

# membersmatters



**Further  
steps 'to  
be the  
best'**

**70**  
**YEARS**  
OF THE NHS  
**1948 - 2018**

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ALSO  
IN  
THIS  
ISSUE

**Number 1**  
**in the**  
**country**  
**for 'overall**  
**patient**  
**experience'**

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BBC Hospital  
series to feature  
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## Welcome

Welcome to the autumn edition of *Members Matters*, the magazine for staff and public foundation trust members of Liverpool Heart and Chest Hospital. As you will read in this newsletter we are proud to be the top hospital in the country for 'Overall Patient Experience', as voted by our patients in the Care Quality Commission's National Inpatient Survey 2017.

We are also pleased to welcome the production team from the BBC 2 series *Hospital to LHCH* who will be onsite over the autumn. We look forward to showcasing some of the specialism and innovative work we do here on a day to day basis.

In July we enjoyed our NHS 70 celebrations and we have included a collection of photographs from this momentous occasion. We are also looking forward to recognising the achievements of our teams and individual staff at the 'Best of the Best' LHCH Grand Awards later in the year and welcome your nominations.

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,  
Chairman



Jane Tomkinson,  
Chief Executive

# LHCH is No.1 in the country for 'overall patient experience'

For the ninth time in 12 years, patients have rated LHCH as the best hospital in the country.

### The results were revealed in the Care Quality Commission's National Inpatient Survey 2017.

The 15th annual survey of adult inpatients looked at the experiences of more than 72,000 people who were admitted to 148 NHS hospitals across the country.

It considered areas such as admission to hospital, the hospital ward, doctors and nurses, care and treatment, operations and procedures, leaving hospital, as well as the overall patient experience. It aims to highlight what patients think about the care and treatment they receive and the

feedback helps trusts to understand where improvements can be made.

As well as being rated TOP in the country for 'overall patient experience', the findings for LHCH showed that patients assessed us as the best trust in the country in two further survey sections, as follows:

- The hospital and ward
  - Your care and treatment
- The survey also found that LHCH was rated first in the country in four other specific areas:
- Receiving help from a member of staff within a reasonable time

Jane Tomkinson, Chief Executive, said "These exceptional survey results demonstrate once again that patients coming to Liverpool Heart and Chest Hospital recognise that they receive the very best care and treatment possible.

"We are enormously proud of this 'No 1 overall score', which supports our reputation as an 'Outstanding' CQC rated Trust, and which is also testament to the professionalism and dedication of our staff who devote all their energies into providing outstanding levels of care for every single patient as well as their family."

Inspected and rated

Outstanding



Care Quality Commission



## BBC Hospital Series to film at LHCH

The BBC has announced that series four of award winning documentary series *Hospital* will return to BBC Two next year filming across several Trusts in Liverpool.

It will continue to unveil the incredible work that goes on at some of the country's largest NHS Trusts to ensure patients get the best possible care and the challenges and pressures they face at a time when the NHS continues to be under scrutiny.

The hospitals opening their doors to the critically-acclaimed series, made by Label1, include The



Royal Liverpool University Hospital and Broadgreen Hospital, Aintree University Hospital, Liverpool Women's Hospital, The Walton Centre and Liverpool Heart and Chest Hospital.

The series has previously filmed at the Imperial College Healthcare Trust London and Nottingham University Hospitals NHS Trust. Over the years

Hospital has generated stories which have hit the headlines including the chronic bed shortage and also going beyond the hospital walls with social services and local mental health care providers.

Jane Tomkinson, CEO at LHCH said

"We are delighted that Liverpool Heart and Chest Hospital will feature in the next series of *Hospital*. Liverpool has a fantastic healthcare system with collaborative working between hospitals, cutting edge treatments and dedicated staff that we look forward to sharing with viewers of the series."

## LHCH Grand Awards 'Best of the Best' 2018

Our annual 'Best of the Best' staff awards will be held on Friday 30th November and we are now inviting nominations.

**There are ten award categories that will be presented on the evening. Staff can nominate for their colleagues or team via the staff intranet.**

We are also looking for patients (or a family member or carer of a patient) that have been treated at LHCH or out in the community since January 2018 to nominate their unsung hero for the Patient Choice Award 2018.

Did a member of staff 'shine' during your patient or family experience? If a member of staff has made a difference to you over the last 12 months, why not nominate them for this award and ensure they get the recognition they deserve.

