

members matters

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

From Intensive Care to International Call Up

**Myka, Critical
Care Nurse, to fly
the flag for Great
Britain at Euros**

Full story on page 3

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

All Wards
Critical Care
Amanda Unit
Maple Suite
Oak Ward
out to Queen's Drive
Emergency Function



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WELCOME

Welcome to the first of our Members Matters newsletters for the year - we hope you enjoy reading it. If you would like to provide us with feedback about this newsletter please do not hesitate to contact our Membership Office on 0151 600 1410.

Best wishes
Jane Tomkinson
Chief Executive

Jane awarded OBE in New Year's Honours



The Chief Executive of LHCH has been awarded an OBE in The Queen's New Year's Honours List.

Jane Tomkinson, who joined LHCH in October 2013, received the award for services to NHS Finance and Finance Staff Development:

"I was humbled and delighted when I heard the news – it is a great honour and a privilege to be given the award."

"I have been a part of the NHS finance profession since 1990 and during those 25 years I have worked with many exceptional patients and people across all professions in the NHS; they have given me advice and support and without this I would not have received the award."

Neil Large, Chair of LHCH, congratulated Jane on her award adding that everyone in the hospital was "enormously proud".

He said: "Jane is an excellent and inspirational Chief Executive and leader. She offers Liverpool Heart and Chest Hospital vision, direction and a wealth of experience and talent, and she has supported organisations and individuals in their development."

"She is passionate about the NHS and the care we deliver to our patients and their families and we are all delighted to see her continuing contribution to the NHS recognised in this year's honours."

Before joining Liverpool Heart and Chest Hospital, Jane was Director of Finance at NHS North of England and the North West Strategic Health Authority. She also spent 11 years at the Countess of Chester Hospital, serving as Director of Finance and Deputy Chief Executive since 2003. In 2007, Jane was awarded the prestigious 'Finance Director of the Year' accolade by the Healthcare Financial Management Association and given an Honorary Fellowship by the Association in 2013.



Myka during filming for ITV Granada Reports.

From Intensive Care

Myka, Critical Care Staff Nurse, has spoken of her delight after being selected to make her international debut for Great Britain at the European Triathlon Championships 2016 in Lisbon. The competition starts on Thursday 26th May and runs through to Sunday 29th May.

Myka Heard, 49, from Liverpool, achieved the British qualification mark at last year's Southport Marine Lake Triathlon and qualified in her age group as the first reserve for the sprint distance race (750m swim, 20km bike ride and 5km run).

Myka, who cares for patients in the intensive care unit here at LHCH, will be part of a 20 strong team and said she's still amazed by the call-up.

"Buzzing doesn't explain it. To receive my first international selection at 49 is a surreal feeling, especially when you consider that I could barely run to catch a bus 4-5 years ago."

Myka explained that her journey to GB call-up started back in 2011 when she was challenged by her two sons to run a marathon.

"We were sat at home watching a film about a marathon runner, and out of the blue my sons said, 'you

Shaping the future

LHCH is currently looking at the future shape of services and carrying out a strategic options appraisal for a dual purpose.

Firstly and most crucially to develop our future clinical strategy for each clinical service for the next 5-10 years

and secondly, to develop our response to Liverpool CCG's Healthy Liverpool programme. Healthy Liverpool is a wider plan to make sure that the city's health and care services meet the needs of the people who use them. Although, our work is focused on what will be the best





to international call up

could do that mum'.

"Despite having done no real sport for twenty years, I signed up to the Liverpool Marathon there and then and set my mind on getting fit.

"Although I managed to finish the marathon, I really struggled. But even so I still enjoyed the experience and was determined to improve so I joined a weekly running club."

However it wasn't until a couple of years later that Myka fell into triathlon almost by chance.

She said: "After I got injured during the London Marathon in 2014, I decided to start swimming to take the pressure of my knees and

hips. I really enjoyed being out in the pool and it slowly dawned on me that I might be able to combine this new found love of running and swimming. "I booked into a triathlon in Wirral and whilst I thought I would be happy to complete the event, I shocked myself by winning the 40-50 year old age category.

"Since then I've started taking things much more seriously and discipline myself to go out training before or after work 10-11 times each week."

Myka, said she cannot wait to get to Lisbon and compete against the best in Europe.

"People sometimes glaze over a bit when you talk



about your sport, but when you mention Great Britain they usually think 'wow, that's incredible'.

"The thought of pulling on the GB kit and representing my country makes me enormously proud and I hope

to perform to the best of my ability on the day.

