

# members matters

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



**Transforming  
hospital care  
for our day case  
patients**

## **INSIDE:**

***Celebration of Nursing***

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***Forthcoming events  
including our Annual  
Members' Meeting 2014***

# Nursing Times Awards 2014



Marga Perez Casal



Mandie Walthew



Justine Monks

## LHCH shortlisted for national Nursing Times Awards

**Teams at Liverpool Heart and Chest Hospital are in the running for a number of exciting national nursing awards.**

Following a review by the Nursing Times Awards 2014 judging panel, LHCH has been successfully shortlisted in four categories, as follows:

**Respiratory Nursing category** – An autonomous nurse led chest drain clinic; making a difference for patients led by Mandie Walthew, Thoracic Advanced Nurse Practitioner.

**Emergency and Critical Care category** – Developing a Post-operative Quick Recovery Service Following Cardiac Surgery led by Justine Monks, Advanced Nurse Practitioner – Critical Care.

**Enhancing Patient Dignity category** – Dementia Friends by Joanne Shaw, Assistant Director of Nursing and Shirley Cummings, Service Improvement Facilitator. Read more about Dementia Friends on page 4.

**Clinical Research Nursing category** – Embedding a Research Culture and Education led by Marga Perez Casal, Head of Research and Innovation.

The Nursing Times Awards are due to take place on Wednesday 29th October 2014 at the Grosvenor House Hotel in London. Good luck to all our shortlisted teams!

## Our journey to be the best

**Over the past few months we have been busy across the organisation communicating our vision and strategic objectives for the future of LHCH. Our vision is:**

“To be the best cardiothoracic integrated healthcare organisation, delivering clinical excellence and a first class patient and family experience.”

This will be challenging but it is also very achievable. Having met with members of staff over the months it is clear that united with this shared focus we have the skills, expertise and commitment to be ‘the best’.

The objectives that underpin our vision are as follows:

**Quality:** Delivering the highest quality, safest and best experience for patients and their families by providing reliable care.

**Service and Innovation:** To develop our service portfolio for patients by expanding our current models of service and by developing innovative models of care underpinned by enhanced business systems.



**Value:** To maintain financial viability, enhance service delivery and develop new models of care to improve the health of our patients and safely reduce costs through our programme of transactional and transformational change.

**Workforce:** To be the best NHS Employer by 2019 with a demonstrable track record of motivating our high performing workforce.

**Stakeholders:** To develop productive relationships and alliances with key stakeholders as effective and responsive partners in order to enhance the Trust's profile and reputation and thus secure LHCH clinical sustainability.

We have already started our journey to be ‘best’ and I look forward to sharing all the latest news and updates from our organisation with you through our refreshed LHCH newsletter ‘Members Matters’.

Thank you.

**Jane Tomkinson**  
Chief Executive





# Transforming hospital care for our day case patients

In May, we officially opened our innovative new ward 'Holly Suite' for patients undergoing a day case procedure.

It comes as part of our £3m development which puts us at the forefront of delivering day case cardiovascular care.

Councillor Gary Millar,

the former Lord Mayor of Liverpool, was delighted to formally open the new facility at the event.

Holly Suite has been built based upon the success of the 'lounge area' in the previous day ward, where patients had enjoyed a relaxed care environment since 2009.



Jane Tomkinson, Chief Executive, Dr Rod Stables, Consultant Cardiologist, Cllr Gary Millar, former Lord Mayor of Liverpool and Neil Large, Chairman

We are now able to offer these facilities and an enhanced experience to all cardiac and thoracic patients who come to the hospital for a day case procedure.

Jane Tomkinson, Chief Executive, said: "As the national leader in day case cardiovascular intervention, performing more than 80% of all percutaneous coronary intervention as day cases. This innovative new facility represents a genuine revolution in a patient and family centred approach to cardiothoracic care.

"I am delighted that we continue to be able to invest in specialist services and facilities so that we are able to provide our patients and their families with the very highest standards of care."

The design of Holly Suite reflects the ideas of consultants, nurses, infection control staff, architects, as well as patients and families who were heavily involved throughout the project.



Holly Suite Project team enjoy the official opening



## LHCH team 'go blue' for Cardiac Screening Event

LHCH cardiologists and cardiac physiologists, in conjunction with The Vital Sounds Foundation (VSF) raised awareness of heart health by holding our latest cardiac screening event on Saturday 16th July at Everton Football Club.

On the day, we were delighted to welcome Radio City's breakfast show presenter, Leanne Campbell, who spent time talking with staff to find out more about the importance of cardiac screening events.

Please look out for future cardiac screening event dates by visiting our website [www.lhch.nhs.uk](http://www.lhch.nhs.uk)

Michael Salla, Everton FC, Tony Long, LHCH Assistant Cardiac Physiologist, Dr Derick Todd, Consultant Cardiologist at LHCH, Tony Bennett, LHCH General Manager – Support Services, Mark Cunningham, VSF with Leanne Campbell, Radio City Presenter (front centre)

# Helping to create a dementia friendly community

Dementia Friends is an Alzheimer's Society led initiative, funded by the Department of Health and Cabinet Office. It aims to increase dementia awareness and change the way the nation thinks, talks and acts about dementia and is part of the Prime Minister's Challenge on Dementia.