You can nominate a member of staff for our annual Patient Choice Award by visiting our website <http://www.lhch.nhs.uk/news-archive/2018/july/nominate-for-the-lhch-patient-choice-award-2018/>

Please note the nomination deadline is **Friday 12th October 2018.**

Alternatively, paper copies of all nomination forms are available by contacting [Ali.Sampson@lhch.nhs](mailto:Ali.Sampson@lhch.nhs).

uk or [CorporateCommunications@lhch.nhs.uk](mailto:CorporateCommunications@lhch.nhs.uk)





# Celebrating NHS 70

On 5th July 2018, LHCH staff celebrated 70 years of the NHS with a BBQ. The event was officially opened by three members of the team Joan Walsh, Gaynor Clair and Tom Teague – all shared the same age as the NHS.

For more information on NHS 70 please visit [www.lhch.nhs.uk](http://www.lhch.nhs.uk) where you will find a number of videos and resources.



Representatives from LHCH also attended a special anniversary service organised by NHS England at Westminster Abbey and York Minster (pictured below).



## RESEARCH AT LHCH

# WE NEED YOUR HELP

**Liverpool Heart and Chest Hospital in collaboration with The University of Liverpool is conducting a research study to try and prevent heart failure patients from developing kidney failure due to their medication.**

This is a common problem leading to recurrent hospital admissions and sub optimal treatment of the underlying heart condition. The research is funded by the National Institute of Health Research, UK and supports a full time PhD student. The first part of the study has been to use anonymised data from over 300,000 heart failure patients across the country to understand the incidence of this and identify factors contributing to the problem.

To support the study patients from LHCH have formed a steering group with major input to the design, running and future direction of this important work. Our "research patient ambassador" Keith Wilson (inset) has led on this and now needs your help!



We are aiming to develop a new form of home monitoring so that patients can easily check their own kidney function without having to visit their GP or hospital for a blood test.

We want heart failure patients to tell us how they would most like to achieve this and are asking for anyone with heart failure to fill out the questionnaire on the link below.

The survey asks 16 short questions and should take no more than 10 minutes to complete. All answers are anonymous and no personal data will be used. If you could spend some time to give your opinion, it will surely benefit other patients like yourselves in the future.

You can take part in this research by completing the survey here:

**[https://www.surveymonkey.co.uk/r/Heart\\_Failure\\_Technology\\_Study](https://www.surveymonkey.co.uk/r/Heart_Failure_Technology_Study)**

And for any further queries or to contact me: **[aalnahe@liverpool.ac.uk](mailto:aalnahe@liverpool.ac.uk)**

This project is aimed at improving the care of heart failure, and we are passionate about improving health and support for these patients.

For further info about the work we are doing to help heart failure research, visit our website: **<http://tinyurl.com/NIHR-PERMIT>**





# Aspen Suite opens to patients

In July, our new dedicated Day of Surgery Admission facility welcomed its first patients. The unit is named Aspen Suite and is located within close proximity to the operating theatres (pictured).

Traditionally LHCH patients have always been admitted for cardiac and thoracic surgery the night before the day of operation. More recently there has been a move towards same day admission or day of surgery admission in which patients are admitted to hospital on the day of surgery.

Day of surgery admission has considerable advantages for patients and the Trust, as summarised below:

- Improved patient experience/satisfaction
- Reduced length of stay
- Increased bed capacity
- Efficient and effective use of resources
- Reduced cost – incurred with an additional bed day.



# Electronic Patient Records goes live in the community

We are delighted that the first two phases of our chosen EPR Community solution, EMIS Web have now successfully gone live with the following services:

- **Cardiac Rehabilitation** – Supporting the delivery of improved outcomes for people who have been diagnosed with heart or vascular disease
- **Heart Failure** – Supporting the delivery of highly complex care for patients diagnosed with heart failure
- **Stroke** – Supporting the delivery of care for newly diagnosed stroke cases in the community
- **Rapid Response** – Supporting the delivery of patient care in their home 24 hours a day, 7 days a week
- **Early Supported Discharge** – Supporting the early discharge of respiratory patients following an acute hospital admission in local District General Hospitals.



The solution has delivered many benefits and is deemed by clinical staff as a much more efficient and effective way of working enabling seamless care for our patients.

The project is on-going and work is now underway to implement

Pulmonary Rehabilitation and Home Oxygen services across both Knowsley and Liverpool in October. The overall plan is to have a fully implemented EPR Community service completed in early 2019.



