

# members matters

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

## Transforming Cystic Fibrosis services

Full story on page 5

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



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# WELCOME

A very warm welcome to our autumn edition of Members Matters – 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

## LHCH rated TOP in the country for 'care and treatment of patients'

Liverpool Heart and Chest Hospital (LHCH) has once again scored amongst the very best NHS trusts in the country, according to the Care Quality Commission's (CQC) latest National Inpatient Survey, a position we have held for the last nine years.

The annual survey asked the views of a sample of 850 adults who had stayed overnight as an inpatient at LHCH. Feedback received from patients showed that we have one of the highest performing in the country and THE best place to receive care and treatment.

Out of 154 trusts, the results for LHCH showed that:

- we are **top in the country** for 'nurses within the hospital' category
- we are **top in the country** for 'care and treatment of our patients' category
- we are **top in the country** for cleanliness of wards
- we are the **second best trust in the country** for 'overall patient care'
- we are **'better' than the majority of trusts** in all 11 survey sections.

The survey looks at 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.



## It's official... LHCH is one of the 'Best Places to Work'!

We are delighted that Liverpool Heart and Chest Hospital has been announced as one of the Best Places to Work in healthcare.

The Best Places to Work Awards are an annual celebration of the UK's public sector healthcare employers organised by the HSJ in conjunction with the Nursing Times and NHS Employers.

The Awards are chosen by using information from the annual NHS Staff Survey, which was completed by 255,000 employees from all trusts and CCGs in the country, and they provide an

ideal opportunity to recognise and celebrate the best organisations in the country.

Jane Tomkinson, Chief Executive, said: "Whilst for many years we have been rated by our patients as one of the best hospitals in the country for patient care, I am hugely proud of our staff who not only ensure the experience of our patients and families is so positive, but that LHCH is also a fantastic place to work."

"On behalf of the Board of Directors, I would like to thank our staff for their hard work, care and professionalism that has contributed to this national recognition."

## Liverpool Heart and Chest Hospital wins CHKS data quality award

Liverpool Heart and Chest Hospital is delighted to have been announced as joint winner of the CHKS Top Hospitals data quality award for specialist trusts 2015.

The CHKS Top Hospitals awards celebrate excellence throughout the UK and are given to acute sector organisations for their achievements in healthcare quality and improvement.

Tony Grayson, Head of Information Services at LHCH, said: "This is the fourth time in five years that we have won this award – a truly outstanding achievement,

for which we are all enormously proud."

The data quality award, which LHCH shared with Papworth Hospital, recognises the importance of clinical coding and data quality, and the essential roles they play in ensuring appropriate patient care. It is based on a range of coding indicators, including coding related to primary diagnosis.







## Working further towards our vision to 'be the best'

Liverpool Heart and Chest Hospital is making further steps in achieving our vision to 'be the best'. This year we are making a £11.2 million commitment to help us achieve this ambition.

Our investment includes:

- £4 million to increase staffing and capacity to deliver reductions in waiting lists, which will improve our patient experience
- £1.9 million invested in our teams to support an increase in standards
- £5.3m to enhance and maintain our estate and infrastructure.

As part of this we are working on the delivery of a brand new entrance for inpatients which will provide:

- a new focal point for all visitors to LHCH

- distinct entrance and signposting for inpatients making navigation around the site clearer
- 24/7 reception
- meet and greet volunteer presence
- a new café facility available to all
- improved switchboard facilities.

Our investment also includes work on our Outpatients Re-design Project, Cherry Ward, Discharge Lounge, Medical Equipment, IT Infrastructure, Electronic Patient Records and improvements to our signage.

**With this investment we are getting closer to achieving our ambition to be the best.**

*Neil Large, Chairman*

## LHCH shortlisted for four national Nursing Times Awards

We are delighted that LHCH has been shortlisted in the following categories:



Cancer Nursing



Nursing in the Community



Patient Safety Improvement



Respiratory Nursing

**Nursing  
Times  
Awards  
2015**

Good luck to all our teams. The awards ceremony will take place on 12th November 2015 in London.

# Liverpool cardiologists lead the way with pioneering new device

Liverpool Heart and Chest Hospital (LHCH) has been selected as part of a pilot group of specialist heart centres across Europe to pioneer a newly approved leadless pacemaker.

We became the first hospital in the North West and only the fourth centre in the UK to trial the new device.

The 1.75g Medtronic device, measuring just 7mm x 26mm, and one-tenth the size of a traditional pacemaker, recently gained CE Mark approval from European regulators and is now set to be implanted into

780 patients from 50 clinical centres as part of an on-going global trial.

