can help – how you
Our charity
– how you

Our charity
– new look for

Maternity
– new look for

your unit

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latest edition of Your
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magazine for
our Foundation Trust
members and patients
and visitors to our hospitals.

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Safety standards, mortality rates, patient
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safety incidents and more. It shows we
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As you’ll see from our cover photo,
we have made some changes to the
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What word sums up how you expect you
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mel_pickup
Best wishes
Mat Pickup, chief executive

Chief Executive’s welcome

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Best wishes
Mat Pickup, chief executive

£1 million ward to transform dementia care at Warrington Hospital

State-of-the-art ward being created after successful national bid to improve facilities for patients with dementia.

A £1 million specialist ward for patients with dementia is being created at Warrington Hospital that will transform care for local patients.

We successfully bid for the money from a £50 million national fund released by the Department of Health for dementia care pilots and work will begin immediately with the ward opening by summer 2014.

An existing ward in the Burtonwood Wing at the hospital will be completely redesigned and revamped to provide a dedicated setting for care of patients with dementia. The design will provide a calming and relaxing environment for their care using state of the art design principles, use of colour and light.

Dementia is a syndrome associated with an ongoing decline of the brain and its abilities that affects about 800,000 people in the UK – and the number is expected to grow. The condition usually occurs in people over the age of 65. It can include problems with memory loss, mental agility, language, understanding and judgment.

People with dementia can become apathetic or uninterested in their usual activities, and have problems controlling their emotions. They may also find social situations challenging, lose interest in socialising, and aspects of their personality may change.

This means that patients with dementia who need hospital care have particular needs that are not always best suited to general medical wards. They often become frightened in new environments, but good design can help reduce that. The new ward will also allow the hospital to focus specialist staff in one place to care for the increased needs of the patients. It will provide care for patients who come in with a range of medical conditions, but who have dementia.

Alongside the ward accommodation, a new garden area will be created that is especially designed for these patients to provide relaxation and stimulation. The funding will also provide a new care room in accident and emergency at the hospital to provide a calmer environment for patients with dementia who are brought in in an emergency.

How you can help

Warrington and Halton Hospitals has been leading a range of work to improve care for patients with dementia. A Forget-Me-Not campaign was launched earlier this year. It has led to a range of staff training alongside public awareness of dementia and recruitment of volunteers who can spend time with patients and even provide items that can stimulate patients. This has included ‘twiddlemuffs’ knitting – creating a woollen band that items can be attached to, providing stimulation and something that can occupy a patient. One of the physical signs of dementia is agitation of the hands and fingers.

If you’re a knitter, you can help by taking the time to knit us a ‘twiddlemuff’ knitting – you can download the pattern you’ll need on the hospital website here – http://www.warringtonandhaltonhospitals.nhs.uk/_store/documents/twiddlemuffs_knittingpattern.pdf
Warrington and Halton Hospitals Charity – how you can help!

Did you know that we have a hospital charity that has raised over £3 million over the last 18 years for the hospitals? Well, we want you to know more about it as we relaunch our charity and look at some exciting fundraising activities over the coming months.

The Warrington and Halton Hospitals’ Charity works to support the hospitals keep our communities well and healthy. From mums and new babies, patients needing specialist care and life-saving treatment, to providing services for our older community members. We are there for every family every day.

We support services across Warrington Hospital and Halton General Hospital, including the Cheshire and Merseyside Treatment Centre, and in the communities we serve.

Donations enable us to fast-track the purchase of vital equipment, and to provide services for patient wellbeing which may not otherwise be possible through NHS budgets. Thank you for your support.

How you can help

There are lots of fun ways that you can make a real difference and help us to ensure that every patient who uses our services gets the best possible care.

You could dig out your trainers and do a sponsored walk, cycle, or run to raise funds, or you could get together with friends or colleagues to organise an event such as a cake sale; you could even organise a fancy dress day in your office or a dress down day at school. Let us know what you are planning and we can help with fundraising materials and support.

If you decide you have a few hours to spare each week or month, and you are interested in volunteering, then please get in touch. Volunteers support every area of our charity and help us to keep our costs down so that we can invest even more money to purchase vital equipment for patients.

Contact us

• You can find out more at our website www.whhcharity.org.uk
• You can also email us for more information at info@whhcharity.org.uk
• Or you can call us for a chat via 01925 664222

Thank you for supporting your local hospital charity.

How your individual donations come together to help your hospitals

£10,000 to help purchase a new transport incubator to safely move neonatal babies during vital treatment. Helping neonatal babies get to the best possible care.