Here at LHCH we have two Dementia Friends Champions who are trained volunteers who encourage their colleagues, friends and the local community to understand a little bit more about dementia, what it's like to live with dementia and then turn that understanding into action.

We are now offering another chance for friends and family in our local community to attend a 1 hour session to become a dementia friend; you will receive a badge at the end of the session. The sessions will be held in the Conference Room in our Research Centre on the hospital site. Full details of when these sessions are scheduled and, how to book is available at [www.lhch.nhs.uk](http://www.lhch.nhs.uk)

At the time of going to publication the total number of Dementia Friends we have created is now nearing 900. This incorporates both members of staff and members of the community who have so willingly attended one of our Dementia Friend Sessions to date.



## Plans underway for new 'state of the art' Cystic Fibrosis Unit

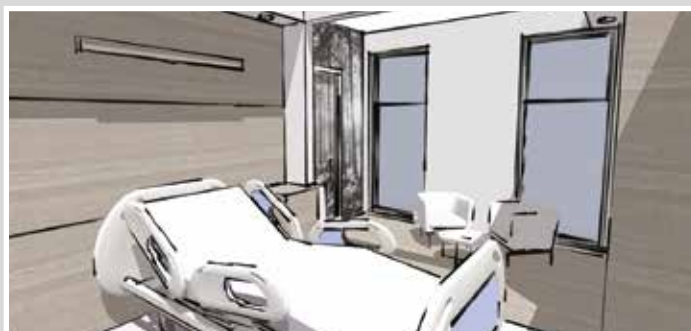
The Trust has now embarked on exciting plans to build a brand new ten bedded Cystic Fibrosis Unit to provide exceptional facilities for our CF patients. As one of the leading providers of Cystic Fibrosis (CF) Services in the country, this new build will have a big impact in leading further improvements in the patient and family experience of our patients. Improvements will include:

- All individual private rooms will be spacious and modern. There will also be en-suite bathrooms, which are currently not available in all of the side rooms within the existing unit. This new unit will also ensure new national requirements are met.
- Rooms will incorporate a sofa and entertainment facilities including television and access to Sky tv and DVD library
- Dedicated family room
- Atmospheric and relaxing mood lighting
- Improved car parking and a new entrance enhancing accessibility to the facility
- 'A home from home' feel with medical equipment and gases covered with fitted wardrobes – more like 'hotel' than 'hospital'.

Members Matters spoke to Dr Martin Walshaw, Consultant Chest Physician about his thoughts about the plans for the new unit:

"Cystic Fibrosis is an inherited disease caused by a faulty gene. This gene controls the movement of salt and water in and out of your cells, so the lungs and digestive system become clogged with mucus, making it hard to breathe and digest food.

More than 2.5 million people in the UK carry the faulty gene, around 10,000 are affected. There is currently no cure for cystic fibrosis but many treatments are available to manage it,



*An architect's impression of the rooms for the new CF unit*

including physiotherapy, exercise, medication and nutrition."

He added: "This new Cystic Fibrosis Unit will hugely update our current facilities, provide en-suite rooms for our CF patients and make a big improvement to the overall patient and family experience. We plan to have this new unit open to our patients by summer 2015. Our multi-disciplinary team are all very excited for the move as this will have such a positive impact on our service."

This is just the first phase of investment for our Cystic Fibrosis patients. We are working with Alder Hey Childrens NHS Foundation Trust to ensure a positive transition for young adults from paediatric care, and have ambitions to launch a fundraising campaign to further enhance our facilities for younger people. If you are interested in supporting this campaign in any way or would like to make a donation please contact Robyn in the Appeal Office on **0151 600 1409** or by emailing [Robyn.Sefton@lhch.nhs.uk](mailto:Robyn.Sefton@lhch.nhs.uk)



# Celebration of nursing



**All staff came together on National Nurses' Day to celebrate another successful and memorable year of nursing here at LHCH.**

On the 9th May, Liverpool Community College kindly provided complimentary treatments to pamper our staff. There was also an opportunity for all attending to treat themselves by perusing a number of stalls providing jewellery, Clinique products and Costco membership

Thank you all of you who supported this year's event.

Following nurses day, six members of staff were presented with a 'Proud to Care' Award in recognition of their

contribution to deliver the 6C's namely Care, Compassion, Competence, Communication, Courage and Commitment.

**Charlie Cowburn, Staff Nurse, Elm Ward**  
"Very caring and genuine. Always running around but never gets upset. He's amazing! He's doing a good job, never too much trouble for him. He is happy all the time in his work."

**Peter Delve, ITU, Intensivist**  
"Out of all the doctors and consultants, Peter has taken time out to explain my father's care. He is approachable, kind and reassuring. He didn't make us feel stupid or time wasting. He is a genuinely

lovely man and a credit to LHCH."

**Linda Jones, Assistant Practitioner, COPD Pulmonary Rehab Team**  
"Linda is always punctual, very caring and diligent. If she says she will do something, she does. She always has time to listen and helps if she can. Nothing is too much trouble for her. Linda is a very happy, bubbly person who always makes you feel better when she visits."