LHCH is at the forefront of pacemaker research and is one of Europe's busiest pacemaker implanting centres. Dr Archie Rao and Dr Mark Hall, who performed the first of its innovative new procedures, said this was a 'breakthrough in heart rhythm management'.

Dr Rao said: "This is a real advance in pacemaker technology, because the absence of leads should hopefully limit the associated complications that can sometime arise during

implantation and thereafter."

Dr Hall added: "Having the pacemaker entirely within the heart means no scar and no visible pacemaker under the skin. A lot of patients

will prefer this. It may also mean that there is a lower risk of infection being transmitted into the heart as there is no risk of spread from the pacemaker pocket."

Traditional pacemakers are inserted under the skin and connected to the heart by a lead which is placed in the heart via a vein. The lead carries electrical signals to correct slow or irregular heartbeats, but they can require replacement due to broken or dislodged wires.

The new device can be implanted directly in the heart and delivers electrical impulses from an electrode, removing the need for a lead.

The device, suitable for selected patients with bradycardia, is delivered via a catheter from the groin and sits within the lower right chamber of the heart (right ventricle).

Commenting on the care he received from the team who implanted his new device, 73 year old Thomas Nesbitt from Vauxhall said: "All the doctors, cardiac physiologists and nurses who looked after me have been wonderful. I couldn't have wished for better care."



## Liverpool Lung Cancer Unit

**The Liverpool Lung Cancer Unit, which is a joint service between Liverpool Heart and Chest Hospital and Royal Liverpool and Broadgreen University Hospital,**

**held its 11th Annual General Meeting recently. The unit utilises combined resources to improve services for patients with suspected lung cancer.**

Professor Martin Walshaw, Lead Clinician for the service and Consultant Respiratory Physician said:

"Our service here exceeds all national standards, providing 'state of the

art' diagnosis and treatment for over 400 patients per year (the largest in the region). The incidence of lung cancer is particularly high here in Liverpool and this makes our service even more important. Well done to all the team for their continued commitment enabling us to offer such a valuable service to our patients and families."







## LHCH hosts sixth international Aortic Surgery Symposium

**We were delighted to host our sixth biennial Aortic Surgery Symposium in Liverpool in June 2015, creating an interactive environment that allowed delegates to review important areas in aortic pathology and advances in surgical and endovascular management.**

At this year's event we used pre-recorded procedures with focus on specific aspects of the planning, performance

and outcome of the interventions. A distinguished faculty of international repute also participated in these exciting discussions.



## Mayor of Liverpool visits new Cherry Ward

**We were delighted to welcome Joe Anderson, Mayor of Liverpool to LHCH recently. On his visit the Mayor had opportunity to hear more about the services we provide, meet staff and visit our new Cherry Ward facility.**

*Joe Anderson, Mayor of Liverpool (centre) is pictured with Jane Tomkinson, Chief Executive, and Gina Aldous, ward manager (right).*



## Transforming Cystic Fibrosis services

**We were delighted that after many months of planning, and the dedication and hard work of the project team and many other colleagues, as well as considerable investment from the Trust, our new Cherry Ward welcomed its first patient on 27th August 2015.**

As part of our plans to transform services and in keeping with national guidance, we are pleased that all our patients with cystic fibrosis now have en-suite facilities. CF patients from Maple Suite have moved to Cherry Ward, and patients from Amanda Unit have also now moved to Maple Suite.

*Right: Following the improvements, our first patient arrives at Maple Suite.*

*Below: Cherry Ward*





## Critical Care family rooms officially opened

**The Critical Care family rooms were officially opened on 20th May 2015.**

The Critical Care Area sees patients and families at the most vulnerable part of their journey through our Trust. It was therefore vital to ensure that this area was welcoming and comfortable with the option for privacy when

needed and with improved facilities, including access to refreshments.

We also identified the enclosed garden area as a non utilised space and adapted this for use by families, weather permitting. The new refurbished facility is extremely valuable in supporting the delivery of patient and family centred care.

Margaret Williams and Collette McMenemy are pictured at the official opening. Thank you to both for their generous donations and support to these family rooms which has enabled these improvements to be made to the facility.

## Robert Owen House refurbishment unveiled



**The refurbishment of our Robert Owen House relatives accommodation is now complete.**

As a result of a successful programme of fundraising the house has now been modernised and completed to an exceptionally high standard.

