 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.

## Contact us

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](mailto:membership.office@lhch.nhs.uk)**

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