"But whatever happens in May, I'd love people to see that if a 49-year-old single mum, working full time, can get fit and achieve new goals then it is possible for anyone."

of Liverpool Heart and Chest services

direction of travel long term for all of our patients across our catchment population which incorporates a wider area than just Liverpool (Merseyside, Cheshire, North Wales, Isle of Man and the rest of England and Wales).

Building sustainable healthcare services across the city of Liverpool is vital, and LHCH wish to take a lead role in ensuring that our services for heart and

chest patients are delivered in the best way possible. This patient-centred approach will help us decide whether or not any change is needed to the longer term shape and location of services. Before Christmas, the Healthy Liverpool vision for "a centralised university teaching hospital campus delivered through centres of clinical and service excellence" was published. It also highlighted

the changing population of patients in Liverpool, as well as their changing health, care and treatment needs.

Here at LHCH, we are now undertaking an extensive programme of engagement that will help us develop a clear response to the challenges set out by the 'Healthy Liverpool' programme. After this work, there will be a period of consideration by our

staff, our clinicians, our executive directors, and other stakeholders before any decision is taken by our Board of Directors. Updates on the outcome of this work will be brought to you in future editions of Members Matters.

You can find out more about the Healthy Liverpool programme by visiting <http://www.liverpooltalkshealth.info/healthy-liverpool>

COMING SOON

New main entrance and re- Outpatients Department

Building work has commenced to create our state of the art main entrance and re-designed Outpatients Department. Here is a sneak peak on what you can expect from these two areas on completion – both developments will bring with them a wealth of benefits and improvements to our patient and family experience.



Outpatients – key features:

- Spacious, calming and more comfortable waiting areas to help alleviate anxiety.
- Self check-in desks along with the opportunity to be greeted by a member of staff.
- Improved patient flow as a result of online check-in system.



-designed

Main entrance – key features:

- A welcoming area for patients and visitors with quiet space, new toilets and rest areas.
- There will be a new purpose built café, volunteers area to meet and greet visitors and an efficient workspace for the Telecommunications Team
- A new layout carefully planned with safeguarding and dignity at the forefront.

Both projects are due for completion summer 2016.



Staff Noticeboard

'Best of the Best' Employee of the Month winners

Congratulations to the following members of staff who have recently been awarded an Employee of the Month Award:



September 2015
Joanne Dilworth, Staff Nurse, Coronary Care



October 2015
Frances Dodd, Hygiene Assistant



November 2015
Glen MacMurray, Cath Lab Transfer Assistant



December 2015
Neil McNeil, Elm Ward



January 2016
Gill Donnelly, Membership and Communications Officer



February 2016
Paul Greenwood, Ward Manager, Birch Ward

LISTENING INTO ACTION

Our Listening into Action programme continues to go from strength to strength.

Since the launch of the programme in May 2015, our LiA project teams have worked hard to put ideas for improvement into action. Since January 2016, ten new project teams have now been formed. More information about their progress is available on the LiA Noticeboards or the staff intranet. These projects include improvements to the scheduling of clinics in outpatients, training and support for our junior doctors and the creation of a framework and network for the Trust's Speak Up Safely Guardian. For more details please contact LiA@lhch.nhs.uk



Our 'Best of the Best' LHCH Grand Awards event was held on Friday 4th December 2015 at the Crowne Plaza Hotel, Liverpool City Centre. Sean Styles, Radio Merseyside DJ, hosted the awards and announced the winners as follows:

LHCH 2015 GRAND 'BEST OF THE B'



Compassion in Care Award

Charlie Cowburn, Elm Ward

"Charlie received overwhelming feedback from patients and families. His dedication to patient and family centred care is second to none."



Significant Impact to Patient Safety Award

Julie Tyrer, Tissue Viability Specialist Nurse

"Julie's hard work and commitment have led to a significant reduction in harm for our patients."



Volunteer of the Year Award

David Givens

"David was nominated for being a perfect gentleman, spoiling the patients, always smiling and being a great ambassador for LHCH."

Efficiency of the Year Award

The Postal Service Improvement

"The work carried out by this multidisciplinary team has significantly contributed to service improvements in streamlining the process for the team."



Leader of the Year Award

Janet Doran, Head of HR

"Janet was nominated for her influence on the department which has directly resulted in the credibility and professionalism of the team."



Special Appreciation Award

Hospital Coordinators

"The team provides advice and support which is pivotal in maintaining patient safety in difficult situations."

Innovation of the Year Award

The Cardioversion Service

"The team has been awarded for their dedication to resourcing their service with a willingness to go above and beyond."

