

members matters

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

Our 'Best of the Best' LHCH Outstanding Award winners announced

See photo
special on
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**Further
steps 'to
be the
best'**



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Welcome

Happy new year and best wishes for 2017.

2016 was an 'Outstanding' year for LHCH and we look forward to continue our journey to 'be the best' - leading and delivering outstanding heart and chest care and research.

Welcome to our winter edition of Members Matters updating you on the latest news and developments from LHCH. If you have any feedback on this edition then please do not hesitate to contact the Membership Office on 0151 600 1410 or by emailing membership.office@lhch.nhs.uk
Best wishes



Neil Large
Chairman



Jane Tomkinson
Chief Executive

Hospital Chairman awarded MBE in New Year's Honours

The Chairman of LHCH has been awarded an MBE in The Queen's New Year's Honours list.

Neil Large, who joined LHCH in 2006 as a non-executive director before becoming Trust Chairman seven years ago, received the award for services to the NHS and said he was honoured to have been given the award.

"I was humbled when I first heard the news, however it's a great privilege to be given the award."

"Since starting at Leighton Hospital back in 1972, I have been proud to work for, and with, many good people at all levels throughout the NHS during the past 45 years, including many wonderfully skilled and compassionate colleagues who provide hands-on care on a daily basis to patients and their families."

Jane Tomkinson, Chief Executive at LHCH, congratulated Neil on his award adding that everyone at the hospital was 'exceptionally proud'.

She said: "Neil is an excellent Chairman and leader. He offers Liverpool Heart and Chest Hospital support, direction and unrivalled NHS experience gained over the course of almost half a century, whilst also placing the greatest emphasis on delivering

compassionate care to all our patients and their families.

"We are delighted to see his continuing contribution and passion for the NHS acknowledged in this year's honours."

Before joining LHCH, Neil was Director of Finance at the Cheshire and Merseyside Strategic Health Authority. He also spent time as Chief Executive of the Chester Health Authority and the Cheshire Family Health Services Authority.

Neil has been pivotal in driving our vision to be the best – a vision that was recognised by the Care Quality Commission (CQC) in September when we became the first specialist trust in the country to be rated 'Outstanding'.

He added: "To be associated with one of the country's leading specialist hospitals in providing safe, high quality care and treatment to patients across the North West of England, North Wales, the Isle of Man and further afield, makes me enormously proud."

Neil has also dedicated more than 20 years to the voluntary healthcare sector as a former trustee of Tarporley Cottage Hospital and currently with The Hospice of the Good Shepherd.

LHCH Main Entrance and Outpatients Department officially opened

Professor Ray Donnelly MBE, Founder of Roy Castle Lung Cancer Foundation and former Cardiothoracic Surgeon, visited LHCH on 17th November to officially open our Main Entrance and newly refurbished Outpatients Department.

The LHCH Main Entrance provides a new focal point for visitors and a fully staffed reception 24 hours a day, seven days a week. The new Outpatients Department benefits from a more spacious, modern and comfortable waiting area with automated self check in systems for patients and a brand new café facility.



Research at LHCH Did you know?

The Research Department at LHCH is taking on more and more research studies each month.

We have seen an impressive 60% increase in the number of studies we now offer to our patients since 2014. Our research studies cover all of the illnesses and conditions we treat as a specialist heart and chest hospital.

Did you know we are recruiting more patients than ever into trials and over the last 12 months we have recruited 850 patients into research studies?

- Our collaboration with the Royal Brompton Hospital created the Institute of Cardiovascular Medicine and Science (ICMS) it continues to benefit both trusts with the aim of sharing best practice to deliver better patient outcomes through advances in the diagnosis, management and treatment of cardiovascular disease.

● Congratulations to Dr Rod Stables, Consultant Cardiologist, (pictured above) who has been notified by the University of Liverpool that he has been recognised as an Honorary Professor. In addition, Professor Stables has also been appointed as chair of the British Cardiovascular Society Academic and Research Committee and is the first NHS doctor to hold this post.

● Our Research Patient Ambassador, Keith Wilson (pictured left) was praised recently for his presentation at the 10 year Anniversary Celebration of the National Institute for Health Research conference in London. Keith spoke about his role within LHCH at the conference, sharing the spotlight with a number of high profile and keynote speakers such as the Secretary of State Jeremy Hunt MP.



Revamped Critical Care Garden officially opened

In summer 2016, our Critical Care Garden – ‘Lorraine’s Garden’ – received a much needed makeover for patients and families to be able to enjoy a peaceful and relaxing outdoor space.

