

membersmatters



**BEST
OF THE
BEST**

LHCH Grand
Awards 2018
**Awards
winners
announced**

Pages 6-7

ALSO
IN
THIS
ISSUE

**LHCH
team wins
national
Nursing
Times
Award**

Page 2

Liverpool FC legend helps
launch Liverpool Centre for
Cardiovascular Science
– Page 5

**Meet your new
Governors**

Page 11

Welcome

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

2018 has been a memorable year for us here at LHCH. We have celebrated 70 years of our beloved NHS and have been voted top in the country for 'Overall Patient Experience' in the Care Quality Commission's National Inpatient Survey 2017. More recently we were delighted for our teams to be nationally recognised in the Nursing Times Awards and to acknowledge individual and team successes at our very own 'Best of the Best' LHCH Grand Awards 2018.

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.

May we take this opportunity to wish you a healthy and prosperous 2019.



Neil Large MBE,
Chairman



Jane Tomkinson OBE,
Chief Executive

Theatres team win national Nursing Times Award



At the Nursing Times Awards 2018 on 31st October, we were delighted that our Theatres Team were announced as the winners of the Surgical Nursing category.

LHCH teams were also shortlisted in three other categories. Congratulations to all LHCH teams involved for this national recognition.



Coming in 2019 – new major developments for LHCH

As part of our vision to 'be the best' the Trust will shortly embark on three major development schemes to further improve and enhance the patient and staff experience.

CT and MRI Scanner

This development scheme aims to improve the capacity of diagnostic imaging therefore reducing diagnostic waiting times. The new facility will provide state of the art imaging equipment and a calming environment for patients and staff.

Private Patients Unit

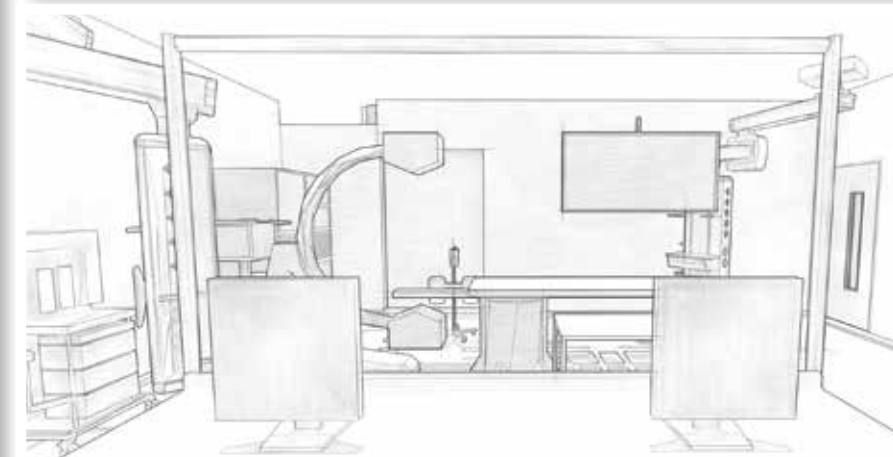
We are making big changes to our private patient service at LHCH as part of our plans to increase the important contribution it makes to our NHS services.

Part of this change is the development of a new dedicated 9-bed private patient unit which is scheduled for completion in spring 2019.

Catheter Laboratory Refurbishment

The Trust is investing in the refurbishment of our existing Catheter Laboratories. This includes investment in a new Cath Lab to provide decant facilities for the refurbishment of the other labs over the next 2-3 years. The new state of the art laboratories are designed to facilitate the 'best' patient care possible.

Pictures show some early architect impressions of the CT and MRI Scanner Project and plans for Catheter Laboratories (bottom right).



Liverpool signs up to plans to cut obesity and heart disease

Liverpool City Council and NHS Liverpool CCG have signed up to the Local Government Declaration on Healthy Weight, developed by charity Food Active in partnership with Directors of Public Health.

Nearly two thirds of people in the city are overweight or obese, and almost one in three children do not have a healthy weight. The pledge includes 14 commitments which local authorities are asked to sign up to and be accountable for.