Congratulations to all our nominated, shortlisted and winners!

AWARDS 'BEST'



Project Team

olinary team has contributed
terms of cost savings and



t across the organisation, whose role
n all areas and managing the flow of
ions on a daily basis."

innovative approach to organising and
ess to work differently."

ttlisted and winning individuals and teams.



Team of the Year Award

Knowsley Community COPD Service

"The team goes above and beyond and is truly committed to the success of the service and delivering excellent care for patients."



Patient Choice Award

Jo Hillis, Respiratory Counsellor

"Jo received a large number of nominations from patients for her all round friendly and supportive nature and compassionate care."

Employee of the Year Award

Dr. Dennis Wat, Consultant Respiratory Physician

"This award has been selected from all our Employee of the Month winners in 2015. Dennis received a huge amount of nominations from colleagues and patients for his commitment and compassionate care."



Membership Zone



Doreen Russell
Staff Governor
– Allied Health
Professionals,
Technical and
Scientific

"I am able to communicate the views of colleagues directly

to the Council of Governors and Board of Directors and feedback information including potential challenges for the organisation back to the staff I represent. Knowing that I can bring this straight from the core of LHCH and that the role of governor is valued and not a tick box or paper exercise it gives me confidence to convey to the staff that there is a culture of openness which as a Governor I am proud of."

Roy Griffiths
Public Governor –
North Wales

"I'm proud of the contribution I have played in all aspects of the role however particular highlights include my key role in organising a successful programme of events in the North Wales community and engaging with the Trust's quality priorities."



WITH...

Members Matters met with a few of our LHCH Governors and asked them: 'What part of your Governor role are you most proud of?' Here's what they said:

Mike Brereton
Public Governor –
North Wales

"As Governors our role is to provide challenge to hold the Non Executive Directors to account for performance of the Board of Directors. Through the walkabouts we have been able to get a greater understanding of the life-saving procedures undertaken by the Trust and the dedication and skills of the staff involved. I'm proud of this, and the contribution I have made to the delivery of the membership strategy."



Brian Roberts
Public Governor –
Merseyside

"As part of my role I was heavily involved in introducing members events in St Helens for the local community. The latest event helped to raise awareness of the importance of good heart health. I also play an active part in membership recruitment for my constituency and further afield. I recently attended a recruitment event at Liverpool John Moores University which welcomed 151 new public members. I'm proud of this work along with all other aspects of my role."



You can find out more about our Council of Governors by visiting our website www.lhch.nhs.uk

Members' survey 2015

Thank you to all our members who took the time to complete our members' survey. Here is a summary of what you told us:

YOU SAID

You liked our membership events but would like to see different topics and different locations.

We have reviewed the membership events programme for 2016 and incorporated new topics. Please see the back page for our full calendar of events.

WE DID

YOU SAID

Many of you (but not all of you) were aware of the Council of Governors and how to contact them.

We are continuing to include a standing feature on Governors to increase awareness and familiarity.

WE DID

YOU SAID

There was overwhelming support for our vision 'to be the best'.

We will continue to update you on progress to achieving our vision through this newsletter.

WE DID

YOU SAID

The majority of you found Members Matters informative and interesting. You suggested more news of joint working, advancements of treatments and more focus on staff or volunteer roles and lung conditions.

We will incorporate as many of these features as possible. In this edition please see update on the healthy liverpool programme (page 3). The new LHCH Charity newsletter has introduced a regular staff day in the life feature and we are holding a dedicated COPD event in the summer (please see back page).

WE DID



It could be you...

LHCH will soon be running Governor Elections to fill the following vacancies:

- 1 Public Governor – Rest of England and Wales
- 1 Staff Governor – Registered and Non Registered Nurses

Interested? Please contact our Membership Office on **0151 600 1410** or by emailing

Gillian.Donnelly@lhch.nhs.uk for more details regarding the role.

The notice of election will be published on our website

www.lhch.nhs.uk



Moved house?

Have you moved house or changed your email address?

Please get in touch to enable us to keep in touch with you.

Please email **membership.office@lhch.nhs.uk** with your new details.

Please note an email address will help us keep our postage costs down – if you have one please let us know.



YOU SAID

You wanted to know more about our quality priorities.

We have introduced a new standing feature on our quality priorities and progress made to achieve these.

WE DID

What's your view on our services?

England's Chief Inspector of Hospitals is inviting members of the public to tell his inspection panel what they think of the services our trust provides.

All NHS organisations undergo inspection of their services, and when the inspectors visit us in April they will decide what to focus on by using local people's views and experiences.