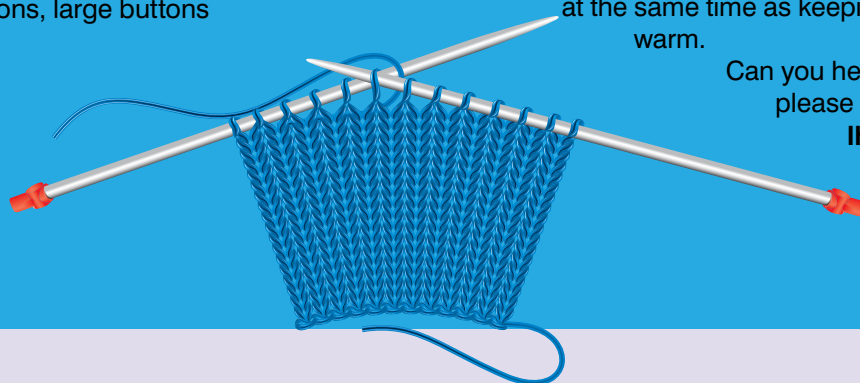
Members of the Robert Owen House Committee pictured with members of the Robert Owen House team at the official opening.

## Help us create 'Twiddlemuffs' for patients with Dementia

**We are looking for volunteers to help us knit Twiddlemuffs for our patients with dementia.**

Twiddlemuffs are knitted woollen muffs with items such as ribbons, large buttons or textured fabrics attached that patients with dementia can twiddle in their hands whilst in hospital here at LHCH.

People with dementia often have restless hands and like something to keep them occupied. The Twiddlemuffs provide a source of visual, tactile and sensory stimulation at the same time as keeping hands snug and warm.



Can you help? For more details please visit our website [www.lhch.nhs.uk](http://www.lhch.nhs.uk)

or contact

Joanne Shaw by

emailing [Joanne.Shaw@lhch.nhs.uk](mailto:Joanne.Shaw@lhch.nhs.uk)

or call 0151 600 1497.





## From big conversations came big ideas...

Since the launch of Listening into Action (LiA) in April our Big Conversation events have attracted 200 staff enthusiastic to make a real difference.

At the events attendees were asked to explain their day to day frustrations and what we as a Trust can do to make these better.

The following key projects and project leads were chosen based on the feedback from these conversations. All projects have a named lead and are supported by a member of the executive team:



Projects	What do we aim to achieve?	Lead
Home for Lunch	To make patient discharge more timely – enabling patients to be 'home for lunch'.	Caroline Toolan
Discharge summary	To have the discharge summary ready 3 days before the estimated day of discharge.	Lisa Salter
Theatre starting and finishing times	To improve operations list scheduling in theatres to reduce delays.	Lisa Tierney
Delayed discharges in Critical Care	To reduce delayed patient discharge in this area.	Fiona Altintas
Hands-on care in Cath Labs	To maximise staff contact with patients during their cath lab procedure for reassurance.	Karen Wafer
Number of patients moves in surgery	To reduce the number of moves for patients coming to the Trust for surgery.	Hayley Kendall
Staff experience and facilities	To improve staff experience by improving the facilities available for staff.	Carol Baker
Filtering ONBASE queues	To improve the timeliness and quality of the process for dealing with referrals to allocated outpatient appointment.	Sue Perkin
Prioritisation for Electronic Patient Record (EPR) changes	To provide a clear process for prioritisation of changes to the electronic patient record system and an agreed communications plan to all staff.	Nigel Scawn

Watch out for details of how our teams progress this work in the next edition of *Members Matters*.

## Dr Morris saves Saints fan at Langtree Park

In case you missed it, Dr John Morris, Associate Medical Director –Medicine made us all very proud recently when he was able to assist in saving the life of a Saints fan who had a cardiac arrest at Langtree Park during a rugby match in July.

Dr Morris was watching as an avid Saints fan himself when he saw that John Irving was unwell and sprung into action.



# Membership Zone

## Members survey 2015

**Thank you to our members who were able to take the time to complete our recent members' survey.**

We received nearly 700 responses and identified a number of key themes we will work on to help strive for further improvements.

In the next edition of Members Matters we will provide a summary of these themes and actions we have taken in response to these.



## Governor Elections

Following our summer elections we are pleased to welcome the following new LHCH Governors, who all commenced their term of office following the Combined Council of Governors and Annual Members' Meeting on 1st October 2015.