£42,000 to help purchase a state-of-the-art heart ultrasound machine, a vital piece of equipment to treat patients in our intensive care unit.

£35,000 to help refurbish a family room and outdoor play area for our children’s ward, helping to provide much needed fun and respite for our youngest patients when visiting hospital for treatment.

£15,000 to support the 1,200 patients with dementia we treat every year. Donations enable us to provide specialised care for patients with dementia, reducing patients’ confusion, anxiety and loneliness.

£5,000 to help provide complimentary therapies for patients undergoing cancer treatment, reducing anxiety and helping patients to feel that little bit better when they need it most.

£100 is needed every year to help purchase toys for children and babies in our children’s ward, to help make a hospital stay less scary.

You can donate to the charity online via Just Giving - www.justgiving.com/warringtonandhaltonhospitals

Warrington and Halton Hospitals NHS Foundation Trust has welcomed the publication of new, publicly available, risk rating reports on NHS hospitals. The independent regulator of health services the Care Quality Commission (CQC) has published its full risk profiles and bandings of all NHS Trusts for the first time in October.

It is part of a new system known as Intelligent Monitoring and is based on 150 indicators that look at a range of information including patient experience, staff experience and statistical measures of performance including detailed mortality rates, waiting time and access information, patient feedback and actual CQC inspection results.

The CQC have banded each hospital trust into one of six categories based on the risk that people may not be receiving safe, effective, high quality care – with band 1 being the highest risk and band 6 the lowest risk.

We have been placed in Band 5 of the six bands based on this comprehensive range of indicators quality and safety. Met Pickup, chief executive at the hospitals, said:

“Publishing these risk monitoring reports is a really important step in ensuring patients can access the information that they need on their local hospitals. Whilst these are not to be seen as formal league tables, they do give an indication of the overall performance, quality and safety at a trust and we are in a good position. Our staff continually work to build a culture of high quality, safe healthcare here at the hospitals.

It pulls together information from every available credited source to give an informed view and raise any questions necessary on the quality and safety of each hospital’s service. It helps the CQC to know where to focus their new, stringent inspections. Whilst there are always ways, we can further improve our services, we can be proud of our achievements. This detailed analysis shows we are moving in the right direction in ensuring that we provide our patients with a service that they can trust.”

The CQC have made all of the information from across the NHS publicly available for the first time. As well as informing their inspection regime, it also allows trusts to use the information to help make improvements for the future.

A list of which trust is in which banding and full reports at http://www.cqc.org.uk/public/hospital-intelligent-monitoring

Our latest Your Health members’ event is giving you a chance to take a guided tour of our Cheshire and Merseyside Treatment Centre at Halton General Hospital.

As you will be aware, the centre is our new home for orthopaedic surgery and care – as well as providing a range of outpatient, physiotherapy and scanning facilities. We took over the centre last year and now provide a first class service there. Our orthopaedic surgery moved to the centre from Warrington in January.

The tour with staff at the centre will give you the chance to see the facilities we have on offer and meet some of the team who work there.

Places will be limited on the tour and you need to register for a place by calling us on 01925 664222 or emailing foundation@whh.nhs.uk and you need to register for a place by calling us on 01925 664222 or emailing foundation@whh.nhs.uk as soon as possible as we expect it to be popular.

Registering is really important as we sometime need to change times and dates of our events due to our staff’s clinical commitments.

Thank you

Thank you to everyone who has attended our two most recent Your Health events which were talks with some of our consultants – ophthalmology with Mr Palimar and his team and Bowel Cancer with Mr Taylor. Feedback from both events was great and we’re pleased that you enjoyed them.

Wednesday 27th November – 10am start
Patients rate hospital facilities highly in new NHS assessments

Cleanliness, privacy, dignity and food on the wards at Warrington and Halton Hospitals NHS Foundation Trust have been rated highly as part of new patient-led assessments of hospital facilities across the NHS. This is the first time the hospitals have been rated under the new Patient-Leader Assessments of the Care Environment (PLACE) visits. It’s a new system for assessing the quality of patient environment introduced this year for all hospitals, hospices and day treatment centres providing NHS funded care.

The assessments are carried out by local people going into the hospital to assess standards of cleanliness, the condition and appearance of buildings, privacy and dignity of patients and the quality and availability of food and drink. You might remember that we asked for volunteer members interested in taking part in inspections a few months ago.

The trust scored well across the board with Halton General Hospital scoring above the national average in all the criteria and Warrington Hospital above the national average for privacy and dignity, food and cleanliness.