- They include:
- Engaging with local manufacturers, retailers and caterers to encourage them to offer and promote healthier food and drink options
 - Making healthy food and drink more available in public buildings
 - Protecting children from inappropriate marketing such as advertising and marketing in close proximity to schools; 'giveaways'

and promotions within schools and at events on local authority controlled sites.

Liverpool has also identified four other local priorities:

- **Children and young people** – promote healthy weight and increase physical activity for children and young people through up to the age of 19, and the uptake of breastfeeding for babies
- **Campaigns** – undertake behavioural insight work and social marketing campaigns to raise awareness and change behaviour to promote healthy weight (building on the success of Save Kids from Sugar)
- **Communities** – work with local communities to mobilise demand for healthy environments and food choices
- **Training** – all frontline staff in health

and social care to have training in giving advice, to provide consistent messages about healthy weight.

Also launched at the event was a Cardiovascular Disease Prevention Strategy. It is focused on tackling the five key factors that have the biggest impact in preventing heart attacks, strokes and related conditions – diet, smoking, physical activity, alcohol and mental wellbeing. It also highlights the need for improved clinical care in high risk conditions (such as high blood pressure, high cholesterol and atrial fibrillation) where late diagnosis and condition management remains common. The aim is to place more emphasis on actions that promote the conditions for good health rather than simply improving Liverpool's ability to respond to disease.



Liverpool Centre for Cardiovascular Science launch

To coincide with World Heart Day, former Liverpool FC manager Gérard Houllier helped to launch a new collaborative research initiative to improve the heart health of the Liverpool City Region.

LHCH has partnered with The University of Liverpool, Liverpool John Moores University and Liverpool Health Partners to create the Liverpool Centre for Cardiovascular Science (LCCS).

Liverpool City Region has some of the poorest heart health in the country, with the highest levels of cardiovascular disease and stroke, as well as associated health inequalities. The new centre aims to address this poor record through the development and application of collaborative research and innovation in cardiovascular science.

Nearly 200 people attended the launch at Liverpool Town Hall and heard from Mr Houllier, LCCS director Professor Gregory Lip and Liverpool City Region Metro Mayor Steve Rotherham.

Professor Lip, an internationally renowned clinical researcher with a major interest into atrial fibrillation, said: "This is a very exciting collaboration with the potential to make a major positive impact on the heart health of the Liverpool City Region and beyond."

"A key focus of our research interests will be to reduce the number of preventable cardiovascular disease deaths by identifying people at risk and devising treatment strategies earlier rather than later."

In 2001 Mr Houllier was rushed to

hospital to undergo emergency heart surgery at LHCH after suffering chest pains during a match at Anfield.

He said the centre is "bringing together the best minds" to improve cardiovascular disease detection and treatment. He also said that as a former football manager he particularly liked the collaborative nature of the initiative, adding that "we all know that we win as a team, but we lose alone."

Steve Rotherham, Metro Mayor, said: "Cardiovascular disease is a huge issue for many people in our city region, killing thousands and reducing the quality of life for many more, so this exciting new centre is a cause for real hope and celebration."

World Heart Day

LHCH was delighted to support this year's World Heart Day awareness campaign at the end of September.

As well as the formal launch of the Liverpool Centre for Cardiovascular Science (see page 5), LHCH clinical staff took part in a number of heart health events and activities.

Mr Bil Kirmani, Consultant Cardiac Surgeon, visited Liverpool Blue Coat School to talk to sixth form students hoping to pursue a career in medicine (pictured right). As well as practical demonstrations, Mr Kirmani provided the students with an insight into a day in the life of a cardiac surgeon, and gave helpful advice about applying for university.

Knowsley Community Cardiovascular Disease Team also visited Yew Tree Primary Academy in Knowsley, to raise awareness with pupils in Years 4, 5 and 6 about heart health, healthy eating, and the importance of physical exercise.

Meanwhile Dr Tim Fairbairn, LHCH Consultant Cardiologist, was also interviewed live on Sky News (pictured below) about heart health.

For further information about World Heart Day, please visit: www.world-heart-federation.org/world-heart-day/



Today's research, tomorrow's treatment

For many years LHCH has pioneered public and patient involvement in all aspects of the hospital environment, including research.

