

Issue 1
April 2025

NHS

Liverpool Heart and Chest Hospital
NHS Foundation Trust

pulse

The latest news for Team LHCH



Inside the first edition:

- LHCH becomes 'Gloves Aware'
- Uncovering LHCH'S Hidden Talents
- LHCH Staff News

LHCH is the TOP place to work in the country

LHCH is the TOP 'place to work' in the country according to the results of this year's national NHS Staff Survey, when benchmarked against all trusts (published March 2025).

The results of this year's survey, taken from more than 700,000 people working in NHS organisations, including all 210 trusts in England, also showed that LHCH was the TOP rated Trust in the country for four key survey elements:

- We each have a voice that counts
- We are safe and healthy
- Staff engagement
- Morale

The survey also showed that LHCH was rated TOP in the country for 'care of patients is our top priority' and 'if a friend or relative needed treatment I would be happy with the standard of care provided by this organisation'.

Furthermore, this year's findings highlighted LHCH as the BEST performing acute specialist trust in all seven People Promise elements, plus Staff Engagement and Staff Morale.

The NHS Staff Survey was carried out between September and December 2024 and completed by 1157 staff (62%) at LHCH, which compares with a national response rate of 50%.

Once again, this year's survey aligned with the seven elements of the NHS People Promise (We are compassionate and inclusive; We are recognised and rewarded; We each have a voice that counts; We are safe and healthy; We are always learning; We work flexibly; We are a team), and also looked at two additional themes (Staff engagement and Morale) and a number of other questions.

The full national results can be found here: <https://www.nhsstaffsurveys.com/results/>



Gloves Aware Launch

Following the success of the 'Gloves Aware' pilot on Critical Care last year, we are pleased to have launched the campaign across LHCH.

The campaign encourages colleagues to be more 'aware' of when they are using protective gloves, reducing usage by only using them when needed. This has a big impact on sustainability and helps protect the environment we live in.

You can find out more about the '[Gloves Aware](#)' campaign at LHCH by visiting the staff intranet.



Day in the life of...The Discharge Team

Tucked away inside the Hospital Co-ordinators office is the Discharge Team.

Ann Bayley and Maisie Cassidy form the small, but effective team who ensure that all LHCH patients who require complex or additional care are discharged safely back into the community.

The team is integral, often working above and beyond to ensure the best outcome for the patient when they leave hospital. Their aim is to ensure that patients are discharged to the right place to receive the right care.

Destinations following discharge can range from a dedicated care facility for patients with Dementia, Stroke, Hypoxic Brain Injury or Spinal Injury. Or for short term rehab to gain confidence to get back on their feet post-surgery, requiring a package of care for washing and dressing once home, or OPAT services for IV Therapy in the community or clinics.

Homelessness and needing accommodation has been on the increase for some time, patients suffering with mental health issues and needing a lot of support.

End of life patients waiting to go home will be a Rapid Discharge home or Fast Track for Commissioned funding to either home or nursing care. This will depend on the patient wishes.



Ann Bayley and Maisie Cassidy

A Typical Day

Morning

- Log on to check emails, chase beds on phone calls to other organisations throughout the region and long distance.
- Attend Safety Huddle to provide updates on all delays.
- Go to the wards.
- Organise Sparks Crew to support transfers/discharges throughout the day.
- Liaise with Patients and families either on the ward or via phone calls providing updates.
- Chair the MDT with colleagues from Occupational Therapies, Complex Stroke Physiotherapist and Social Services to discuss any issues or referrals that may need to be completed.
- The meeting will ensure our patients are referred to the right place for their care needs.
- Update EPR notes.

Afternoon

- Chase Referrals to other organisations to progress discharge and avoid delays.
- If they have had any discharges and a bed is available organise transport pending what area, long distance?
- Check TTO Tracker for updated TTO medication status (this is only if we have a patient pending discharge with transport).
- Update EPR patients notes.
- Referrals for Stroke Onward to be made to other DGH'S for follow up appointments.
- Make new referral and update the teams concerned.
- Follow up on any outstanding issues e.g. homelessness
- Update spread sheets and PAS with " Ready for Discharge " including, for NHS England data.

Perfusion team bid a fond farewell to long serving colleagues

Congratulations to Ian Johnson (pictured right) who has recently retired from his role of Deputy Perfusion Manager after an impressive career of 38 years!

Ian's career began when he saw an advert in the local newspaper. He was driving trucks around farms at the time, having just completed his university degree, and was unsure what to do. He said "the advert looked interesting and the rest as they say is history."