## LHCH rounders team win NHS Games

Our LHCH rounders team swooped to victory in the North West NHS Games this summer.

The North West NHS Games is an annual event to encourage NHS employees to come together to take part in a series of fun and friendly sport competitions. Congratulations to all members of the team involved who are pictured with family at the event.



(left to right) Debbie Cunningham, Paula Fagan, Matt Beckly and Dr Nick Palmer

## Urgent Inpatient Referrals showcased at iLinks 2018

Key members of the Urgent Inpatient Referrals project team attended the annual iLinks conference held at Aintree Racecourse to present the new urgent inpatient referrals application which went live in April this year.

The presentation was well received with interest shown by other NHS organisations with a view to rolling out the electronic 'at a glance' application elsewhere.

Members Matters was proud to hear Dave Murphy, Head of Digital Healthcare was also part of the winning team 'Life Games' at the Hackathon held at iLinks 2018. The winning team developed a concept for an app aimed at 8-13 year olds.



# LHCH teams shortlisted for Nursing Times Awards

Our teams have been shortlisted in the following four categories for the Nursing Times Awards 2018:

- *Nursing in the Community* – **Respiratory**
- *Respiratory Nursing* – **Healthy Lung Project**
- *Patient Safety Improvement* – **Reducing patient falls and keeping patients safe**
- *Surgical Nursing* – **Theatres**

Congratulations to all staff involved in these nominations – we look forward to hearing the outcome of the awards ceremony which will take place in London on 31st October 2018.



Theatres



Healthy Lung Project



Reducing patient falls and keeping patients safe



## LHCH staff visit Ogwen Valley

On 8th September, European Heart Valve Day Mr Bil Kirmani, Consultant Cardiac Surgeon and colleagues visited Ogwen Valley Mountain Rescue centre for a tour of the facilities and took part in a spectacular valley hike.

The team attended following the kind invitation from Bill Dean, a volunteer of the centre who was treated at LHCH for an aortic valve replacement in 2015. Bill made a fantastic recovery and is now back to his hobbies of skiing and hiking!



## ‘Best of the Best’ Employee of the Month

Congratulations to our recent Employee of the Month winners who have been selected by the panel for their outstanding service. You can nominate your unsung heroes by using the nomination cards and post boxes located around the hospital.



**June 2018**  
**Jan Barton**  
**Research Nurse**

“Janet is the sole research nurse working on RIPCORD 2 - a multi-centre trial run by LHCH. Janet is the top recruiter for the country and has consented over 350 patients. Janet often starts her day early screening for potential patients, works through lunchtime and stays late on numerous occasions. Janet has an excellent bedside manner and maintains the highest standards. She is often the first point of contact for patients and their family. With this in mind, Janet is an outstanding ambassador for the Trust.



**July 2018**  
**Jeanette Broome**  
**Catheter Lab Manager**

“Jeanette has settled into her new role so quickly and is always supportive in her role. She has refreshed the department, is always approachable and able to help no matter how busy she is. Jeanette is a breath of fresh air as a manager – always listens and delivers.”



**September 2018**  
**Marie Wheadon**  
**Healthcare Assistant**

“My daughter had a serious operation and it didn’t really go to plan - we all had a terrible time. When we got back to the ward the nursing staff and Marie were waiting for us. Marie knew that my daughter would be in the best hands and gave me a big hug that meant the world to me as a parent. My daughter goes on Maple Suite a few times a year and Marie is always there with a cup of tea and a trifle. Marie is always there for the patients and their families.”

**August 2018**  
**Max Fargin**  
**Porter**

“I came across a patient who was clearly struggling as I was leaving work one evening. When asked for assistance Max put down his own meal and was very polite and helpful. I believe he deserves recognition for his kindness and quick response. Max clearly demonstrates our LHCH values and behaviours and should be congratulated.”



Everton FC legend, Ian Snodin attended the LHCH annual Celebration of Learning event recently which recognised achievements in education and learning with an awards ceremony.

Congratulations to all the nominees of the awards. The winners were announced as follows:

Recognition of Learning: **Charlotte Noce**, Human Resources

Mentor of the Year: **Charlie Cowburn**, Elm Ward

Contribution to Education: **Joy de Souza**, Critical Care Education Team.

## Celebration of Learning





## Charity news update

### Blackpool bike buddies

**Karl Burgess, Michael Pye and several of their friends recently undertook the 50 mile cycle ride to Blackpool as part of their pledge to raise £1,000 for LHCH Charity by Christmas.**

With nearly £400 raised already and further bike rides planned for October (Liverpool/Chester/Liverpool) and The Santa Ride to Llangollen in December we don't think they will have any problems getting to their target!