### Why did you want to be a Governor @LHCHFT?

**Alex Thompson**  
**Staff Governor – Non Clinical**

*"I wish to carry out this role to make a contribution on behalf of my colleagues in representing them in the day to day working of such a busy and well-respected Trust and relaying back any relevant information to them. Thank you to all my colleagues who voted for me."*



**Lynn Trayer Dowell**  
**Staff Governor – Registered and Non Registered Nurses**

*"I am currently an Infection Prevention & Control Nurse; this requires me to work with staff across the Trust making me accessible. I am*

*passionate about the values of the NHS and feel that with my experience I am able to represent staff views to the board of directors."*



**Arthur Newby**  
**Public Governor – Merseyside**

*"As a volunteer at the Hospital for 7 years, I see it as the appropriate next step to volunteer my services as a Governor. This I do in gratitude for the hospital giving me my life back, having undergone a triple by-pass in 2002".*



**Allan Pemberton**  
**Public Governor – Cheshire**

*"To represent the Cheshire Constituency is a privilege as it will bring opportunities to strengthen community links. It will allow me to make direct contributions to monitoring, sustaining and developing the hospital's quality of provision and reputation. Voluntary work of this nature has the potential to bring about profound developments."*



**Ian Painter**  
**Public Governor – North Wales**

*"I have previously worked in a clinical nursing role and was involved in the setting up a community cardiac rehabilitation service for Flintshire. I am therefore especially eager to ensure equity of cross-border cardiology services. I look forward to my role as Governor within such a well-respected Hospital Trust."*



**We said good bye to Tony Grimes, Staff Governor-Non Clinical, Peter Hannaford – Registered and Non Registered Nursing and Neil Marks, Public Governor – Merseyside when their term of office came to an end on 1st October 2015. Thank you to Tony, Peter and Neil for your commitment and valuable contribution made to the Council of Governors.**

## Len's abseil miracle

**Len McGrail, Member and former heart patient here at Liverpool Heart and Chest Hospital amazed himself, family and friends recently when he took on an abseil challenge down Liverpool's Anglican Cathedral.**

Len, 71, told Members Matters: "In 2008 I suffered a heart attack which necessitated a quadruple heart bypass. After a successful operation at LHCH and for which I'm eternally grateful—the cardiac rehabilitation (combined with a healthy lifestyle) enabled me to regain a good level of fitness. I never would have thought 7 years ago I would ever be able to do this!"

Congratulations to Len for this outstanding achievement!





# Out and about...

Our Governors have been busy attending a number of events over the summer months and have really enjoyed meeting you all 'out and about'...

We are busy planning our membership event calendar for 2016. Please look out for the next edition of Members Matters in the new year for full details.

## May 2015

Jacky Baldini, Operations Manager for Alzheimers Society – North Wales and Jo Shaw, Lead Nurse – Safeguarding and Patient and Family Centred Care provided a 'Dementia Friends' session at members' event in Wrexham.