Ian spoke of his proudest memories:

"I've helped thousands of patients and made a real difference in their recovery. I became involved in the College and Society of Perfusion and held the role of Secretary for both of them. I set up a safety committee to improve safety conditions in perfusion. I was also involved in state regulation for Perfusion and met members of parliament to look into a register of persuasion."

"Perfusion is a good career to start in. To be a team player, be keen, enthusiastic and to throw yourself into a role and training. If you are passionate then the biggest reward will be in helping patients."

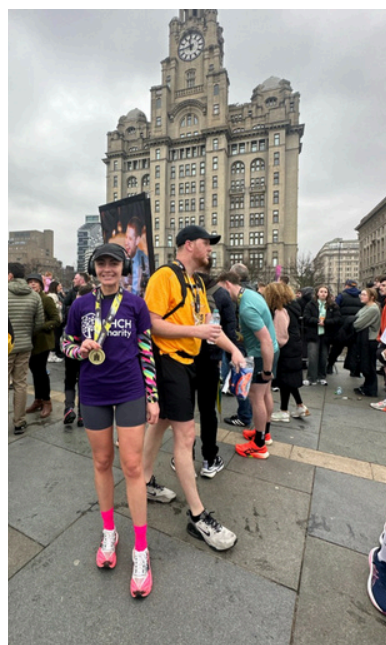
Further congratulations to Chris Parry who also recently retired from perfusion after an impressive 43 years! Together, Ian and Chris have dedicated a staggering 81 years to the profession! On behalf of all your friends and colleagues have a very happy retirement.



Half Marathon Heroes

Last month, LHCH colleagues joined avid runners from across the country to take on the Liverpool Half Marathon.

Well done to Dr Nick Palmer, Consultant Cardiologist, Abby Rainsley, Pharmacist and Laura Allen, Ward Sister on Cherry Ward who raised over £1,500 to support the work of LHCH Charity.



Team LHCH News

Accreditation achieved by Team KCRS

We are extremely proud of our Knowsley Community Respiratory Service for achieving accreditation for their Pulmonary Rehabilitation Service.

The team were assessed by the Royal College of Physicians earlier this year. Accreditation is awarded to services which have demonstrated they meet best practice quality standards covering all aspects of a pulmonary rehabilitation service including quality and safety, patient experience and the workforce.

Sharon Faulkner, Lead Nurse for Community Services said:

"A huge congratulations to all our teams (pictured) who work so hard on a daily basis to provide outstanding care for our patients and families. It's because of them that we have been able to achieve this accreditation and deliver a service we are all proud of."



LHCH showcased at SCTS Annual Meeting

LHCH surgery colleagues attended and presented at the SCTS Annual Meeting 2025 at the Edinburgh Internal Conference Centre on 16th-18th March to share learning and best practice with healthcare professionals from across the country.



Retirement wishes David

Congratulations to David Harrison, Medical Engineering on his retirement after working in the NHS for 39 years.

Dave completed his Higher National Diploma (HND) in electrical engineering at Liverpool Polytechnic University. His mum was a radiographer at the time and suggested pursuing a career in medical engineering. He secured his first job at the Children's Hospital in Liverpool and then went onto work across the city at different hospitals and various roles. He found himself at LHCH in 2021 during the covid pandemic and spoke of his time here:

"I've really enjoyed my time here at LHCH. It's a smaller hospital and you can become involved in more things. It's a great atmosphere to come into work."

All the best to Dave for a long and happy retirement. He has great plans for cycling, home DIY, decorating and living a calmer and more relaxed lifestyle.



Hidden talents at LHCH

LHCH
Stars

Meet Luke

Luke Kendall is a Respiratory Physiologist who has worked in the Respiratory Diagnostics Department at LHCH for two years.

Luke's role at LHCH is to perform a range of diagnostic tests which are used to help diagnose respiratory conditions such as asthma, copd and fibrosis.

Luke also carries out exercise tests and assessments for sleep disorders such as Obstructive Sleep Apnoea (OSA). He says the best thing about work is his 'team', their ethos, and the fact everyone gets on so well.

In his spare time, Luke has a couple of other talents! He loves performing and is excited to be starring in a legendary musical at the Liverpool Empire this summer.

The UK Amateur Premiere of Les Miserables, featuring Luke, will take place on the 3rd July at 7pm and 5th July at 2pm.