**Neill McNeill, Elm Ward**  
"Neill was magnificent in looking after me until I was discharged. Nothing was too much trouble for him, he was so caring, kind, and a wonderful person."

**Shariffa Owoo, Staff Nurse, Oak Ward**

"As soon as I came onto Oak Ward from CCU, Shariffa made me feel welcome with her bubbly personality and lively sense of humour. Her level of nursing care is unquestionable and she answered questions thoroughly. She would visit me frequently, even when not in direct care for me. She made my stay a total pleasure and she deserves all the credit she can get. Thank You."

**Sue Watkins, Hygiene Assistant**  
"Always smiling and happy – that makes you happy too."

## Patient and Family Engagement at LHCH

The Trust holds a series of Patient and Family Engagement events each year in various venues across our catchment area. Our most recent event was held on Wednesday 11th June 2014 in Bangor, North Wales. The event was a great success and the many outcomes from the day will help us strive for further improvements which, enable us to provide excellent, compassionate and safe care for every patient, every day.

John Farnsworth attended the day and kindly shared the below poem of his experience as a patient here at Liverpool Heart and Chest Hospital.

*A big thank you to all at  
Liverpool Heart and Chest  
Hospital*

*I went off to the place of high repute,  
To have my 'ticker' repaired,  
The staff were kind and put me at ease,  
So I wasn't even scared*

*Tests had shown a faulty valve,  
I really wasn't well,  
And so I was offered a new one  
That soon would make me feel 'swell',*

*I was opened up,  
Whilst they looked around  
And a new valve was fitted  
Without even a sound*

*They put everything back,  
Those doctors in blue,  
And then fastened me up  
With stitches and glue*

*I woke up next day,  
Feeling tired and relieved,  
All had gone well,  
And successfully achieved*

*My recovery was good,  
The care, I must tell,  
Was like staying a while,  
In a five star hotel*

*They sent me off home  
With instructions to rest,  
My experience there,  
Had been simply 'the best'*

*Exercise and rest,  
But listen to reason,  
So I hung up my boots  
For the rest of the season!*

*A year has gone by,  
And I feel like brand new,  
A big thank you to all,  
For pulling me through.*

# Celebrating Success

## **LHCH staff**

### **'Simply the Best'**

## **– Staff Awards and Summer Party 2014**

On a bright summer's evening LHCH colleagues joined together for the Annual Staff Awards and Summer Party on Friday 11th July 2014 at the Crowne Plaza, Liverpool City Centre. Guests enjoyed after dinner entertainment from Radio Merseyside DJ and Comedian, Sean Styles who also hosted the Staff Awards Ceremony: Six awards were presented on the evening by Neil Large, Chairman and Jane Tomkinson, Chief Executive as follows:

#### **Volunteer of the Year**

**Winner: Arthur Newby**

A special surprise on the evening was in store for Arthur Newby, Meet and Greet Volunteer who was presented with the Volunteer of the Year Award. Below is a sneak peek of Arthur's nomination:

"Arthur is the longest serving member of our volunteer team and used to support the Customer Care Team in handing out and collecting paper patient surveys on the wards. Arthur then evolved with our volunteer scheme and has always been committed, supportive, trustworthy, punctual and extremely loyal. Arthur is a true gentleman who I believe should be highly commended as we are so lucky to have him as part of our team. He is excellent at his role and always helps to keep our patients and relatives safe. He delivers an outstanding service, to every patient, every day."

#### **Employee of the Year**

**Winner: Mark Hignett**

Healthcare Assistant, Surgical Admissions Unit

"Mark treats every patient differently, he gets into conversation with them getting to know their likes and dislikes, and he makes them feel like a 'person' rather than a patient."

**Kathy Winters**, Telecommunications was awarded 'highly commended' in this category.

#### **Leader of the Year**

**Winner: Sharon Hindley**

Support Services Manager

"Sharon is caring and a fantastic manager. I don't think she realises what she does for her staff and the Trust. Sharon has worked for the NHS from an early age and is completely dedicated to our patients and staff."







### Team of the Year

#### Winner: HEAT PPCI Team

"The HEAT PPCI team has made an exceptional contribution to patient care. Their finding that a much cheaper anticoagulant, Heparin, is linked to better outcomes for patients after undergoing Primary PCI procedure and is bound to revolutionise the world of interventional cardiology. At a point in time when every penny is counted for and we all have to make significant savings, HEAT has provided very important scientific evidence that best care is now always expensive care."

The **Robert Owen House team** were 'highly commended' in this category.



### Innovation of the Year

#### Winner: Cystic Fibrosis Diabetes Service Team

"Over the past two years the team have been able to diagnose in over 50% of patients that wouldn't have been diagnosed with conventional methods. Through using Continuous Glucose Monitoring, clinical parameters were analysed and had improved, indicative of improved glucose control."

The **Service Improvement Team** were 'highly commended' for their work on delivering Dementia Friends.