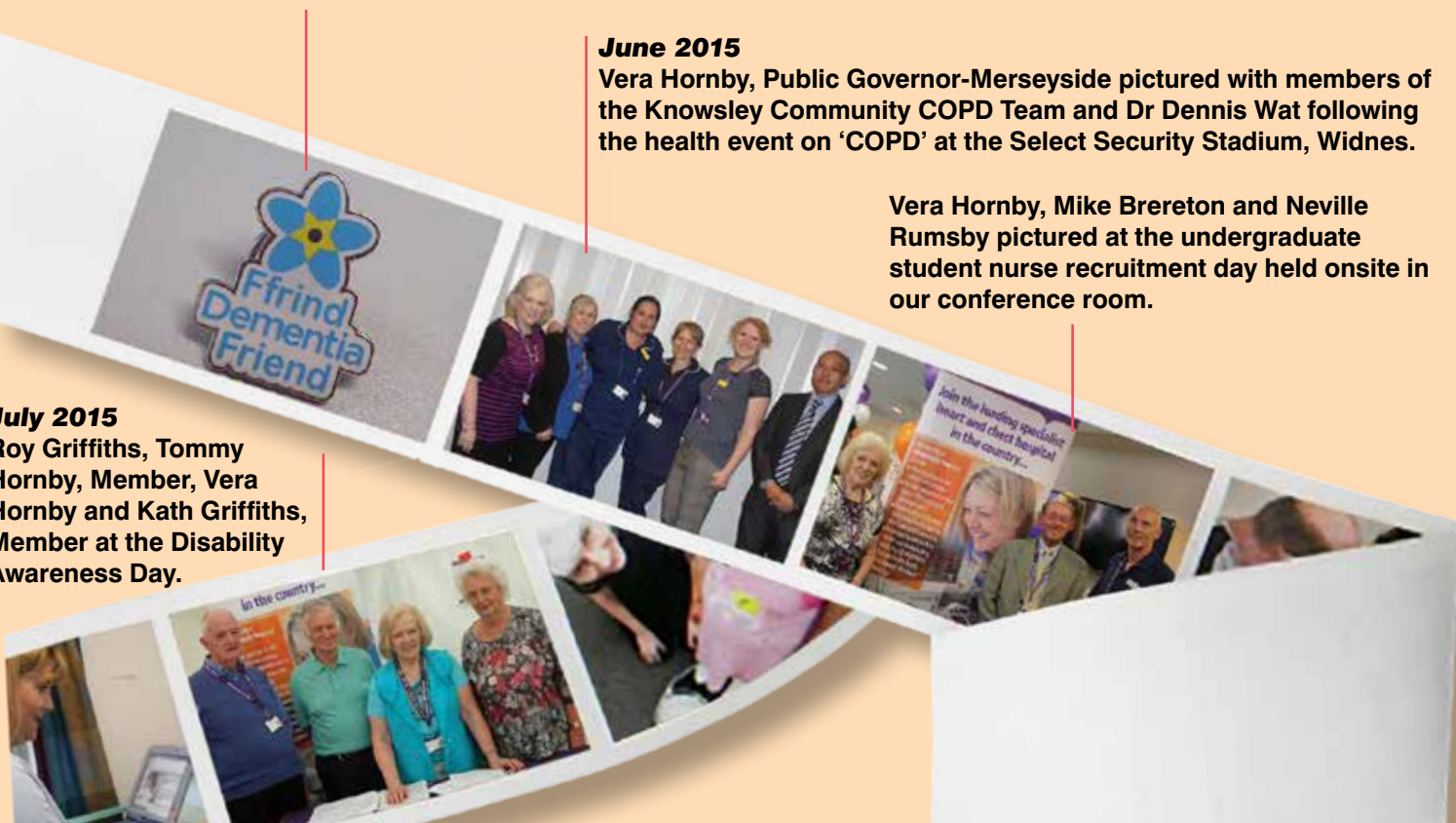
## June 2015

Vera Hornby, Public Governor-Merseyside pictured with members of the Knowsley Community COPD Team and Dr Dennis Wat following the health event on 'COPD' at the Select Security Stadium, Widnes.

Vera Hornby, Mike Brereton and Neville Rumsby pictured at the undergraduate student nurse recruitment day held onsite in our conference room.

## July 2015

Roy Griffiths, Tommy Hornby, Member, Vera Hornby and Kath Griffiths, Member at the Disability Awareness Day.



## David Hicks

**In May 2015, we were saddened to hear of the sudden death of David Hicks, Governor and former Senior Governor of LHCH.**

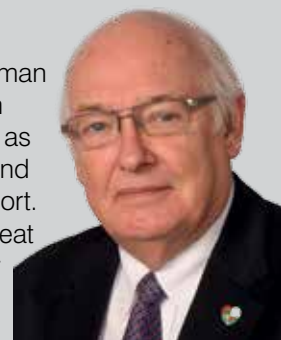
David is a 'founder Governor' and has served on the Council of Governors since 2008 supporting us through our Foundation Trust application in November 2009. A former patient at the hospital himself he understood the needs of our patients and their families and he devoted himself tirelessly to support this hospital and the care we give to patients and their families.

His dedication led him to be not only one of our most active Governors but one that fellow Governors/Board members and staff held in the highest regard. His contribution was always considered and when he spoke people listened to a person who had not had only the business skills, the patient experience but also the compassion and behaviours that we advocate.

David was our first 'Senior Governor' a role he undertook with pride and to me personally he was a great source of counsel and support both formally

and informally a man you could rely on who would say it as it is and give sound advice and support.

David had a great sense of humour and it was an honour knowing him – I know you will share with me our very sincere regrets to his family and loved ones.



*Neil Large, Chairman*

Contact the Membership Office on 0151 600 1410 or email [membership.office@lhch.nhs.uk](mailto:membership.office@lhch.nhs.uk)

# Research and Innovation update

## ***LHCH marks International Clinical Trials Day***

**LHCH marked International Clinical Trials Day on site at the hospital, on local radio and on Twitter!**

Patients, families, staff and visitors were welcomed to find out more about clinical trials and the importance of research.

There was also a live 'tweetchat' in partnership with the North West Coast Clinical Research Network, using the hashtag #nwresearch, with a panel of patients and research experts including our LHCH Patient Research Ambassador Keith Wilson, answering questions and providing useful information. The panel were also interviewed by Tony Snell on the lunchtime show when callers were able to take part in the debate.