Research features strongly in our strategic planning, with the aim of improving the health of patients through research and innovation.

At LHCH we are passionate about the involvement of patients, carers and members of the public and

therefore back in 2006 we established the Service User Research Endeavour (SURE) Group.

Members of the SURE Group receive approved research training and hold an honorary contract and work with our clinicians and Research Committee to help define, implement and monitor the Trust's research. They also contribute to improving the quality of research applications, and review all research documentations

given to patients.

How you can help

As a patient or carer you can give a valuable contribution, not only by agreeing to participate in a research study, but also by becoming a valuable member of this group.

If you are interested in joining the SURE group, please contact Dr Bashir Matata on telephone number **0151 600 1380** or email: bashir.matata@lhch.nhs.uk

LHCH Grand Awards 2018

'Best of the Best'



Our annual 'Best of the Best' LHCH Grand Awards were held on Friday 30th November 2018 to celebrate the work and successes of our staff and volunteers during the year. The event took place at the Crowne Plaza Hotel, Liverpool City Centre and the host of the awards was Professor Rod Stables, Consultant Cardiologist (Pictured left). Congratulations to all of our nominated and shortlisted individuals and teams.



The winners on the evening were as follows:

Compassion in Care Award 2018 sponsored by Medirest

Laura Kidman, Housekeeper, Birch Ward
(accepted by Claire Harvey, Ward Manager, Birch Ward). 1

Innovation of the Year Award 2018 sponsored by Innovation Agency

Dr Tim Fairbairn, Consultant Cardiologist
(accepted by Dr Rebecca Dobson on Tim's behalf). 2

Significant Impact to Patient Safety Award 2018 sponsored by Weightmans
Diabetes Service Team. 3

Quality Improvement Award 2018
Effective Management of Blood Products Team 4

Employee of the Year Award 2018 sponsored by Hill Dickinson
Annie Joseph, Outpatients Manager 5

Volunteer of the Year Award 2018
Vera Hornby 6

Leader of the Year Award 2018
Joanne Jones, Ward Manager, Cedar Ward 7

Patient Choice Award 2018
Nick Fahy, Assistant Physiologist
(accepted by Nick Shannon, Cardiac Physiologist on Nick's behalf). 8

Team of the Year Award 2018 sponsored by Day Architectural
Healthy Lung Team 9

CEO Special Appreciation Award 2018
Supplies Team 10

Excellent, Efficient, Compassionate & Safe Gold Awards 2018 were also presented to **Coronary Care Unit, Critical Care Unit, Holly Suite, Oak Ward and Catheter Labs.**

Charity news update

What a difference a year makes...

2018 has been a memorable year for LHCH Charity. Below are some of the highlights:



In **February** we became the first hospital in the UK to launch a programme of both robotic heart and lung surgery. The benefit of this service to our patients is amazing and this has been made possible thanks to donations from our supporters.



The NHS turned 70 in **July** this year and to help us celebrate our staff and supporters got together to help us raise funds with our ChariTea – which raised nearly £5,000 for LHCH Charity in total.



We used some of these funds to help us purchase a special ECG monitoring device to help detect irregular heart rhythms in our patients.

It seemed to be mountain climbing month in **September** with Simon Martin and Nathan Liptrot trekking to the base of Mount Everest and work colleagues from J B & B Leach conquering Snowdon back here in the UK. Between them they raised nearly £10,000 for LHCH Charity.

The funds raised helped us to purchase



a new surgical head camera for use in training the surgeons of tomorrow.

In **October** the amazing Lowry family all got together, over 100 of them in fact, nothing unusual in that you might say but each and every one of them has been affected by heart disease. They turned their family party into a fundraiser raising over £400 for LHCH Charity.

And, of course, we launched our lovely range of Christmas Merchandise. We have raised over £8,000 so far with the sale of our Christmas cards, badges, bags, pens and trolley key rings.

Because of the funds raised we were able to purchase an “in bed cycle” which is used for patients have to stay in bed for long periods. This stops atrophy of muscles and the longer term complications of prolonged periods of immobility.

Thank you all our LHCH Charity supporters for making all of this possible.

‘Best of the Best’ Employee of the Month

Congratulations to our recent Employee of the Month winners who have been chosen by the 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.