The inspection team is particularly interested in hearing people's experiences of care, but also invites them to say where they would like to see improvements made in the future.

The formal inspection begins on 26th April. Following the inspection Liverpool Heart and Chest Hospital will be given an overall rating under radical changes introduced by the Care Quality Commission.

You can give your views to the inspection team by:



Visiting: <http://www.cqc.org.uk/share-your-experience-finder>



Email: enquiries@cqc.org.uk



By letter: CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA



By phone: 03000 61 61 61



Golfer back in the swing eight days after heart surgery

When keen amateur golfer John Charlton started to feel unwell, he feared something serious and wondered when he would next pick up his clubs.

Yet just eight days after undergoing major surgery at LHCH, John was back on course to tee off and put his newly mended heart to the test.

The 55 year old from Cheshire, said: "I'd not had a day off work in 30 years, but I suddenly started to experience severe headaches, night sweats and my appetite disappeared.

"For the first time ever I was forced to pull out of a couple of golf competitions because I felt so unwell and I knew I needed to get myself checked out."

It was soon discovered that as a result of an untreated wobbly tooth, a bacterial infection (streptococcus b) had entered John's blood stream and had subsequently caused damage (endocarditis) to the mitral heart valve.

After three weeks of intravenous treatment and tests and a further week of medication and rest at home, John knew that he needed to undergo surgery to repair his damaged mitral heart valve.

It was then that he was referred to LHCH for a minimally invasive mitral valve repair procedure. Thanks to this technique, an alternative to open chest

surgery, he was able to return to the golf course just eight days later.

Paul Modi, consultant cardiac surgeon said: "The traditional approach to repairing a mitral valve involves opening the front of the chest and is very invasive requiring a 2-3 month recovery period. Clearly, John would not have recovered in time for his numerous golf competitions with this procedure and would also have had a visible scar on the front of his chest.

"However this newer technique uses a small incision on the right side of the chest to give access to the heart and a high-definition video camera is then used to guide the procedure inside."

He added: "To know that John was back playing competitive golf just over a week after the procedure was amazing and the speed of his return to normal activities is an example of what can be achieved with these keyhole heart surgery techniques"

Discharged from hospital four days after his procedure, John, who plays off a 7-handicap, was back on the fairway to play nine holes just four days later.

He added: "Since the operation I've felt fitter and stronger than ever and I've been able to play in amateur competitions at home as well as overseas. In fact, just three weeks after the operation I played 36 holes in one



day around North Shore Golf Course in Blackpool – and I didn't finish last!"

"I'm just so grateful for the care and expertise of Mr Modi and the whole hospital team. My life has been transformed and I've been given the chance to continue playing the sport I love.

"In future, I certainly won't be avoiding my dentist!"

Sean's amazing challenge



Sean pictured with challenge team members James and Ollie

Inspirational Sean Chappell, aged 21 is living with Cystic Fibrosis (CF) and stunned family and friends by undertaking a staggering 12 charity endurance challenges over the last year.

These ranged from the Yorkshire 5 Peaks, Half Marathon, Coast to Coast Cycle Ride, Ben Nevis and 'Tough Mudder' challenges.

Sean said: "I really wanted to raise awareness to other CF patients that anything is possible if you stay active. Exercise is so important and as a regular hockey player this has helped me enormously to live a normal life along with receiving treatment. I hope by doing this I can just prompt a few others to start introducing exercise into their daily routine – I am proof it really does help and make a difference. It was also an opportunity for me to give something back for the treatment I've received and as a result I have raised £14,000 for the Cystic Fibrosis Trust."

On behalf of all at LHCH, congratulations to Sean and the rest of his challenge team for this phenomenal achievement – one for which they should feel extremely proud.

Mr Page voted President of the Society for Cardiothoracic Surgery

Mr Richard Page, Consultant Thoracic Surgeon, has been voted as the new President of the Society for Cardiothoracic Surgery (SCTS).

The SCTS, founded in 1934, is the representative body for cardiothoracic surgery in Great Britain and Ireland and has been at the forefront of

innovation and quality improvement in the NHS in the past 10 years. This is therefore a tremendous and well-deserved personal accolade for Richard and is reflective of the esteem in which our surgeons are held by their peers across the UK.

Congratulations to Richard, we wish him well in this additional responsibility, which he will take up formally in March.



Thank you!

Following our plea for twiddlemuffs in the last edition of Members Matters, we have been overwhelmed by the generosity shown.

Twiddlemuffs can be a great source of comfort, particularly for our patients with dementia.