### ***Did you know?***

**Since 2012, more than 5,000 people have taken part in research and clinical trials at LHCH, and their participation has led to improvements in treatment of surgery, cardiology, respiratory disease / cystic fibrosis, heart failure and cancer. As a result of research and clinical trials, life saving treatments are available.**

## ***LHCH plays role in national 100,000 Genomes project***

**LHCH has been named as one of the main recruiting sites for cardiovascular rare conditions and lung cancer in the Liverpool region, as part of the 100,000 Genomes Project.**

The project is running on a national scale and focusing on sequencing all the genes (whole genome) of patients with rare diseases and their families, and patients with certain common cancers.

Sequencing 100,000 genomes by 2017 will enable scientists and doctors to understand more about specific conditions and how we treat them and will greatly enhance the genomic diagnostic capability in the NHS as a whole.

LHCH is already recruiting patients for cardiovascular rare conditions led by Consultant Cardiologists Dr Jay Wright and Dr Derick Todd and we are also establishing the processes for lung cancer which is led by Professor Pieter Postmus, Consultant in Thoracic Oncology and Mr Mike Shackcloth, Consultant Thoracic Surgeon.

Liverpool Heart and Chest Hospital's involvement in the project puts us at the forefront of this pioneering research.



*Dr Jay Wright*



*Professor Pieter Postmus*



*Mr Mike Shackcloth*



*Dr Derick Todd*



# Staff Noticeboard

## 'Best of the Best' Employee of the Month winners



The employee of the month recent award winners are pictured below with colleagues following their presentation.



**May 2015**

**Mandie Walthew** (front – second from left)



**June 2015**

**Gareth Sambrookes** (second right)



**July 2015**

**Clive Taylerson** (second from left)



**August 2015**

**Dr Dennis Wat** (second from left)

## Hospital staff out in 'force' to celebrate work of Reservists

Liverpool Heart and Chest Hospital (LHCH) celebrated Reserve Forces Day (Wednesday 24th June) by paying tribute to staff who combine their duties of contributing the very best patient care, whilst also serving the UK Reserve Forces.

Reserve Forces make up approximately one sixth of the country's Armed Forces personnel. These men and women balance their civilian lives with a military career to ensure that should their country require them, they would be ready to serve as part of the military.



*Gina Aldous, Lisa Tierney and Jeff Murphy showed their support on the day.*



# Staff Noticeboard

## Green Aware, Better Care

LHCH has launched a new Trust-wide campaign 'Green Aware, Better Care' to help us improve our environmental sustainability. This campaign aims to raise awareness of changes which can be made to make a difference and bring real benefits to our hospital.

It has been shown that patient experience can be improved by taking action on sustainability. For example, switching off unnecessary lights and equipment and keeping doors closed all help to reduce disturbances (both light and noise) by increasing privacy on wards.

**Green Aware  
Better Care**

[www.lhch.nhs.uk](http://www.lhch.nhs.uk)  
@LHCHFT

## Our PACT

Following much consultation with staff 'Our PACT' Values and Behaviours have now been launched.

To find out more about 'Our PACT' please visit the staff intranet.



## Staff complete charity challenges

Congratulations to following members of staff who have carried out brilliant personal achievements for charities recently:



Jackie Jones, Telecommunications who completed the 'Tour of Merseyside' and ran a total of 52 miles in one week in July!



Caroline Waine from the Clinical Systems team and colleagues completed the race for life 5k race in Sefton Park in July in memory of Caroline's fiancé Stuart.



Jessica Jackson, Knowsley Community Services who bravely abseiled down Liverpool Cathedral on the 1st August 2015.

Lyndsey Wigelsworth (pictured far right with her 5 peak challenge team) from the Knowsley Community COPD Team who completed a 5 peak challenge over Rossett Pike, Great End, Scarfel Pike, Esk Pike and Bow Fell.

## Know your numbers

Our Knowsley Community staff helped to raise awareness of the health complications associated with high blood pressure during September's 'Know Your Numbers' week.

The team, pictured with the iVan, went out and about to different community venues monitoring blood pressure and breathing, and providing health information and advice.





# Great people doing great things



## Jeff's Manchester jaunt

**Jeff Bannister was an active 54 year old who enjoyed hill walking until he was diagnosed with atrial fibrillation (a condition which causes irregular and often an abnormally fast heart rate).**

Jeff's condition began to have a profound effect on his life and his ability to walk the nearby hills of Cheshire became a thing of the past.