LHCH Charity supported the development with the help of K3 Construction, Whitfield and Brown and John Turner & Co who all pitched in to make the upgrade to the garden.

Lorraine's Garden is named after Lorraine Bell, a much loved Critical Care sister who passed away eight years ago. In the autumn, Lorraine's family visited the garden to see first hand the changes that had been made to the area and were joined by staff and contractors to mark the occasion.



Could you join our volunteering team?

We have a dedicated team of valued volunteers who work across the hospital.

Volunteers support our patients, their families, visitors and staff to support the services and care that we provide.

There are a number of ways in which you can help as a volunteer. Some of the examples of roles are listed below:

- Meet & Greeters – helping and escorting patients and visitors
- Mobile book service around the wards
- Helping in ward areas
- Assisting in Holly Suite, which is our day case unit
- Assisting in the outpatients or supporting departments
- Supporting in our community clinics

Interested? We are recruiting for volunteer roles in spring 2017 – you can apply via <https://www.jobs.nhs.uk/>. For more information on the role please visit our website <http://www.lhch.nhs.uk/about-lhch/volunteering-at-lhch/> or contact the Patient and Family Support Team on 0151 600 1639 or by emailing PFSTeam@lhch.nhs.uk



Camera competition winners revealed



Throughout the autumn, LHCH's public photography competition invited people to showcase their creative talents for the benefit of patients, families, staff and visitors.

With the incentive of having 50 shortlisted photographs displayed on canvas around the hospital site, the competition was a great success with well over 150 outstanding entries in four categories – nature, weather, buildings and a separate young person's category.

We are delighted to announce that Keith Parkinson was chosen unanimously by the judging panel as the overall competition winner for his lovely 'morning dew' nature image (pictured left).

The other best in category photographers were (pictured below left to right) Max Jones, Weather; David Jones, Buildings; and Amy Hoskinson, Young Person.



'Best of the Best' LHCH Outstanding Awards 2016

The second annual LHCH 'Best of the Best' awards event was held on Friday 2nd December at the Crowne Plaza Hotel, Liverpool City Centre. Dr Jay Wright, Consultant Cardiologist, hosted the event on the evening and the awards winners were announced as follows:

Compassion in Care Award **Robert Owen House**

The team impressed the panel with the compassion, empathy and day to day support they provide for relatives during their loved one's treatment and stay at LHCH. **1**

Significant Impact to Patient Safety **Patrick Shaughnessy, Physiotherapist**

Patrick was awarded as a result of raising a safety concern which resulted in a national product recall. This undoubtedly reduced patient harm, preventing avoidable injuries and long term complications for patients. **2**

Innovation of the Year **Physiologist Led Linq Implant Service**

The winning team have set up an innovative new service which has improved our patient experience and relieved pressure on theatres. This 'Gold Standard' service has received interest from other centres who would like to replicate this service model. **3**

Efficiency of the Year **Cath Lab TAVI Team**

The work carried out by this multidisciplinary team has increased productivity and reduced costs whilst delivering excellent patient outcomes. The team have also improved patient experience by significantly reducing hospital length of stay. **4**

CEO Special Appreciation **Terry Lawes, Maintenance Manager and Dave MacMillan, Capital Projects Manager**

Dave and Terry were awarded in recognition of their work tirelessly behind the scenes to ensure that the LHCH estate runs smoothly and the successful

completion of our significant capital projects. **5**

Employee of the Year **Neill McNeill, Assistant Practitioner**

This award has been selected from the last twelve Employee of the Month Award Winners. The winner received multiple nominations from colleagues and patients for going above and beyond and providing patients and families with the very highest standard of care. **6**

Volunteer of the Year **Sam Semoff**

Sam was nominated for relentlessly supported the SURE patient advisory group for over 10 years in his own time. He is very worthy of this recognition. **7**

Leader of the Year **Elaine Gossage, Knowsley Community Services**

Elaine was nominated by multiple colleagues for her exemplary leadership. She is well respected and successfully led one of her teams in a tender exercise for an expanded service recently. **8**

Patient Choice **Dr Sion Jones, Registrar – Cardiothoracic Surgery**

Dr Jones was nominated by patients for going above and beyond the call of duty and in delivering truly exceptional patient care. **9**

Team of the Year **Surgical Intensive Care Unit**

SICU was awarded for making demonstrable measurable changes in terms of patient experience, workforce and huge savings in agency staffing costs. This team delivers outstanding care to our patients when they are most vulnerable. **10**



'Best of the Best' Employee of the Month winners

Congratulations to our most recent Employee of the Month award winners:

October 2016

Nishamol Boben, Sister, Critical Care

"Whilst my husband was having a serious operation during the night she kept in touch giving me comfort and continuously informing me about what was happening. Whenever I saw her she was always giving me a comfort hug. Even after the operation she was still concerned for me. This lady surely deserves the employee of the month award."



