

members matters

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

**LHCH is the BEST hospital for
'overall patient experience'...**



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

**'In Living Colour' – be part of our
first colour run event – page 7**

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...as rated by our patients.

*Full story on
page 2*

No.1 8th time in
10 years

WELCOME



Welcome to our summer edition of **Members Matters** – we hope you enjoy reading it. If you have any feedback or suggestions for future editions then please do not hesitate to get in touch with the Membership Office on 0151 600 1410.

Best wishes

Jane Tomkinson
Chief Executive

Jane receives her OBE

Congratulations to our Chief Executive, Jane Tomkinson, who visited Buckingham Palace in June to receive the OBE she was awarded in the Queen's New Year's Honours.



No.1 for overall patient care

No.1

For the eighth time in 10 years, patients have rated Liverpool Heart and Chest Hospital as the best hospital in the country.

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

The thirteenth annual survey of adult inpatients looked at the experiences of more than 83,000 people who were admitted to 149 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 it as the best trust in the country in a further five survey sections, as follows:

- Doctors
 - Nurses
 - Care and treatment
 - The hospital and ward
 - Waiting to get to a bed on a ward.
- The survey also found that we were rated first in the country in 14 other specific areas:
- waiting time from arrival at the hospital to being given a bed on a ward
 - cleanliness of rooms, wards and bathrooms
 - receiving understandable answers from doctors to important questions
 - having confidence in the doctors and nurses providing treatment
 - being well-looked after by hospital staff.
- Jane Tomkinson, Chief Executive at LHCH, said: These exceptional survey results demonstrate once again that our patients recognise that they receive the very best care and treatment possible.
- "We are enormously proud of this 'No 1 overall score', which is 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."

LHCH Main Entrance opened on Friday 29th July



Congenital heart disease services for region to be centred in Liverpool

NHS England has announced that all patients who require surgery for congenital heart disease (CHD) including those with complex and life threatening conditions in the North West of England, North Wales and the Isle of Man will be treated in Liverpool.

A partnership of four Liverpool hospitals including LHCH, Alder Hey Children's Hospital, The Royal Liverpool University Hospital and Liverpool Women's Hospital will provide this specialist service ensuring a high quality service and a single and seamless pathway for patients of all ages with CHD.

LHCH was commissioned to provide a level 1 service for adult patients with Alder Hey delivering the level 1 service for paediatric patients.

Level 1 service centres will provide the most highly specialised diagnostics and care including all surgery and most interventional cardiology.

Jane Tomkinson, Chief Executive, said: "This is great news for patients across the North West, North Wales and the Isle of Man and we are pleased to have been recognised as a centre of excellence.

"We are delighted to be working with Alder Hey, The Royal and Liverpool Women's Hospital to ensure that patients across the region with congenital heart disease benefit from the highest standards of care and the delivery of safe and consistent services. We are confident that our long-held reputation for outstanding patient and family experience will enable us to deliver better outcomes for patients and significantly improve their quality of life into the future."

Cherry and Mulberry Ward officially opened by Sir Bruce Keogh

Sir Bruce Keogh, National Medical Director at NHS England, was delighted to formally open the new facilities at the event in May. It comes as part of a considerable investment made to expand the hospital's services for patients and families.



Cherry Ward is a new 10 bedded ward specialising in the care of patients, from the age of 16 years, with cystic fibrosis.

The ward was developed as part of plans to expand our services and to ensure that it was fully in line with the latest national guidance. We are delighted that all our patients with cystic fibrosis now have individual rooms with en-suite facilities, as well as a comfortable seating area and modern 'home from home' facilities.

Mulberry Ward has 12 side rooms, five of which have their own en-suite bathrooms, and provides care for pre-operative cardiac surgical and thoracic patients, and also looks after post-operative cardiac patients awaiting discharge.

The Ward is also home to our new Discharge Lounge, which was opened specifically to help ensure increasing numbers of patients are discharged home before lunchtime, instead of long waits that leave a poor impression after receiving otherwise excellent care and treatment.

Coming soon...photography competition

LHCH is inviting people to showcase their creative talents for the benefit of patients, families, staff and visitors, by running our hugely popular photography competition once again this autumn.

If you've got an eye for a great picture and are handy with a camera, why not get involved and show off your skills.

Full details, including categories, rules and how to enter will be published on our website, Twitter and Facebook pages in September. Don't miss out.



Brian Fisher pictured with his winning photograph in January 2015



Volunteer milestone awards

Well done to our extremely dedicated volunteers who have recently achieved their milestone five year service, 1000 hours service and 100 hours awards.

All volunteers were invited to attend a celebratory lunch to receive their awards during national Volunteers

Week in June.

Congratulations to all volunteers for this remarkable achievement and thank you for the valuable service that you provide for our patients and families.