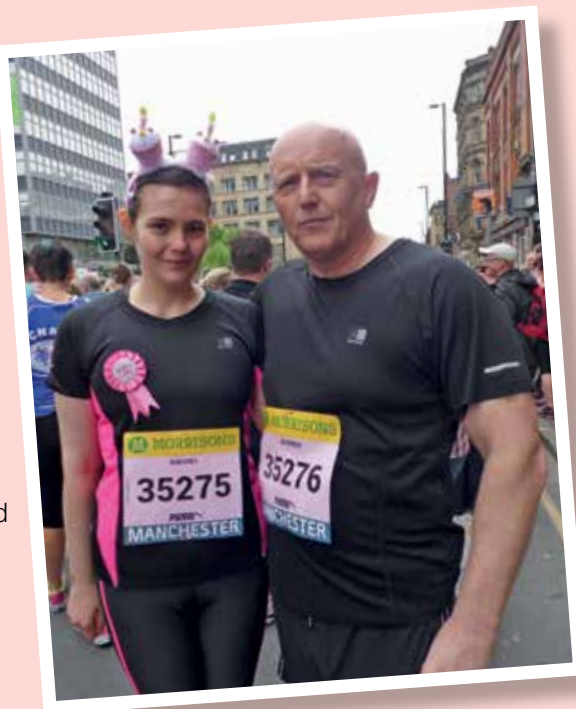
Cardioversion treatment (to help regulate Jeff's heart beat) didn't work and in December 2013 Jeff came to Dr Gupta at LHCH for a cardiac ablation (repairing the damaged areas of the heart which cause the irregular rhythms).

Jeff says: "Thanks to Dr Gupta and the team at LHCH, I've got my life back and I can't say how grateful I

am to them as I was afraid that it would never be the same again."

To show how well the treatment worked and to say "thank you" Jeff and his daughter Rachel entered the Great Manchester Run in May and completed the time in a very impressive 72 minutes. They also raised a fantastic £465 for the Liverpool Heart and Chest Hospital Charity as well.

Jeff says: "It was fantastic to enter and complete the course and to feel like I could give something back to the people who returned my life to me. I can't thank them enough for all their care and skill".



## On your bike!

**Saturday, 12th May 2012 is a day that David Wainwright will remember for the rest of his life, as it was this day that he was rushed to LHCH following a heart attack.**

On arrival David was swiftly taken into theatre to undergo an emergency operation to fit three stents (a small mesh tube which helps to open and support coronary arteries).

David says: "I couldn't believe the standard of care I received at LHCH and thanks to the doctors and nurses skill I was home within 3 days and am happily still around to tell the tale".

The heart attack gave David pause for thought on his general level of fitness and after listening to medical advice, he took up

cycling. He soon realised that, at 59 years old, he had discovered a new love. He says: "Eventually I found I could do 10 miles then 20 miles then 30 miles all without feeling completely wiped out.

Then my good friend Steve entered me into the Liverpool/Chester/Liverpool bike ride and I decided to take up the challenge and, at the same time, try to raise some money for LHCH by asking for sponsorship. Once I was able to ride 40 miles I knew I could do it, and not only did I start to feel fitter I also lost over 50lbs in weight, a real bonus".

5th July 2015 gave David another memorable day when he completed the challenge raising an amazing £825. He says: "Liverpool Heart and Chest Hospital has a great reputation with great staff; who help thousands of people every single year. Completing the ride was a fantastic feeling; it's been a long time since I felt that good about myself and knowing I was helping everyone at LHCH was the icing on the cake".



# Great people doing great things

## Sophia takes to the skies

**July 2015 saw Sophia Anderson take the plunge and complete a 'Tandem Sky-Dive' for the Liverpool Heart and Chest Hospital Charity.**

Sophia wanted to repay the hospital after her father was treated here following a heart attack in November 2014. She says: "With the unbelievable help and support that the staff at LHCH provided; I am so glad to say that my dad is doing very well. I can't thank the hospital enough for the help that they gave him and to have him with me on the day that I took the challenge is something I will never forget."

Sophia raised a massive £845 for our charity and has asked that the funds be used towards the purchase of some of the highly specialised equipment that we use.

If you would like to see Sophia complete her Sky Dive Challenge then just follow this link <https://youtu.be/Kv84qf0QKcA>.



## 10,000 memories for Lee

**Lee Knowles suffered with heart problems from birth, at the age of 5 he underwent ground-breaking aortic valve surgery and although this was meant to be a temporary measure, Lee went on to live a busy and active life becoming a Third Dan black belt karate instructor, a talented sign writer and graphics designer with a love of music that took him to festivals of all kinds – all with the "temporary valve" still in place.**

By September 2014 Lee had started to feel the effects of the valves deterioration. And after many meetings with LHCH

consultants it was decided to go ahead with a further valve replacement – despite the risks that the operation carried. The operation went well and Lee was well on his way to recovery but on the day of his discharge he suffered catastrophic heart failure and despite a valiant fight for life that lasted four days, Lee passed away.