### Lifetime Achievement Award

#### Winner: Joan Walsh

"Joan has worked for the NHS since 24th June 1972 and therefore been employed 42 years! Joan has always been a committed and loyal member of staff, always giving the best she possible can to the department to help provide a quality service. Our patients and their families always come first with Joan."



Following the awards ceremony, staff danced the night away to music from the 'Backbeat Beatles' and a disco. We are looking forward to next year already!

# Membership Zone



## Council of Governor Elections 2014 – Message from Neil Large, Chairman

Following the results of the elections published on Thursday 19th June, I am pleased to welcome and congratulate two new Governors, Trevor Wooding and Sharon Hindley who will join the council at the close of the Annual Members Meeting (AMM) on Monday 29th September 2014. In addition to this, further congratulations to six Governors who have been re-elected and will commence this term of office at the close of the AMM. The results are outlined below:

- Roy Stott and Paula Pattullo have been re-elected as Public Governors for Merseyside. They will be joined

by Trevor Wooding who will join the Council of Governors for his first term.

- Judy Wright and Mike Brereton have been re-elected as Public Governors for Cheshire.
- Denis Bennett who has been re-elected as Public Governor for North Wales.
- Neville Rumsby who has been re-elected as Staff Governor – Registered and Non Registered Nurses and Sharon Hindley who will join us for her first term as Staff Governor for Non Clinical staff.

I would also like to take this

opportunity to thank Debbie Mawson, Public Governor – Merseyside for her contribution to the council to date. Debbie's term of office ends at the Annual Members Meeting on 29th September 2014. In addition to this, thank you to Christine Kirwin Bell who has recently stepped down from her position as Staff Governor-Non Clinical as a result of her retirement from the Trust.

Full details of the current Council of Governors and Council of Governors meetings can be found on our website [www.lhch.nhs.uk](http://www.lhch.nhs.uk). Thank you.

**Neil Large** Chairman

## Forthcoming events

**Combined General Meeting of Council of Governors & Annual Members Meeting 2014 on Monday 29th September from 4.30pm in the LHCH Conference Room, Research Unit.**

At this meeting the Board of Directors will present our annual report and accounts along with our quality account and discuss our future plans for the year ahead. We have both exciting and challenging times ahead of us, including plans for some state of the art capital developments. There will also be an opportunity for members and the public to ask any questions they may have to the Board of Directors. If you plan to attend, please contact the Membership Office to book your place.

**'Sleep Apnoea' with Dot Price, Senior Chief Respiratory Clinical Physiologist on Wednesday 15th October 2014, 7pm, Ramada Plaza, Promenade, Southport, PR9 0DZ**

Another chance to find out more about Obstructive Sleep Apnoea. Obstructive

sleep apnoea (OSA) is a condition that causes interrupted breathing during sleep. It is a relatively common condition that affects more men than women. In the UK, it is estimated that around 4% of middle-aged men and 2% of middle-aged women have OSA, which is often associated with being overweight.

Dot runs a sleep apnoea clinic here and will discuss, in lay person's terms, the condition and the risks associated with it, along with the treatment currently available. There will also be an opportunity for members of the audience to ask any questions they may have regarding this subject. In addition to this there will be a CPAP machine and masks at the event to provide attendees with a demonstration of this form of treatment.

This event has been very popular and the talk well received at previous events. Below are some comments we received at the same event held in Wrexham earlier in the year:

***"An excellent talk well informed delivery – keep up the good work"***

***"The speaker was able to answer so many questions in a manner which made the diagnosis so clear to understand."***

***"Very interesting and helpful. Thank you."***

All are invited to attend this free health awareness event which promises to be both informative and interesting. For more information please contact the Membership Office.

Have you attended one of our Medicine for Members events before? We will shortly be planning our calendar of events for 2015 and would love to hear your feedback and views on which topics you would like to hear at future events. To share your views please contact 0151 600 1410 or email **Gillian.Donnelly@lhch.nhs.uk**  
Thank you.



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



# A day in the life of a Governor...

**This feature aims to give you an insight into the role of a Governor. Members Matters asked a couple of our Governors to provide examples of what they would be doing on a typical day within their Governor role. Here's what they said...**



**Ken Blasbery, Senior Governor/Public Governor – Cheshire**

"On 13th July, I represented LHCH at the Disability Awareness Day, Walton Hall Gardens in Warrington, along with Vera Hornby, Public Governor-Merseyside. The event was a great success and we managed to meet many

members of the local community to raise awareness of LHCH and the marvellous work that is carried out there. It was also an opportunity to chat to attendees and hear their views on the services LHCH provides. As a result of the day we managed to recruit over 120 new members for Liverpool Heart and Chest Hospital – which was excellent."



**Paula Pattullo, Public Governor – Merseyside**

"LHCH makes sure its Governors are involved in a wide range of activities, ranging from hospital open days and walkabouts, to involvement in how the hospital actually works."

Recently a Joint Board and Council Development Day was held, bringing together Executive Directors, Non-Executive Directors, and Governors to take an in-depth look at the Trust's future plans and directions.