Carole Arndt and Frank Bates are pictured receiving their 5 year service



awards from Neil Large, Chairman, Jacqui McGillivray, Volunteer Co-ordinator and Lucy Lavan, Associate Director of Corporate Affairs.

Knowsley Community Respiratory Service launched

Our Knowsley Community Respiratory Service (KCRS) has now been launched, replacing the previous Knowsley Community COPD Service.

The key features of the service, which is available 7 days a week, include:

- Spirometry
- Rapid response
- Overnight advice line
- Consultant clinics
- Home oxygen service
- Early supported discharge
- Pulmonary rehabilitation
- Chest physiotherapy
- Counselling

More details on the service is available on our website <http://www.lhch.nhs.uk/our-services/community-services/knowsley-community-respiratory-services/>



Patients relax in our Critical Care family room garden

Here are the first patients and their families to enjoy our newly landscaped Critical Care garden as part of their recovery. Our patients enjoyed some quality family time in the sunshine during their stay in the unit, helping us to deliver true patient and family centred care.



LHCH showcase work on European stage

LHCH staff attended the 39th European Cystic Fibrosis Society (ECFS) Conference in Basel, Switzerland held between 8th and 11th June.

Nathan Hilton, Exercise Physiologist, and Catherine Whitty, Physiotherapist (pictured) both presented work at the conference. Nathan's work focussed on the relationship between cystic fibrosis (CF) patients' cardiorespiratory fitness, lung function and hospital admissions.

Nathan said: "Exercise therapy is an important part of a CF patient's routine care here at LHCH. Our findings support exercise testing an physical training in this patient group."



Catherine presented findings on a piece of work broadly looking at the benefits of using a specific drug (Cayston®) in CF patients over a 3 year period. Catherine said:

"There is little evidence to support the use of Cayston® on a long-term basis, emphasising the importance of our on-going monitoring of patients taking this drug."

Congratulations to Nathan, Catherine and the rest of the CF team for this work and showcasing these specialist findings on a European platform.

'Best of the Best' Employee of the Month winners

Congratulations to the following members of staff who were recently awarded LHCH Employee of the Month:



March 2016
Maria Conway,
Staff Nurse



April 2016
Maureen Hackett,
Catering Assistant



May 2016
Rachel Dyer,
Support Secretary



June 2016
Bil Kirmani,
Registrar – Cardiothoracic Surgery



LHCH Grand Awards

'Best of the Best'



It's that time of year again and this year's event will take place on Friday 2nd December, 7pm at the Crowne Plaza, Liverpool City Centre.

Dr Jay Wright, Consultant Cardiologist will host the glittering awards ceremony this year. You or your team could be this year's winners – nominations are open on 27th July for the following awards categories:

- **Compassion in Care Award**
- **Significant Impact to Patient Safety Award**
- **Leader of the Year Award**
- **Volunteer of the Year Award**
- **Innovation of the Year Award**
- **Team of the Year Award**
- **Patient Choice Award**

Nominate online or via the paper based form circulated and available via the staff intranet. Our patients and families can also nominate for the Patient Choice Award on our website www.lhch.nhs.uk or by paper nomination form available in wards and departments or by contacting Jo Shaw, Lead Nurse – Patient and Family Centred Care and Safeguarding.

Don't forget the Employee of the Year Award is selected from the Employee of the Month Award Winners for 2016 so by nominating colleagues for this they also have an opportunity to be considered for our Employee of the Year 2016. There will also be an Efficiency of the Year and Special Appreciation Awards presented on the evening which will be considered by the relevant judging panels.

For more information regarding awards nominations please contact Fiona Ross, Assistant HR Business Partner by emailing Fiona.Ross@lhch.nhs.uk

Would you and your team like to be there on the evening to celebrate this year's achievements?

The ticket request form for staff wishing to attend the event will be launched on 1st September 2016 on the staff intranet.

Don't miss it!



Vicky Andrew (centre) received her award from Dr Mark Jackson, Director of Research and Informatics.

LHCH Step Challenge

Congratulations to all who took part in our LHCH Step Challenge during the week of 13th – 19th June.

The challenge was to achieve 10,000 steps per day and the four members of staff who achieved the most steps awarded the winner of their category. Our four winners were Paula Cain, Staff Nurse, Karen Waldron, Clinical Physiologist, Sharon Burnett, Research Nurse and Vicky Andrew, Acute Pain Nurse Specialist.

The total steps registered by staff taking part for the week totalled 1,311,432 or approximately 650 miles!



Andrea's marathon achievement

Well done to Andrea Chantler who ran her first marathon in Manchester on 10th April in an impressive 4 hours 40 minutes for charity.

All of Andrea's colleagues are extremely proud of her and pass on their congratulations.



LHCH NHS North West Games

Congratulations to all LHCH staff who took part in this year's NHS North West Games.

In particular to our LHCH Netball team who won the tournament (pictured) and our football team who reached the final.