Thank you to everyone who has taken the time to knit and donate these to us.



LHCH patient, Joan Callaghan was delighted with her twiddlemuff (pictured).

New LHCH website launches

The new and improved www.lhch.nhs.uk is now live.

Our website has been re-designed with you in mind and brings clearer, improved navigation and easier to digest information.

You can access the new website via a range of devices including pcs, tablets and mobile phones.

Tell us what you think by emailing CorporateCommunications@lhch.nhs.uk



Home for Lunch

Every year we identify key areas for improvement and publish these as part of our annual quality account (published within our hospital annual report).

This year (2015-16), one of the areas highlighted as an area to focus, work and improve on for our patients was in ensuring the timeliness of inpatient discharge.

The aim of the Home for Lunch work stream is to improve this by ensuring that everything is in place for a safe and timely return to our patients' place of discharge by 12 mid-day.

When a patient is admitted to the hospital, we will discuss with them an estimated date of discharge and

together agree a plan for them to go home. This gives patients and families something to look forward to when leaving the safety of the hospital setting.

At the start of the year less than 5% of our inpatient discharges were currently taking place before 12 mid-day. From the work undertaken to improve this, including increasing the readiness of medication for patients to take home, this has now increased to 14.2%.

Work is currently on-going to improve this even further and consideration is currently being given to the Trust's quality priorities for 2016-17.



Our Mulberry Ward and Discharge Lounge opened in October 2015 to help make the patient discharge process run as smoothly as possible.

EVENTS

Today's research is tomorrow's medicine. Thursday 26th May, 7pm

Join us for our first health event of 2016 on Thursday 26th May at 7pm at the Wrexham Medical Institute, Wrexham Technology Park, LL13 7YP.

Liverpool Heart and Chest Hospital is a centre of excellence for research and innovation and Ian Kemp, Research Nurse at LHCH will discuss the importance of research and the impact that this has in delivering patient care for the future. Learn what research is, how this is used in healthcare and hear about some of the cutting edge research trials that have been undertaken by LHCH.

In 2014, LHCH researchers completed the major 'HEAT PPCI'

study which claimed that routine use of heparin rather than bivalirudin could improve outcomes for heart attack patients, while at the same time significantly reducing costs for healthcare organisations globally. Researchers at LHCH believe this was the largest single-centre trial (HEAT-



Ian Kemp far right pictured with members of the Heat PPCI team.

PPCI) ever undertaken in cardiovascular medicine and the impact could make considerable cost savings worldwide. Find out more about this ground breaking study and forthcoming research studies.

Keith Wilson is the country's first dedicated Research Patient Ambassador and is based at LHCH and will talk about his unique role in ensuring that patients' views are not overlooked and are heard in relation to research studies.



Breathing easier

Tuesday 14th June, 7pm

Dr Dennis Wat, Consultant Respiratory Physician for LHCH's Knowsley Community Respiratory Service will provide a talk on respiratory conditions including 'Chronic Obstructive Pulmonary Disease' (COPD) on Tuesday 14th June, 7pm, Village Hotel, Fallows Way, Whiston, L35 1RZ.

Dr Wat will provide a simple explanation of this long term condition including the symptoms, causes, diagnosis, treatments along with advice on living with this condition.

The talk will be followed by a Q&A session with the opportunity to ask any questions you may have.

The event will mark national Breathe Easy week and is open to all.



Would you know what to do in an emergency?

Wednesday 13th July, 7pm

Join Peter Hannaford, Resuscitation Training Officer at Liverpool Heart and Chest Hospital for an interesting and interactive session providing the opportunity to learn key life-saving skills that could prove vital in the event of an emergency.

This free event will take place on Wednesday 13th July, 7pm at Omega Access North Lounge, The Halliwell Jones Stadium, Mike Gregory Way, Warrington, Cheshire, WA2 7NE.

Peter will cover the following:

- Early recognition and call for

- help – to prevent cardiac arrest
 - How to perform cardiopulmonary resuscitation (CPR) – to buy time
 - Where to obtain an automated external defibrillator (AED) – to restart the heart
- The session will last 60 minutes.

Please note this session has limited capacity due to the interactive nature – please book early to avoid disappointment.



Places for all the above events can be booked by contacting the Membership Office on 0151 600 1410 or by emailing membership.office@lhch.nhs.uk

Members Annual Health Event and Open Day

Saturday 10th September, 10am-1pm

We are pleased to announce our annual health event and open day will take place onsite on Saturday 10th September, 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 dietary advice. Please see the next edition of Members Matters for full details.