We were divided into four groups, each group comprising a mix of Executive Director, Non-Executive Director and Governor. We then received a number of presentations on what has been identified so far within the planning procedure within the Trust. These presentations included:

- 3 Year Site Development Plan.
- Nursing and Quality objectives to help achieve the overall aim "To deliver the highest quality, safest and best experience for patients and their families by providing reliable care".
- Service Improvement – Early Discharge Surgery.
- Less Invasive Surgery at LHCH.
- Adult Cystic Fibrosis Service.

With this information under our belts, and using information gained from contact with our constituents, we were then asked, in our groups, to consider two things:

- whether we believed that the milestones identified reflected LHCH progress towards strategic goals;
- to use our own knowledge and understanding of challenges and opportunities to contribute ideas if we thought anything was missing.

Our views were gathered, to be considered by the Executive Directors in the next stages of forward planning for the hospital.

This ensures that we, as elected Governors, and thus the Members we represent, are included and involved in the core of what our hospital endeavours to achieve."

## Out and about...

**At our Members Health Day and Medicine for Members events held earlier this year Governors spoke to attendees to gauge views on both the event itself and the services provided by LHCH.**

On the whole the majority of feedback received was very positive. Comments have included:

"The speaker was able to answer so many questions in a manner which made the diagnosis so clear to understand."

"I have had a very interesting day. Everything is explained well and I have learnt more about healthy living – thank you everyone for giving up your time."

"My comments can be summed up with the words 'thank you' for the excellent treatment and care you gave my wife following her heart attack."

The below comments were also noted as areas for future improvement:



*David Hicks, Public Governor – Cheshire and Brian Roberts, Public Governor – Merseyside pictured at the recent Medicine for Members event at Langtree Park, St Helens Rugby Club.*

You said...	We did...
<i>This is a wonderful hospital but the shuttle bus service around the site is inadequate in terms of accessibility and breakdowns.</i>	<i>Vinci have now introduced a new minibus service which is easier to access. This is a better, more reliable facility for our patients, relatives and visitors.</i>
<i>Signage around the site requires attention. Additional seating in long corridors – easier directional signs.</i>	<i>The Trust is investing in a new dedicated LHCH main entrance scheme. A new signage project will support this and make navigation and flow around the hospital easier.</i>
<i>The wait for medication on discharge can be a real problem when you have a 2 and a half hour drive home. It hasn't improved.</i>	<i>Our Electronic Patient Records system will speed up the medication on discharge process in the future.</i>
<i>Speakers at membership events should use microphones.</i>	<i>We will endeavour to use a microphone for future sessions as and when required.</i>

### Trust appoints first research Patient Ambassador

**For many years LHCH has pioneered service user involvement in all aspects of the hospital environment. Nowhere is this more evident, than in research**

Research features prominently in LHCH's strategic planning, with the objective of improving the health of patients through research and development of cardiothoracic services, with new technologies, treatments and lifestyle advice.

Already recognised as a national leader in the involvement of patients and families in research, the hospital has now gone one step further by appointing what is believed to be

the country's first dedicated Research Patient Ambassador employed by the NHS, Keith Wilson.

Keith first came into contact with LHCH in 1997 following his own heart attack and since then, he has been a strong advocate for patient involvement.

Keith said: "Having been a heart patient myself and having participated



in a number of research projects, I'm delighted to have been given the opportunity to take up this innovative new role as Research Patient Ambassador.

"Although LHCH has taken a lead role in recent years, establishing patient research support groups, and actively involving patients on its research committee, it is imperative that patient views are not overlooked and that their voice and views are heard."

Further information about research and development at LHCH is available on the Trust's website – [www.lhch.nhs.uk](http://www.lhch.nhs.uk).



### Flying the flag for Research at LHCH

**LHCH had a number of research successes at the recent EuroPrevent 2014 meeting, organised by the European Society of Cardiology.**

The Trust presented a paper in the moderated oral poster presentation sessions and subsequently we were awarded the winner of the scientific category. This study has shown that there is an association between social deprivation and post-procedure hospital length of stay for patients undergoing PCI and CABG or combined PCI and surgery.

Further to this a randomised controlled clinical 'Haemotracker' trial, a National Institute of Health Research study, was also presented at the conference. The paper was presented as a podium presentation and received excellent comments during the sessions.

Both were collaborative pieces of work between a number of LHCH staff – well done all.

### HEAT PPCI published in The Lancet

**A major study has been published by The Lancet claiming 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 conducted what they believe to be the largest single-centre trial (HEAT-PPCI) ever undertaken in cardiovascular medicine.

The optimum treatment of a heart attack event is an emergency angioplasty and stent procedure, to re-open a blocked heart artery. This 22 month research trial compared the performance of two drugs, heparin and bivalirudin used as anticlotting agents in this setting.

The results suggest that, when compared to bivalirudin:

- use of heparin was associated with a substantial reduction in the incidence of early recurrent heart attack
- use of heparin was also associated with marginally fewer deaths and strokes
- use of heparin would prevent three serious adverse events for every hundred patients treated.



The Lancet feature also includes two editorials, containing comments such as:

- "a randomised trial that has generated more debate over its design and results than any in recent memory"
- "an unparalleled achievement"
- "In conclusion, HEAT-PPCI was an exciting, well done trial, for which the trial team should be congratulated"
- "In fact, HEAT-PPCI is not only an impressive achievement in medical research, but also in ethical study design. Far from being unethical, the study sets a high standard for consent in pragmatic trials."