Luke said:

"I always enjoyed singing, drama and performing during my childhood years so when I saw that open auditions advertised on social media I decided to give it a try.

"I haven't done anything like this since then so I was ecstatic when I received the message to say I'd been picked. I've been casted for the role of Courfeyrac, who is a student at the barricade, and to also perform in the ensemble. Rehearsals are twice a week."



On top of this Luke is also a Level 5 referee with the Football Association (FA). He typically officiates two or three adult football matches at senior county level each weekend. Luke started refereeing at Level 7 and has progressed in seniority. Luke's next step is to reach Level 4.

He said:

"The more I referee the stronger, and more confident, I become in the role. I love the game and enjoy the authority of what I do. I literally have no spare time to do anything else outside of work though, but I enjoy it all."

More information on the show and tickets is available on the Liverpool Empire website.

Luke is pictured centre at the LWYFL League Cup Final which he refereed in May 2023



If you, or a colleague,
would like to share a
hidden talent, please
email

Communications@lhch.nhs.uk

What's On?

Save the Date - LHCH Grand Awards 2025

The date is set for the biggest LHCH staff event of the year! This year's LHCH Grand Awards will take place on Friday 21st November from 6.30pm at the Crowne Plaza Hotel, Liverpool City Centre.

Full details of how to nominate and request tickets will be released later this year so watch this space!



Calling all budding photographers

Following on from the success of previous photo competitions here at LHCH, we are looking for budding photographers to help us bring the 'Great Outdoors' indoors here at Liverpool Heart and Chest Hospital. Shortlisted entries will be displayed on our corridor walls for patients, families, staff and visitors to enjoy.

Entries that feature the 'Great Outdoors' from across our catchment area of Merseyside, Cheshire, North Wales and the Isle of Man are encouraged. For example, landmarks, nature, weather or landscapes.

*Please note that your entry must be landscape orientation to be considered. By entering you are confirming you would like to submit your entry, for consideration by the judging panel, to be displayed within the hospital if it is shortlisted.

The deadline for entries is 30th May 2025. Prizes to be won for the top three entries. Good luck!



A Focus on Staff Networks

At LHCH we are pleased to be able to offer staff networks which colleagues, with an interest in the topic, are welcome to join. Below are details of some of these networks, their hosts and how you can get involved.

Disability & Chronic Illness Network

Meet Felicity Kempson (below), Critical Care Infection Specialist Nurse and Staff Champion, for this network.

Why did you want to set up this staff network?

I became aware of the potential need for this network whilst I was trying to arrange for reasonable adjustments for myself at work. I felt uncertain that I was filling in the right forms and was worried that I would miss something important. I realised that there was nowhere for staff to go for advice or support with disability issues and so I reached out to look into setting something up.

What do you hope the network will achieve?

I want to make sure that staff members are heard when they speak up about their experiences with disability and chronic illness.

Anyone can be become disabled at any point in their life, and it does not have to mean giving up work. If colleagues leave work because of a lack of support then this means we have lost the experience and expertise of these staff members. By supporting each other, we can hope to retain staff and create a better working environment for all.

How do I get involved?

If anyone is dealing with an existing or new diagnosis, please come to a network meeting. We meet monthly to discuss issues affecting us and look for things that we can raise to senior leaders to improve the experience of working at LHCH. It's also a safe space to talk about problems we have faced whilst working with a disability. The next meeting is Friday 23rd May, 11am in the Research Meeting room.

For those without a disability or chronic illness, I would ask you stay open-minded when working with staff who are open about their disabilities. Often, those of us with disabilities won't ask for help when we need it because we don't want to be seen as though we can't do our fair share.

Please make sure to check in with your colleagues to offer help when you notice them struggling.



Menopause Cafe

Michelle Jervis, Chief Pharmacy Technician, set up the Menopause Cafe for colleagues going through perimenopause or menopause.

Why did you want to set up the Menopause Cafe?

I had been suffering myself for some time with symptoms of peri-menopause and knew how isolated I was feeling in the workplace. I felt I could no longer do the job I was employed to do and my anxiety and feeling of dread about coming into the place I have worked and enjoyed for 30 years was becoming uncontrollable.

I had started to get help for this but felt by being involved in this network I could pass on my feelings and experiences to help others, and also to help other managers help their staff too.

What do you hope the network will achieve?