October 2018
Peter Cook
Vocational Learning and Digital Systems Team Lead
“Peter successfully led the development and implementation of a new learning platform OLM and managed the project on time and within resources. He always goes above and beyond and has worked tirelessly to support the smooth transition from My PACT to OLM. He has also been pivotal to the development of apprenticeships, mandatory training and data reporting. He is well respected throughout the Trust and has exceeded all expectations.”



November 2018
Tracy Bowman
Nursing Assistant, Oak Ward
Tracy received nominations from patients and staff:

“Tracy demonstrates excellent care and compassion to patients every day. Within the last few weeks I have observed her staying behind after her shifts to comfort patients.”

“Tracy is fantastic with patients. She genuinely cares and makes us feel reassured. Her sense of humour is fantastic, a credit to the NHS. She is a beautiful soul who is heaven sent. I have no words for the amazing care she has given me.”



December 2018
Miss Susannah Love
Consultant Thoracic Surgeon
“Our contact with LHCH has been off the scale superb and I cannot thank all the outstanding professionals who have cared for my dad enough, alongside the medical supervision of Miss Love. Miss Love’s clinical opinion is pitched to the family group at the individuals level of understanding (a remarkable skill to watch). The way she encourages and explores questions reassured us that Dad is in the best care ever – her care. The universal admiration and confidence the team have of Miss Love was so reassuring for Dad and the family.”



LHCH Allied Healthcare Professionals Awards 2018

LHCH colleagues celebrated the first National Allied Health Professionals Day on Monday 15th October.

The Allied Health Professions (AHPs) are the third largest workforce in the NHS. In the main they are degree level professions, and are professionally autonomous practitioners.

Congratulations to all shortlisted individuals and teams however, awards were presented on the day as follows:

- Best AHP Mentor – **Lyndsay Heaton, Radiology**
- Best Contribution to Service

Development – **Chris Wright, In Patient Physiotherapy**

- Best Patient & Family Champion – **Danielle Fleming, Rehab Therapy Assistant**
- Best AHP Team Lead – **David Barber, Community**
- Best AHP Assistant – **Suzanne Yates, Community Stroke Team**
- Best Registered AHP – **Ruth Johnson, Dietician** and **David Johnson, ODP**
- Best AHP Team – **Occupational Therapy Team**



Ruth and David Johnson – Best Registered AHPs

Membership recruitment at LJMU

Governors, volunteers and student mentors joined together recently to host two LHCH Foundation Trust Membership stands at Liverpool John Moores University (LJMU) earlier in the autumn.

Thanks to their efforts we were pleased to welcome over 150 new members to the Trust.

Tommy Hornby, Ruth Rogers, Vera Hornby are pictured with student mentors and Michelle Laing from LJMU.



Allerton health event is great success

Our most recent health event was held on Thursday 22nd November at Morris Hall, Bridge Chapel Community Centre, Allerton where we heard about LHCH, who we are and what we do and learnt about diagnosing respiratory and sleep disorders from our specialist teams.

Dorothy Burgess, Public Governor – Merseyside who hosted and organised the event said: “The

feedback we received from the event was very positive and our speakers were able to make a real difference by raising awareness and providing health guidance. We are very grateful to Bridge Chapel management and staff who made us very welcome at their superb venue and our speakers who delivered very informative presentations and then hosted a lively Q & A. Thank you.”



Trevor Wooding, Senior Governor, Paul Maines, Respiratory Physiologist, Dorothy Burgess, Public Governor – Merseyside, Scott Hawkes, Respiratory Physiologist, Dot Price, Pulmonary Function Manager and Neil Large MBE, Chairman.



Meet your LHCH Governors

Following elections held earlier this year we have welcomed the following new Governors to LHCH. *Members Matters* asked “why did you want to carry out this role?”

Rachel Glynn Williams, Public Governor – Merseyside

“I have 20 years’ experience working as a senior clinician within the NHS and most importantly, 44 years as a service user with Cystic Fibrosis. The CF team at LHCH has kept me well for 28 years. I am very keen to combine my professional and personal experiences to represent and advocate for people on Merseyside who use the services of LHCH. I wanted to contribute my skills, time and enthusiasm to support the work of this remarkable organisation and the wider LHCH community.”