# Staff Noticeboard

## ***Pulmonary Function Department in multiple team successes***

**Dorothy Price, Senior Chief Respiratory Clinical Physiologist (pictured) has recently been awarded an MSc in Clinical Physiology with a 'Distinction'.**

In addition, Dot also presented at the 'Encore Anywhere' Study Day in Crewe on 26th June 2014. The collated delegate feedback was very positive and all those attending received her presentation well. Organisers of the event said:

"LHCH are trailblazing the way in patient diagnosis and management through CPAP data download. The discussion sparked delegate debate over their current practice; which is what clinical excellence and best practice is all about. It was clear that the Sleep Service at LHCH was viewed as a centre of clinical and data excellence."

Further congratulations to Tom Owen from the department who has also just received his foundation degree in Health Care Science.



## **Brett scoops 'Student of the Year' accolade**

**Congratulations to Brett Finch, Student Pharmacy Technician (pictured) who undertook his two year training programme at LHCH and attained distinctions in every subject in Level 3 BTEC Pharmacy Services at City of Liverpool College and also successfully attained a Level 3 NVQ in Pharmacy Services.**

Brett has shown an outstanding level of commitment and effort throughout the course which has led to him being awarded 'Student of the Year for Best Academic Achievement' on the pharmacy course at the college.

The college has also put forward a nomination for Brett for Best Academic Achievement for the whole of the North West region, which culminates in an award ceremony in September at the Museum of Science and Industry in Manchester. This event is held to celebrate the achievements of Student Pharmacy Technicians whose training has been supported by NHS North West.



## **Birch Ward's hair care treats**

**Birch Ward staff received a hair care treat recently when a grateful patient brought 'sleep in hair roller' kits for staff on the ward as a 'thank you' for the care they received.**



*Pictured left to right: Lucy McCallion, Chloe Hague, Cathy Taylor, Steph Hill, Vicky Burke and Grace Murphy*

## **Knowsley Community CVD team urge 'know your pulse'**



**Knowsley Community CVD team hosted a series of events as part of this year's Arrhythmia Alliance Heart Rhythm Week (2-8 June 2014) to raise awareness and promote better understanding of heart rhythm disorders (cardiac arrhythmias).**

At locations across Knowsley, the team joined hundreds of others across the country celebrating Heart Rhythm Week; promoting this year's theme 'celebrating ten years of innovation and advancements in arrhythmia patient care.'

The team offered pulse clinics where members of the public could learn more about the symptoms of heart rhythm disorders and when to seek further advice from a healthcare professional.



# Staff Noticeboard

## LHCH launches new education strategy

We officially launched our re-branded Education Centre (formerly known as our Learning and Development Department) at an event on Tuesday 6th May 2014. The event marked the start of our ambition to be the 'leading cardiothoracic education provider in the country by 2020'.

The Education Centre team welcomed numerous external visitors on this day including representatives from Liverpool John Moores University, Edge Hill University, NHS Employers, Health Education North West, Northwest Healthcare Science Network and Skills for Health to name a few.



## Save the date – Staff Christmas Party 2014



This year's Staff Christmas Party will take place on Friday 19th December from 7pm at the Britannia Adelphi Hotel, Ranelagh Place, Liverpool, Merseyside, L3 5UL.

After dinner entertainment on the evening will be provided by popular singer and cabaret act, Steve Charles. Tickets will be available for staff to purchase on Wednesday 1st October on a first come, first served basis. Full details of how you can book your place will be available on the staff intranet nearer the time.

Don't miss out!

## Teams take on the North West Hospital Challenge

LHCH staff joined forces to enter two teams, 'Angio-Glam' and 'E.P Phone home', in the annual North West Hospital Challenge on Saturday 17th May at Aintree Hospitals.

Claire Cheng, Cardiac Physiologist here at LHCH spoke of the day:

"Both teams attending thoroughly enjoyed the experience. We would recommend entering the event next year to anyone who fancies a challenge as it tested our skills of team work, communication, leadership and a whole host of troubleshooting and obstacles."





# Introducing Debbie Fryer, Director of Strategy and Organisational Development

Debbie Fryer joined the Trust on 2nd June 2014 as Director of Strategy and Organisational Development. Members Matters talked to Debbie about her thoughts, aspirations and her vision to deliver excellent, compassionate and safe care for every patient, every day.

## How many years have you worked in the NHS?

I have worked as a Senior Manager for 25 years in Local Government, the Civil Service and 10 years in the NHS. I joined LHCH from Aintree University Hospital NHS Foundation Trust where I was Director of Human Resources and Organisational Development. Prior to this I held the same post at the Countess of Chester Hospital NHS Foundation Trust. Before becoming a Director I was a Divisional General Manager for the Medicine Division at the Countess which included responsibility for all operational services including A&E, cardiology and respiratory medicine. This gave me a valuable insight into operational service delivery and how the systems and processes I had designed in HR did not always work well on the ground!