Full PLACE scores for 2013

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Warrington</th>
<th>Halton</th>
<th>National NHS average</th>
</tr>
</thead>
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<tr>
<td>Cleanliness</td>
<td>94.84%</td>
<td>98.68%</td>
<td>95.76</td>
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<td>Condition, appearance &amp; maintenance</td>
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<tr>
<td>Privacy, dignity &amp; wellbeing</td>
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<td>Food &amp; hydration</td>
<td>85.45%</td>
<td>89.83%</td>
<td>84.98</td>
</tr>
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Inspectors praise care at Halton General

Halton General Hospital has been found to be providing the very highest standards of NHS care following its recent unannounced inspection by the Care Quality Commission (CQC). Inspectors visited the healthcare watchdog spent two days at Halton General in the first of part of their inspection programme. They visited wards and departments observing care in practice and spoke in depth with both staff and patients. The inspection started with an evening visit to the Minor Injuries Unit and also looked in the wards at the main hospital. The site’s theatres and Dialysis Centre on the site, which has reopened as an orthopaedic surgery centre, was also visited.

The report from the CQC found that care at Halton met all of the essential standards that they look for in their four core areas of consent to care and treatment; care and welfare of patients; management of medicines; and staffing. The report shows that patients are well cared for; communicated with and their needs met. Inspectors noted a patient-centred approach to care and treatment both in the written records examined and in their observations of the interaction between staff and patients that demonstrated consultation and engagement with each patient as an individual.

To begin the process, we need your help. Tell us what matters to you? How do you expect to be treated? Do you need hospital services? Sum it up in one word or one sentence as part of our We need a word campaign and help us shape the values.

All of the words and sentences will be collated to identify the themes that mean most to patients and staff. In the word cloud below we have compiled all the contributions we’ve received from staff so far so you can get an idea of what patients, visitors and staff have told us so far. The bigger the word, the more it has been mentioned.

How to get involved

Tell us your word feel free to also add some description of why you chose it and how we can achieve it please email it to values@whh.nhs.uk or write to us of the Membership Office, Warrington Hospital W5 1GQ with your suggestion.

We need a word! Tell us what you would like to see as our hospital values

We have a challenge for you. We need a word! We are asking our staff, our patients and our members to help us develop a new set of values for the hospitals.

To start this work we need a single word or sentence from you that sums up how you expect to be treated, cared for, or how you expect staff at the hospital to behave.

Values are what drive an organisation. Every interaction between our staff and patients and visitors should be based around the values that we have and what we want and expect to provide to people.

We’re already in a good position as we have a clear vision at the hospitals of High Quality, Safety & innovation, underpinned by our QPS - Quality, People, Sustainability - framework which outlines how we plan our services.

Values are the next part of this journey. Our values will shape this we way we work, how we interact and ensure that every contact with patients is based around a clear set of behaviours that we expect of ourselves and each other. What we want to end up with is a set of simple statements that we can all understand and relate to, adopt in our day to day work and that drive the trust for the future. Staff will be held accountable to these values, and now staff will be recruited according to them.

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Caring Quality Safe Support

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Check us out on Facebook

If you use Facebook, there’s a Warrington Hospital Maternity Unit Facebook page that may be useful. It has a range of information on services and allows mums to be and mums who have given birth with us to share photos and stories. Just search in www.facebook.com for Warrington Hospital Maternity Unit.

We also ran the first Facebook midwife session in October that allowed mums to be to ask questions direct using the computer to one of our midwives. It covered topics on the services we provide including hypno-birthing and aromatherapy in labour as well as practical questions such as do women need to bring formula milk in with them (the answer is no, we provide that for you on the unit if you need it to complement breastfeeding).

You can also view a video tour of the maternity unit on Youtube. Search for Warrington and Halton Hospitals maternity.

New look for Warrington hospitals labour ward after £450k refurbishment.

The Labour ward has moved back to Croft Wing after a £450k refurbishment.

Happy nappy time thanks to Asda

The maternity unit received a surprise gift from the Asda depot on Dallam Lane when they dropped off 2904 Little Angels newborn nappies.

Mel Hudson commented, “This was a lovely community gesture from Asda and we really appreciate them thinking of us when making this generous donation.”

Pictured: Isla Sarah Jo Harris, born on 17 October at 12.50pm weighing in at 8lb ½ oz with her dad Michael Harris and left to right: Cilla Healey (ASDA Community life champion), Toni Dawson (Asda People Clerk), Rachel Crane (midwife who delivered Isla) Anne Marie Brooks (midwife), Michelle Messenger (housekeeper) and Jayne Carlon (hypnobirthing and aromatherapy midwife).