Also pictured (left) are Jeni Davies, HR Business Partner, and Andrew Beaumont, Research Audit and Effectiveness Officer, at the end of their 5km event.



Myka competes for Team GB at Euros



Myka Heard, Staff Nurse, Critical Care made her international debut in June at the European Triathlon Championships 2016 in Lisbon.

Myka's success at the championships has now led to qualification at the world championships in September, in Mexico. Hats off to Myka on her fantastic journey which is testament to her determination and commitment to succeed.



Spirometry testing 'out of the blue'

The Pulmonary Function Team spent Saturday 2nd July at the 'Out of the Blue' music festival in Everton Park where they were carrying out spirometry testing on the general public as part of the Healthy Liverpool project.

A wet start but then the sun came out! This is just one of many events our team have been to in the community recently to raise health awareness and increase the profile of the specialist services we provide.



IN LIVING COLOUR

5K RUN AND FAMILY FUN DAY

FUN, FOOD, MUSIC AND MUCH MORE...

STANLEY PARK
LIVERPOOL

FOR MORE INFORMATION
T: 0151 600 1409
W: [LHCHCHARITY.ORG.UK](http://lhchcharity.org.uk)

**SUNDAY 9TH
OCTOBER 2016**

lhch charity
caring for people with heart and lung disease
Registered Charity Number: 1052813

Registration is open for our first LHCH Colour Run

Our 'In Living Colour' 5k run is taking place on Sunday 9th October 2016 at the wonderful Stanley Park in Liverpool.

As well as your chance to get absolutely covered in powder paint while running, strolling, dancing or even hopping, there is also music, food, children's entertainment and a generally fantastic day out. So come early, stay late and have a wonderful, colour-filled day.

We are offering early bird discounts to the first 750 Individuals and 200 Family or Group packages. Your entry fee also includes some lovely goodies including t-shirt, sunglasses and your own powder pouch as well as a medal when you complete the course.

For more information and to register online, please visit www.lhchcharity.org.uk or contact LHCH Charity on Ext 1409 or by emailing events@lhchcharity.org.uk

Membership Zone



Welcome aboard!

Welcome to our newest governors, Lynne Addison who has been elected as Public Governor for Rest of England and Wales and Councillor Eddie Connor as Nominated Governor for Knowsley Council. Charlie Cowburn and Kerry Fitzpatrick are our newest Staff Governors for Registered and Non Registered Nurses and will join us at the end of September 2016.



Member events

The membership events calendar kicked off in Wrexham, North Wales on 26th May when Ian Kemp, Research Nurse and Keith Wilson, Research Patient Ambassador explained in simple terms the role of research and the importance this can have in the future of healthcare to a fully engaged audience.

This was shortly followed by a layman explanation of respiratory conditions including Chronic Obstructive Pulmonary Disease (COPD) by Dr Dennis Wat, Consultant Respiratory Physician on 14th June at the Village Hotel, Knowsley.



Peter Hannaford also provided a practical and a lively session on valuable lifesaving skills such as CPR on 13th July at Halliwell Jones Stadium in Warrington.

Below is some of the feedback received from these events:

"A rewarding evening with excellent explanations."

"Excellent presentation, clear and easy to follow. Good information – Knowsley Respiratory Service is excellent."

"I now feel confident I could use AED equipment in an emergency. The information was delivered in a professional manner and I enjoyed the 'hands on' approach."

It's not all over yet...

There are still two more key member events scheduled for 2016. Don't miss them!

Annual Members' Health Event and Open Day

Don't forget our Annual Members' Health Event and Open Day is on Saturday 10th September between 10am and 1pm at the hospital. Our health awareness marketplace, blood pressure testing, resuscitation demonstrations and back and shoulders



massages will take place in the shared Main Entrance, Walsh Road during these times.

There will also be the opportunity to have a behind the scenes tour of X-ray, Pulmonary Function and Operating Theatres. There is no need to book in advance so please just come along although tours can be booked on the day on a first come, first served basis.

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

Join us for this annual meeting which will be held on Monday 26th September, 4.30pm in the Conference Room within the Research Unit.

Celebrate our successes of 2015-16, receive the annual reports and accounts from the Board of Directors and hear a report from our Governors along with details of our future plans and service developments.

If you would like to attend please contact **membership.office@lhch.nhs.uk** or by calling **0151 600 1410** to book your place.

Out and about

Our governors undertake regular walkabouts and visit various wards and departments to find out more about the work of a team and the service they provide. In recent months governors have visited Cardiac Diagnostics, Therapies, Coronary Care and Research. If you are a member of staff and would like to showcase your area and the work that you do to our governors please contact the Membership office on **0151 600 1410** or by emailing **Membership.office@lhch.nhs.uk**

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@LHCHFT



Like us on Facebook <https://www.facebook.com/lhchft/>