## Tell us more about your new role here at LHCH...

The main priorities in my role are in developing and implementing the Trust's Strategic Plan and to build



strong relationships with our strategic partners as well as bringing together the Educational and Learning, Service Improvement and Human Resources teams so that we can provide excellent, proactive support services.

## How are you settling in here?

I have settled really well into my new role here. Liverpool Heart and Chest is a lovely place to work and everyone has been very friendly, welcoming and enthusiastic about the work they do to deliver excellent patient care.

## What are your aspirations for LHCH?

My aspiration is to enable the Trust to fulfill the vision to be the best cardiothoracic centre in the UK and I believe that by attracting the best people to come and work here and fully engaging them in the future of the Trust we will achieve this.

## What do you think will be our biggest challenge?

Our biggest challenge as an already successful organisation is to ensure that we are not complacent about our success. We need to develop a culture where we continuously look to further improve our services and listen to our patients and our commissioners about what they need from us, rather than thinking we know best.

## What has been the proudest moment of your career so far?

There have been a lot of proud moments in my career but one of the most recent was when Aintree Hospital received a 'Good' rating from the Care Quality Commission after a very challenging year. I was the executive lead for Aintree's improvement programme and the CQC inspection and we pulled together a fantastic team who delivered all the necessary improvements and fully engaged frontline teams in the process. I was so proud of how we managed to get everyone on board and the 'proud of Aintree' campaign we generated is still in place and has gone from strength to strength.

## What's the best professional advice you've ever received?

Listen to the people doing the job as they have the answers!

# Food for thought

**Dietitians at LHCH joined with healthcare colleagues around the country to raise awareness of their profession as part of a national campaign.**

From 9th-13th June, we celebrated the world's first Dietitians Week led by the British Dietetic Association (BDA).

The week, which aimed to profile the work and value of dietitians, was established as part of the BDA's 'Trust a Dietitian' campaign to highlight the impact of dietetic practice on the health of the nation.

Further information on the Association of UK Dietitians can be found on their website [www.bda.uk.com](http://www.bda.uk.com)



# Great people doing great things

## Merill's loving tribute to brother Gwyn

**On Saturday 14th June 2014, Merrill Tanton, family and friends gathered to raise valuable funds for Liverpool Heart and Chest Hospital Appeal in memory of her brother Gwyn Jones, who had been treated here.**

The event was a touching tribute to the late Gwyn Jones and enjoyed by all who attended. The Open Day incorporated a barbeque along with a plant and cake sale, which raised a very impressive £827. Merrill spoke of the event:

"Having met friends and family under the difficult circumstances of a funeral we felt it would be a tribute to Gwyn's sunny nature to have the opportunity to meet everyone again, with time to talk about the fun Gwyn had with everyone."

Merrill added "We are so grateful for all the generous donations given at Gwyn's funeral earlier this year, from which we were also able to give £100 each to St Mary's and Soar Chapel and £720 to the hospital. Thank you."

On behalf of everyone here at Liverpool Heart and Chest Hospital Appeal, we would like to say a big thank you to Merrill, Adrian and all who supported their efforts with their kind donations.



## Greenbank Lane Allotment Society host tea party

**On 6th July 2014, Frank Dooley and members of the 'Greenbank Lane Allotment Society' hosted a tea party to support Liverpool Heart and Chest Hospital Appeal.**

The event was opened by the Lord Mayor of Liverpool, Councillor Erica Kemp, Lady Mayoress, Rachel Plant and Junior Mayor, Megan Hall.

Through the sales of cakes, vegetables, tea and soft drinks Frank and his friends were able to raise a brilliant £470 towards our appeal. A raffle was also held with all food and prizes on the day generously donated by members, the public and local businesses.

Thank you to Frank, Greenbank Lane Allotment Society and all who supported this event.



*Left to Right- Sylvia's sister Marian, Sylvia and Sylvia's daughter, Delyth*

## Sylvia's 60<sup>th</sup> birthday tea party

**Sylvia Jones recently hosted a 60th Birthday Tea Party and to support the hospital she was treated asked her guests to kindly make a donation to the LHCH Appeal, instead of any birthday gifts. The event raised a fantastic £280. Sylvia told Members Matters:**

"I was very ill for three to four months until finding the cause of my trouble. I was more like a 90 year old than a fifty five year old with my breathing. Eventually the cause was found to be a small piece of bone entering my lung, and although the matter was treated, I will suffer from 'Bronchiectasis' all my life due to the inflammation in the lung. I am very grateful for the treatment I received from LHCH."

Feeling much better five years down the line, Sylvia's traditional tea party was attended by around 25 of Sylvia's friends & family. Thank you Sylvia and we hope you enjoyed your birthday!

## Valentine's Snowdon

**On the 23rd May this year, Valentine Owen, completed a long and challenging hike up Snowdon to help raise money for our hospital appeal.**

Starting at 'Rhyd Ddu' Railway Station, Valentine and companions hiked to the top of Snowdon in a gruelling 2 ½ hour walk. Mr Owen said "It was by no means an easy walk, the last half hour was arduous, but it was a beautiful day!"