Joan Burgen, Public Governor – North Wales

“I wish to support the outstanding work of LHCH for North Wales patients with serious and acute heart and lung conditions, particularly new developments such as:

- The introduction of innovative robotic surgery techniques which minimise pain, hasten recovery and reduce the time spent in hospital a long way from home.
- The development of the new service for people with inherited heart conditions. At the moment these patients have to travel to Leeds or even Newcastle for their treatment.
- A smoother Welsh referral pathway to LHCH.
- Follow-up and support for patients returning to North Wales.”



Dusty Rhodes, Public Governor – North Wales

“I was a patient at LHCH for many years, receiving outstanding care and treatment. The expertise and research carried out at the hospital eventually enabled my complex condition to be treated by the consultants. After my procedure I am now able to live a full and active life, and would like to show my appreciation by becoming more involved with the future of the hospital. I feel it is important that rural Wales is represented on the Council of Governors.”



Lindsey Van Der Westhuizen, Public Governor – Cheshire

“In May my mother was admitted to

LHCH and the care received from all staff was excellent. The support also provided to myself and my family during this time was exceptional, as well as greatly appreciated. As a result, I would like to give something back. As a Governor, I hope that my finance and business skills will contribute in some way towards driving strategy and ensuring that aims, objectives and targets are exceeded so that patients continue to receive Excellence.”



Ron Smith, Public Governor, – North Wales

“I was extremely impressed with Liverpool Heart and Chest Hospital when my wife had a double heart bypass in February 2017. Having given up two roles, as a Business Adviser and as a School Governor, ex chair of some 15 years, to look after my wife pre and post operation I now find that I have time to ‘give something back’ and see this as appropriate in the role of governor. Reading the notice of a Governor vacancy I felt that the many skills I have acquired give me the expertise necessary for me to make a useful contribution.”



The existing Staff Governors have also been joined by **Matt Greene, Staff Governor** who will be representing Non Clinical staff. Matt said:

“I have always been passionate about the NHS since starting my career as a Receptionist in a GP Practice. I have since worked in various NHS organisations in the North West and it has been fantastic to be able to help improve Health Care Services that are local to me and my family. I feel I can help make positive changes at LHCH and make sure patients are at the heart of all decisions.”

A full list of all our public, staff and nominated governors are available on our website <http://www.lhch.nhs.uk/about-lhch/council-of-governors/>

Positive Thinking by Megan Smith



Congratulations to the talented Megan Smith, Meet & Greet Volunteer who wrote this winning poem which she read at the recent Pause

for Hope ceremony held at the Metropolitan Cathedral in Liverpool.

"Cancer a word that brings fear to your heart
Where did it come from?
When did it start.
Your life will change in so many ways
Will there be no more sunshine
Just rainy days
Your not alone all the fear you will dread
When on those days you can't get out of bed
A walk into clinic at a slow steady pace

Results of your tests
With courage you face
Treatment to help all the pain and the crying
Of course you're afraid
No point in lying
But in the midst of all that you have to endure
You can keep up your strength
See behind the closed door
Look to the future with hope in your heart
A new beginning this is the start."



Write to us!

In the spring edition of Members Matters we will be introducing a new feature highlighting patient and family recent experiences from LHCH.

If you would like to provide feedback for this feature please write to us by:

- Emailing membership.office@lhch.nhs.uk
- Post to **Membership Office, Liverpool Heart and Chest Hospital NHS Foundation Trust, Thomas Drive, Liverpool, L14 3PE.**

Please indicate in your letter that you are happy for your letter to be published and indicate if you would like your name to be printed or to remain anonymous. Please note we cannot guarantee publication and this will be subject to the discretion of the editorial team.

Members' Survey 2018

Thank you to all of our members who took the time to complete our recent Members' Survey.

We were overwhelmed with the positive feedback, suggestions and ideas for this newsletter and our forthcoming events calendar. All of these have been considered by the Council of Governor's Membership and Communications Sub Committee. Our events calendar for 2019 will be published in the spring edition of Members Matters and on our website www.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/>

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

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