New labour rooms and birth pools.
Hospital Open Day a big success

We opened our doors at Warrington Hospital to our members, the public and staff with our third Hospital Family Open Day on 31st August. Around 500 people popped down to join in the fun and a big thank you to everyone who came along.

The event was an opportunity for local people to learn about the work of the hospitals, find out tips for improving their health and gain advice on how to make the most of hospital services. It also gave people the opportunity to go on tours of some of the hospital departments to see what goes on there.

Maternity, theatres, ophthalmology, cardiology and endoscopy provided tours on the day. Our audiology department offered drop-in sessions to members of the public with concerns about their hearing.

There were information stands and demonstrations from teams across the hospitals ranging from medical appliances and stroke awareness to stalls from our health and care partners. The children’s ward ran a traditional children’s fair stall with lots of prizes and yummy cakes. The team raised an incredible £1,350 towards two new oxygen saturation monitors for the ward.

Our friends from the Warrington Wolves Foundation ran their bungee try run and a popular draw was Cheshire Fire and Rescue Service demonstrating the jaws of life on a wrecked car.

As the stands closed at 3.00pm, the trust’s annual members’ meeting commenced in the lecture theatre in the hospital’s Education Centre. This included a brief presentation of the trust’s annual report and accounts for the last year and updates from the trust’s public governors on their work.

Jane Guy from the Stroke Association and our own Dr Michelle Kidd provided blood pressure checks.

Lesley McKay from infection control helps teach handwashing skills.

The children’s ward team raised over £1300 with their bake sale!

Our emergency service partners from Cheshire Fire and Rescue drew a big crowd for their car rescue demonstration.

And Wolfie from Warrington Wolves made a guest appearance to entertain the crowds at the hospital.
Patients say Thank You to hospital staff at annual awards

Nurses, domestic staff, volunteer groups and whole wards were among the winners in Warrington and Halton Hospitals NHS Foundation Trust’s annual staff awards following nominations from patients, visitors, foundation trust members and fellow staff members.

The hospitals’ fifth annual Staff Thank You awards event took place saw over 250 staff attend an event with the kind help of sponsors Hill Dickinson, to hear the winners announced from seven categories that were open to nominations.

Over 150 nominations were submitted for the awards this year. Around half of them were from foundation trust members, patients and visitors who wanted staff who had cared for them and their families to receive some extra recognition for their work.

More than 30 staff at the hospitals who have reached 30, 35 or 40 years’ unbroken service with the trust also received NHS long service awards as well.

Full details of the winners in each category of the awards are:

1. Excellence in Patient Care Award

Sue Wilde – Trauma Coordinator

Sue coordinates the care for patients who need emergency surgery following accidents. Part of the accreditation for being a trauma centre is having a coordinator role and Sue has made the role her own. Sue tracks each trauma patient from A&E to theatres, intensive care, acute wards and into rehabilitation. She has even been known to follow patients up once they are back home such is her dedication.

Sue has made a reputation for herself across the region as an advocate for trauma care, raising standards and ensuring seamless care for each and every patient.

2. Excellence in Leadership and Efficiency Award

Natalie Crosby – Interim Matron Intensive Care Unit

Natalie has been acting as matron in intensive care. Her dedication to the unit has seen staff morale increase and although she expects a lot from her staff they are always aware that she doesn’t ask anything of them that she wouldn’t be willing to do herself and leads by example. The unit has also improved outcomes for patients by meeting national standards of reduction of infection which can be a risk for patients needing intensive care.

3. Excellence in Innovation, Improvement and Efficiency Award

Joanne Meredith – AMBER Care Bundle Facilitator

Joanne is part of the palliative care team and implements the AMBER care bundle which identifies and supports care of patients whose prognosis is uncertain. She has single handedly worked to introduce this vital care package and having the often difficult conversations with patients, family and staff about putting plans into place should the hoped for recovery not come to fruition. Joanne has facilitated the rapid discharge of patients to the place where they would choose to be at the end of life, which has an immeasurable impact on the remaining quality of life for those patients.

4. Employee of the Year (from the 2012 employee of the month winners)

Cheryl Holbrook & the Portering & Cleaning Team

Cheryl and the team are described as simply amazing. Behind every ward move and every service change at the hospitals, this team move wards and departments – patients included - and organise the cleaning teams to make sure that areas reopen on time after upgrades and refurbishment. They never get disheartened and keep smiling and getting on with the job and their nominator says the team would do anything at the drop of a hat – they’re true heroes that make the big projects to improve the hospitals possible and are a pleasure to be around, providing five star service every time.