November 2016

Rose Moore, Cath Lab Assistant

"Rose excels in her job role and is a valued member of the Cath Lab Team. She provides outstanding care for all patients coming into the Cath Labs and we recently received feedback from a patient who underwent a procedure in the Cath Lab who wanted to say how impressed they were with the staff, but in particular with Rose. She is very caring and compassionate to every patient she meets."



December 2016

Cathy Dobson, Therapy Assistant from the Knowsley Community CVD Team

"Cathy has been working in the stroke team for a year and has had some exceptional written feedback from patients. This feedback highlights how Cathy will go the extra mile for her patients and with her personality helps to lift the gloom patients often feel following a stroke and discharge from hospital. Cathy makes such a difference."



New Year, New You event

The annual New Year, New You event was held on Monday 9th January and saw opportunities for staff to give the year a boost in terms of health and wellbeing.

Jane Tomkinson, Chief Executive, is pictured with Danny Woodworth, Merseyside Sports Partnership, after signing up to the workplace step challenge.

Long Service Awards

Congratulations to our staff who recently received long service awards for either 25 or 30 years service.

Pictured are three members of staff who achieved their 30 years service at the celebration event held on the 17th January from Jane Tomkinson, Chief Executive.



Julie Fletcher, Theatre Team Manager



Jackie Gillespie, Surgical Care Practitioner



Jan Naybour, Clinical Nurse Practitioner

LHCH turns 'Blue Monday' into 'Brew Monday'

Monday, 16th January is typically known as Blue Monday – when people feel at their lowest ebb after Christmas and in the middle of winter.

LHCH staff got together for a brew and a biscuit to keep cheerful and positive and tackle the stigma that stops many from asking for help.

Pictured are colleagues supporting Mersey Care's mental health awareness campaign and posing for their 'brewfies' on the day.

To find out more about the Brew

Monday campaign please visit [facebook.com/merseycarebigbrew](https://www.facebook.com/merseycarebigbrew) or twitter.com/The_BigBrew





Santander spread a little Christmas magic

Monday 5th December saw the lovely team from Santander visit to bring a little festive magic to the LHCH Main Reception.

The team, led by June Dunn whose daughter Laura is a patient here, not only did a fantastic job decorating the tree and reception area but thanks

to the generosity of Santander they also provided the funds to purchase them.

A big thanks to everyone who came along and helped make Christmas just that little bit more special for our patients and their families.

Heel a Heart Day 2017



8th March (International Women's Day) sees our second Heel a Heart day which aims to raise awareness of women and heart disease.

You can take part by getting your special Heel a Heart Day Badge from the Charity Office (0151 600 1409). Or why not get together with a group of your friends and hold a tea and badge party to help us raise funds? Just contact Robyn at the Charity Office and she would be happy to help.

Shop 'til you drop and support LHCH Charity at the same time!

We all shop online now because it's so easy and convenient. But did you know that every time you shop you could be donating to LHCH Charity at no extra cost to you at all?

By joining Easyfundraising whenever you shop on line we could receive anything from a 1% to 10% of the total cost of your shop. That's everything from groceries to holidays and it doesn't cost you a single penny.

It only takes a minute to join and there's a really handy reminder tool that you can download so you don't even have to think about it.

To sign up and make a big difference (Easyfundraising has already raised over £14 million for all sorts of different charities across the UK) just go to **www.easyfundraising.org.uk/causes/lhchcharity/** to sign up and start raising free funds for LHCH.



Exciting opportunity to join the Council of Governors of our 'OUTSTANDING' hospital



This spring LHCH will be running an election for the following Governor vacancies:

Public Constituency
3 Governors - Merseyside
2 Governors - Cheshire
1 Governor - North Wales
Staff Constituency
1 Governor - Non Clinical

By becoming a Governor you can help shape the future of our hospital and have a voice by representing the views of our members. To stand for this election you will need to:

- Be a member of LHCH and reside in the constituency of which you are standing for in the case of public governors (e.g. Merseyside or Cheshire). Alternatively, be a staff member and work in the classification of which you are standing (e.g. Non Clinical).
- Be able to spare a minimum of 3-4 hours on a quarterly basis to attend Council of Governors meetings and the Annual Members' Meeting (ideally more so you can participate in informal meetings such as working groups and community events).
- Have interpersonal skills including enthusiasm and willingness to contribute.
- Have basic IT skills and access to email.
- Experience in finance or a background in human resources would be preferred but not essential as training will be provided.