Once they had reached the top and after a quick photo stop, the trio made their descent back to 'Rhyd Ddu' Railway Station, another 2 ½ hour walk!

In May 2011, Valentine underwent a triple bypass at our hospital and as a thank you for the care he received wanted to raise monies to support the LHCH Appeal. Since then an impressive £480 has been raised for LHCH Appeal, along with other donations to St Pauls Eye Hospital and the Welsh Air Ambulance Service. 'Thank You' to Mr Owen and his companions, for their fundraising efforts and congratulations for completing such a tough trek in aid of our appeal!

## Contact the Appeal Office





# Stars of Radio Broadgreen raise over £4,000 from hospital charity night

**On Friday 25th April 2014, stars of neighbouring Broadgreen Hospital Radio organised a glittering charity night at the Orrell Park Ballroom.**

Entertainment was provided by 60's legend Karl Terry, award winning country star Rachel Cain and local entertainer, Andy Knight.

A great night was had by all with the total raised reaching a staggering £4,328. Thank you to Tommy Callagher, Paul Shannon, Bob and Neil Williams for organising the event.



# climb for charity



# Hike raises monies for hospital charities

**Over 150 people joined us for the 8th annual 11 mile Hope Mountain Hike event organised to raise funds for Liverpool Heart and Chest Hospital Appeal and The Walton Centre's 'Home from Home Appeal'.**

Alan Birchall, Voluntary Chairman of the LHCH Appeal, who hosted the event spoke of the day:

"Once again, many familiar faces, some accompanied by their eager dogs, congregated for pre walk coffee and chat, served up by two of our local volunteers, helping to get the day off to a well fuelled start.

With the exception of a rather heavy downpour during the refuelling barbeque at the end, the weather was kind to us too.

Having suffered such a wet winter we were so lucky that for a couple of weeks before the hike, we had some warm sunny days, making the paths and tracks much more user friendly with wonderful displays of bluebells and wood anenonomies to brighten our way.

We had wonderful feedback with participants complimenting the ever cheerful marshals who helped them along the way by providing refreshments, directions and encouragement. "Just another mile – or so"...

By now many of our regulars know that this hike is a challenge but a challenge well worth the effort and for such a good cause.

Since 2011 we have raised over £9506.12 for Liverpool Heart and Chest Hospital including Gift Aid donations of £1071.28. Well done and thank you all.

We look forward to see many more of you at next year's event on 27th April 2015."





# Dave and Andrea's fundraising success



Well done to Dave Dowson who recently completed a 10K race in an impressive 1 hour 9 minutes. Dave Dowson, Andrea Ellis and family have all been working together to raise funds for our appeal and recently held a 'Disco & Auction Night' raising £300. Dave then completed the race to help raise further monies for our appeal.

Andrea said "The reason why I chose your hospital is because my Mum came to you last year for 3 valve replacements on her heart, but sadly passed away 3 days after her operation. I think the hospital is amazing and the care my Mum received while she was at your hospital was out of this world. We as a family couldn't have asked for better care for my mum".

Andrea and Dave have put much dedication and enthusiasm into their fundraising and it is acts of kindness like this that help us to provide that extra special care for our patients. Many thanks Andrea, Dave and family.

BANDITS, ROBBERS AND PIRATES FANCY DRESS (optional)

# Fun Day

for serious golfers

18 Hole Golf Day with Gourmet BBQ  
Friday 3rd October 2014  
9.30am onwards

**£580** per team of four

Niklaus Course  
at **Carden Park Golf Resort and Spa**  
Cheshire

In aid of  
**Liverpool Heart and Chest Hospital Appeal**  
a matter of life and breath

For further information or to book your team place please contact the Appeals Office on 0151 600 1409 or contact event organiser, Cliff Finch on 0151 342 3336 or 07801 810081.



## Can you help our appeal?

We are not sure what kind of a fundraiser you are – maybe you are sporty, glitzy, a dare devil, workplace or prefer to run an event from your own home. What we do know is that whatever support you can provide will greatly benefit our patients in the future. Help and support is always available from our Appeal Office by calling 0151 600 1409 or by emailing **Robyn.Sefton@lhch.nhs.uk**. To find out more about LHCH and our appeal please visit our website **www.lhch.nhs.uk** or follow us on twitter **@LHCHFT**



## Can you join our committed Volunteering team?

Do you... have time on your hands?

Would you... like to do something positive that will help others and give you that 'feel good' factor?

Do you... aspire to work in a hospital environment and would value a glimpse into what it's like to work in one of the country's best hospitals?

Then why not become a volunteer at Liverpool Heart and Chest Hospital? In return you



will gain confidence, experience life in a fast-paced hospital, meet new friends, learn new skills and become part of an established team of diverse and compassionate volunteers.

### What do you need?

- No experience necessary, just a desire to help others.
- Cheerful nature.
- Good communication skills.
- Good understanding of spoken and written English.
- Aged 16 years+.
- Able to commit to a regular, weekly, four hour shift.

For further information please contact **Jacqui McGillivray**, Volunteer Co-ordinator on **0151 600 1639** or by emailing **jacqui.mcgillivray@lhch.nhs.uk**