If you would like to support them, either by making a donation or taking



part then please get in touch with the Charity Office, located close to the Outpatients Department.

### Ryan's rocking night

**Ryan Davies and his family organised an evening of Rock and Roll at their local pub in Llandudno to raise funds for the Critical Care Unit where his father Bob was cared for following his life-saving heart bypass surgery last year.**

They raised an amazing £1,800 on the night and brought the funds together with some extra treats for the staff when they came to visit the Charity Office.



### Christmas merchandise out now

**LHCH Charity has taken delivery of the 2018 stock of Christmas merchandise including four beautiful card designs and a lovely Christmas Tree badge.**

To find out more have a look at our website [www.lhchcharity.org.uk](http://www.lhchcharity.org.uk) or Spotlight Magazine. Alternatively please give the Charity Office a call on **0151 600 1409** and we will send an order form out to you.

If you order over £10 worth of goods (excluding postage and packing) in September and October you will be entered into a prize draw to win a £150 Radley Watch. Good luck.



## Governor election update

**Following our by election held in North Wales earlier this year we are pleased to have welcomed Dusty Rhodes and Ron Smith to the role of Public Governor – North Wales.**

They will be joined by some more new faces (as a result of our more recent election) who will be announced at the Combined Council of Governors and Annual Members' Meeting on 18th September 2018.

A special thank you to those governors who have contributed to the Council of Governors over the years but will sadly be stepping down from the role at the end of the Combined Council of Governors and Annual Members' Meeting. Vera Hornby and Ken Blasbery are founder governors and have held the role since LHCH became a Foundation Trust in 2009. Both have contributed so much during their terms of office and their commitment to the role will be missed by all. Further thanks to



Dusty Rhodes (left) and Ron Smith.



Vera Hornby (left) and Ken Blasbery.

Alexandra Thompson and Amanda Clarke who are also leaving the Council of Governors having completed their terms of office.



### Mark adds to his medal haul

**Congratulations to Mark Allen, LHCH Public Governor – Cheshire who recently competed in Westfield Health British Transplant Games in Birmingham and picked up a bronze medal.**

He also helped break a world record at the International Convention Centre with the highest number of transplant patients in one place at one time. This was in addition to the Bronze Medal he achieved at the European Heart and Lung Games in Italy earlier this summer and a silver medal at Rotary International NW tournament which promoted organ awareness!

Mark has Cystic Fibrosis and had a lung transplant in 2005. He said:

"Early September saw NHS Organ Donation Week. I'm a walking demonstration of just how important and amazing organ donation is. If it inspires one person to sign up it's worth it. I use the games to get publicity for what you can achieve thanks to the kindness of a stranger. For more information on organ donation please visit <https://www.organdonation.nhs.uk/>"

### Summary Annual Review



Our LHCH Summary Annual Review publication was published at the Combined Council of Governors and Annual Members' Meeting and is available to download now on our website [www.lhch.nhs.uk](http://www.lhch.nhs.uk)



### Disability Awareness Day

Governors represented LHCH at the recent Disability Awareness Day event held in Walton Hall Gardens, Warrington. The event was a great success and Governors recruited a number of new members.



# Invitation to Health Event



Scott Hawkes and Paul Maines, Respiratory Physiologists.

**Join us at 11am on Thursday 22nd November, Morris Hall, Bridge Chapel Community Centre, Heath Road, L19 4XR.**

Hear about the work of Liverpool's specialist heart and chest hospital with an introduction from Joanne Shaw, Head of Nursing – Clinical Services and from Scott Hawkes and Paul Maines, Respiratory Physiologists (pictured) on 'Diagnosing Respiratory and Sleep Disorders'.

The talk will cover:

- Diagnostic testing for lung disease
- Inhaler technique
- Lung health
- Diagnostic testing for sleep disorders
- Improving your sleep

All welcome to attend. Please register your attendance by emailing **membership.office@lhch.nhs.uk** or by calling **0151 600 1410**.

## Members' Survey 2018

**All of our public members should have received a survey with this edition of *Members Matters*.**

To help us improve your membership experience we ask that you please complete and return this to the Membership Office using the freepost address provided. All surveys should be returned by **Wednesday 31st October 2018**.

The survey can also be completed online at <http://bit.ly/2PIIq2P>.



## 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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