A nomination form to stand for election to these positions can be obtained from the Returning Officer following Notice of Election (Friday 5th May 2017) in the following ways:

- Telephone: 0208 889 9203
- Email: ftnominationenquiries@electoralreform.co.uk

Elected candidates will commence their term of office following our Annual Members' Meeting on Monday 25th September 2017.

Four of our governors will be stepping down from the role in the autumn as they come to the end of their final term of office.

Members Matters asked some of them:

What has been the most worthwhile aspect of the role?

Paula Pattullo, Senior Governor - **"WIN-WIN - it's kept my brain ticking by being interesting and absorbing, and benefitted LHCH!"**

Roy Stott, Public Governor - Merseyside - **"It allowed me in some small way to bring the needs of patients, carers and visitors to hospital management to be acted on."**

Mike Brereton, Public Governor - Cheshire - **"Being able to make a contribution to an 'outstanding' hospital and witness the life changing outcomes for patients and their families."**

Interested?

Come along to our open evening for prospective candidates on **Wednesday 19th April, 5.30pm - 6.30pm** in the Conference Room, Research Unit, Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE.

Find out more from Neil Large, Chairman, Lucy Lavan, Director of Corporate Affairs and Electoral Reform Services (ERS) who will be able to answer any questions you may have about the role or the election process.

To book your place on this session or for additional information regarding the role please contact the Membership Office on **0151 600 1410** or by emailing **Membership.office@lhch.nhs.uk**

You can find out more about the Council of Governors and their role by visiting our website **<http://www.lhch.nhs.uk/about-lhch/council-of-governors/>**. Watch out for videos of some of our governors explaining the role which will be available in the spring.



Council of Governors at their December 2016 meeting

‘Stroke Rehab’ – Thursday 23rd March 2017, 7pm, Chester Football Club

Join us for the first member event of the year on ‘Stroke Rehabilitation’ with Megan Richardson, Neuro and Complex Rehab Physiotherapist, and Carmel Richardson, Highly Specialist Speech and Language Therapist, at 7pm on Thursday 23rd March at the Blues Bar, Chester Football Club. Megan and Carmel promise the event will be interactive and interesting – find out what a stroke is, early treatment of a stroke at LHCH and the outcomes for our stroke patients.



There will also be an opportunity to ask any questions you may have at the end of the session.

‘Cardiac Devices’ – Wednesday 19th April, 7pm in the Conference Room, Research Unit, Liverpool Heart and Chest Hospital, Thomas Drive, L14 3PE.

Join us for a presentation from Dr Jay Wright, Consultant Cardiologist, on cardiac devices and will include:



The presentation will be delivered in jargon free terms and will include the following:

- An outline of those patients who should have a pacemaker, ICD or CRT device.
- Explanation of what a device looks and feels like.
- How to live with a device.

There will be opportunity to ask any questions you may have at the end of the talk.

Annual Members Health Event and Open Day – Saturday 6th May, 10am -1pm

Our annual health event and open day will take place onsite at LHCH on Saturday 6th May, 10am-1pm. On the day there will be opportunity to take a behind the scenes tour of some of our key departments as well as the chance to receive health and lifestyle advice. Full details of the full line up for the event will be available on our website and circulated in our next electronic edition of Members Matters in the spring. If you do not have access to a computer or electronic device and would be keen to find out more please contact the Membership Office on 0151 600 1410 for details.



‘Diabetes’ – Wednesday 24th May, 7pm at the Ramada Plaza Wrexham, Ellice Way, Wrexham, LL13 7YH

Sarah Jane Daley, Diabetes Specialist Nurse will talk about the link between Diabetes and Heart Disease, offer tips and advice on living with the condition along with detailing the treatments currently available.

This event is held in conjunction with Wrexham Health Support Group and Diabetes UK Wrexham Local Support Group.

Save the date - Combined Council of Governors and Annual Members’ Meeting – Monday 25th September, 4.30pm in the Conference Room, Research Unit at Liverpool Heart and Chest Hospital.



To book your place on any of the above events please contact the Membership Office on 0151 600 1410 or by emailing membership.office@lhch.nhs.uk. Please note the speakers of the above events are subject to change but correct at time of going to print.



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