I hope it achieves a safe and confidential space for staff to come and share their experiences and get some help and advice on what to do or try next. We cry with laughter and sadness, but above all support each other knowing we are NOT alone and no symptom is too weird. I also hope to bring in as much expert help as possible but also try and create an environment where staff understand what this is - its not to be taken lightly.

How do I get involved?

This is the only closed network and is only for staff experiencing peri or menopausal symptoms, but I want to encourage staff to come along to these monthly cafes and see what we are about and seek the help they may need.

I would like to encourage managers to send their staff to us to get help and advice, I know this can be difficult when you are trying to manage a ward or department but it will help with the health and wellbeing of those staff members and could keep them from going off sick. I am also available to help other staff, managers, partners of sufferers. I'm here to have a chat with and offer some advice if anyone wishes to engage with me.

My email is michelle.jervis@lhch.nhs.uk.



A Focus on Staff Networks

Carer's Network

Richard Sharp, Organisational Development Practitioner, (below) heads up the Carer's Network at LHCH.

Why did you want to get involved in this staff network?

I have been a sole carer for my father who developed Alzheimer's in 2019. Unfortunately and more recently, his health and condition have deteriorated and whilst there is lots of external support available, it can be rather daunting, overwhelming and at times frustrating to understand; especially when one is trying to work full time and live ones own life too.

I think that self-preservation, pride and loyalty sometimes muddies the waters which then leaves people trying to do everything by themselves. I was this person and eventually realised that I couldn't do it alone. I want to be able to support colleagues who may be starting or have started a similar pathway and if I can help make the journey a little less bumpy, I will feel I have achieved something.

What do you hope the network will achieve?

I would like the network to be a place where everyone has the opportunity to talk and listen to others who are experiencing/ have experienced similar frustrations, feelings and rollercoaster emotions. It is a collaborative space where guidance and support is provided to make those small, yet huge differences for all.

How do I get involved?

The first, and probably the most difficult, thing to do is to acknowledge that you are not alone and you do not need to feel embarrassed. Caring for a loved one can be very challenging and rewarding, but it can (to a point) be eased knowing that here at LHCH, there are many 'friends' who are willing to listen, guide and provide emotional and practical support, as well as signpost to what financial support may be available to you.

If you would like to come and share your experiences or purely ask for guidance in a private and confidential safe space please email richard.sharp@lhch.nhs.uk where I will be able to provide you with the dates and times of our future network meetings.



LGBT+ Staff Network

Meet Kim-Marie Flaherty, Physiotherapist for the CF Team and LGBT+ Staff Network Chair, (pictured below left).

Why did you get involved in the network?

I found out that the network was being established on my corporate induction and felt that it would be a great opportunity to be involved with from the very start. Being new to the trust, I felt this would be a great way for me to get to know colleagues from across different departments, and also to bring my experience from being a member of a staff network at my previous trust.

What do you hope to achieve?

I hope that the network will increase visibility for LGBTQ+ staff and promote inclusion for staff and patients. I hope that we can be involved with training, and initiatives to promote Equality, Diversity, Inclusion and Belonging (EDIB) across the trust, which we have already had the opportunity to do as part of the LHCH's [Navajo accreditation](#) last year.

The network is also involved with joint working with other local trusts, such as Alder Hey, Liverpool Women's, Walton Centre, UHLG and Clatterbridge. This has been very successful and the Trusts all marched together at last year's Liverpool Pride.

How do I get involved?

Our network is open to all staff, both those with lived experience and our wonderful allies! Anyone wishing to get involved can send an email to

- lgbtqa.staffnetwork@lhch.nhs.uk
- kim.flaherty@lhch.nhs.uk (Network Chair)
- ruth.worthington2@lhch.nhs.uk (EDIB and Wellbeing Officer).

I am also more than happy to meet staff individually, if they would feel more comfortable meeting up first to find out more information. Again, drop me an email and we can book time in for a chat.

Our network meetings are always featured in Ruth's EDIB newsletter and are casual, drop in style meetings, so feel free to join us if you wish.



LHCH worked towards and achieved the Navajo Charter Mark Accreditation in 2024.

Save the Date

LIVE WELL WORK WELL Tuesday 1st July 2025

Our popular **LIVE WELL WORK WELL** event for all LHCH and Broadgreen staff is back!

We look forward to starting off the NHS 77TH birthday celebrations with our wellbeing event for all staff.

Please save the date!



What did you think?

This is **YOUR** workplace and **YOUR** newsletter. Please let us know your thoughts of the first edition.

Scan the QR Code or complete the [feedback form online](#)