His brother Bryn says: "He has left a huge gap in the lives of everyone that knew him, his funeral on 3rd Oct 2014 was attended by over 600 people and his hearse was a converted VW Camper van that epitomised the man he was, a free spirit, dependable and always ready



Contact the Charity Office on 0151 600





## Get a glow with the LHCH Charity 'Shineathon' this Christmas

**Christmas is such a special time of year. A time for family and friends to let each other know how much they mean to us and why they make our lives so special.**

What better way of doing this than by putting your message in writing and leaving it with its own dedicated light on one of our LHCH Christmas Trees in this year's LHCH Charity Shineathon.

We will be decorating Christmas Trees across the hospital with a thousand individual white lights and each light will carry its own heart shaped gift tag where you can celebrate a special someone or something that's close to you.

Everyone who makes a donation of £10 or more will receive a heart shaped tag for their message which will be attached to the trees during the festive period. Once the trees are taken down, then the tags will be pasted into one of our memory books which will be put on display in the hospital from time to time, as well as appearing on our new charity website.

To find out more get in touch with the LHCH Charity Office on **0151 600 1409** or send a donation using the form overleaf, ticking the box for Shineathon. If you would like to have more than one tag then please do get in touch and we will be happy to help.

Please note numbers are limited to the first 1,000 people to take part.

for the next big adventure".

Bryn continues: "As a family we couldn't praise the staff and facilities at LHCH enough, they gave Lee a fighting chance and their support was outstanding. We decided that we wanted to raise funds to help the charity and give someone else the chance of life as well as providing a fitting legacy for Lee."

To date Bryn has raised £1,566.10 towards the £10,000 and if you would like to help them remember Lee then please do visit his JustGiving Page at **www.justgiving.com/leeknowles/**



# YES, I want to support the LHCH Charity

Thank you for wanting to support the work of the Liverpool Heart and Chest Hospital with your donation. You are helping us to make the difference to the lives of thousands of people living with heart and lung problems.

## Your details:

Name

Address

Postcode

Email  I give you permission to email me ☐

I would like to make a **SINGLE** donation of: £5 ☐ £10 ☐ £15 ☐ £20 ☐ £25 ☐ £50 ☐ Other ☐

Please make cheques payable to the Liverpool Heart and Chest Hospital Charity

I would like to donate: £5 ☐ £10 ☐ £15 ☐ £20 ☐ £25 ☐ £50 ☐ Other ☐

using my: Mastercard ☐ Visa ☐ Switch Card ☐

If this donation  
is for 'Shinethon'

Card number

Start date  /  /  Expiry date  /  /  Security Code    Please place a  
tick in the heart

*Giftaid it*

**Did you know that you can increase your gift to LHCH by an extra 25p for every £1 with no extra cost to you. If you are a UK tax payer just sign the form below and we can do even more to help.**

Yes, I am a UK taxpayer and I agree to the Liverpool Heart and Chest Hospital Appeal claiming tax on all past, present and future donations I make to the charity. Please treat my donations as Gift Aid donations. By ticking this box I confirm that I am paying or will pay an amount of Income Tax and/or Capital Gains Tax to cover the amount LHCH and any other charities or Community Amateur Sports Clubs (CASCs) will reclaim for the tax year (6 April one year to 5 April the next year). Council Tax and VAT do not qualify towards Gift Aid. LHCH will reclaim 25 pence of tax for every £1 that has been given. ☐ I am not a UK taxpayer ☐

**Your signature** (please don't forget to sign and date)

Date

**Please return completed form to:**

Liverpool Heart and Chest Hospital Charity, FREEPOST RRLL-KSHT-ZLKE

Liverpool Heart and Chest Hospital NHS Foundation Trust, Thomas Drive, Liverpool L14 3PE Registered Charity No. 1052813

## Our Promise

Your privacy is important to us. LHCH will process your data in relation to its activities as a charitable fundraising organisation. We may, in future, contact you with newsletters, appeals and information about events and offers. If you would like us to stop processing your data, please let us know by ticking this box ☐ Your personal information is not sold, lent, hired or shared with other parties and is only used by ourselves. By providing your contact details (eg address, telephone number, mobile phone number, email address) you consent to LHCH contacting you by those methods unless otherwise stated.



**Don't forget to join our LHCH Charity  
Shineathon Full details on page 15**