5. Excellence in Supporting Patient Care (Non Clinical) Award

Radiology Central Booking Team

The radiology central booking team is a team of 26 staff who manage radiology appointments for more than 200,000 patients each year needing x-ray, CT, ultrasound and MRI scans. The team has taken on a more direct carer role for patients before their scans to prepare and reassure patients and keep them informed throughout, keeping an ‘eagle eye’ on each patient to ensure they are seen quickly. They receive a high level of praise whilst waiting times remain extremely low compared with other hospitals.

6. Volunteer of the Year Award

Warrington League of Friends

The League of Friends work tirelessly to provide additional equipment and facilities for the patients staff and visitors to Warrington Hospital. They also run the help desk by the main entrance – the first point of call for thousands of patients each year, giving directions, help and advice with a friendly smile. Alongside this they run a shop, tea trolley service in A&E and much more. They raise thousands each year through their fundraising events and are always willing to consider requests for help from any ward or department.

7. Team of the Year Award

Ward A7

The team on Warrington Hospital’s ward A7 were nominated by a relative whose father had personally benefited from the care of the team whilst sadly in the final stages of life. They said that the team were truly first class throughout and that the care they had received was phenomenal and the staff were wonderful, helping and assisting at all times - listening to every word and were all so loving caring and amazing.

Hospitals working to provide more seven day services

More patients are able to access their hospital care at weekends after a range of new developments at Warrington and Halton Hospitals have seen extra services provided seven days a week.

Recent national media stories have focused on the need for the NHS to ensure that services are provided across the full week, but staff at Warrington and Halton hospitals have already been moving ahead with the model. The hospitals are moving towards a seven day model of care – not just for emergency services, but for more routine procedures and admissions as well.

Consultant ward rounds to review patients take place for medical and surgical patients at the weekend as well as weekend admission. The trust invested in new Medical Assessment and Surgical Assessment Units last year which are meaning that patients are being seen quicker with the aim of starting their treatment as soon as possible.

The trust also provides its CT and MRI scanning services over the weekend so that diagnostic tests are not delayed until weekdays. Pharmacy and laboratory services are also in place to provide 24/7 medicines and diagnostic support.

The hospitals also provide some routine planned surgery at weekends and full endoscopy sessions - giving patients greater choice of dates for their care.

Simon Wright, chief operating officer and deputy chief executive at the hospitals, said: “The idea of hospitals only working across weekdays is becoming a thing of the past, and rightly so. Obviously there have always been services such as A&E that are 24/7 but we are moving to an increasing model of seven day working across all services. For the patient it means that we can ensure their treatment moves along quickly and to plan whatever day of the week they are admitted to hospital.”

“There’s rightly been a lot of publicity around weekend working in the NHS and how it can affect patient care. However, we’re in a good position and the national statistics have shown that there are no differences in mortality rates between the weekdays and the weekend at our hospitals. There’s still a way to go until we can say that the service we have in place is truly seamless between weekdays and weekends but we have made major strides in the right direction and patients are seeing the benefits.”
News

What’s your experience of discharge from hospital? Take our short survey to help us improve services.

Going home after time in hospital can be a difficult time for patients and it’s an area that we are working to improve our services around. A lot happens at discharge – from making sure you have the support needed to cope back at home through to prescribing any medicines that you need and supplying equipment. It can also involve organising transport, making sure community services are in place and, most importantly, communicating with patients and their families or carers to plan discharge so it is as smooth as possible.

We know that it doesn’t always work like that, so your Foundation Trust public governors have been doing a lot of work to look at discharge and how we can plan it better and reduce delays. We need readers who have been patients in our hospitals recently to take part in a survey on your experience of discharge.

We’ve created a short, but in-depth, set of questions that will help us to look at your experiences and help to improve discharge in the future.

If you’ve been a patient in a hospital in the last year, please take some time to take the survey which you can access here on a computer.

www.surveymonkey.com/s/whddischarge

If you don’t have access to a computer, please call us on 01925 644222 and we can send you a paper copy of the survey to complete.

Voice problems? New clinic launches at Halton General that could help

On-going voice problems cause real problems for people. Losing your voice can have a major impact on people’s ability to work. A new joint voice clinic has been established to provide a one stop clinic for patients with these kind of problems.

It brings together both Specialist Speech and Language Therapy and ENT consultant led elements of voice diagnosis in one convenient clinic. It means a faster diagnosis and communication with patients and their families or carers to plan discharge so it is as smooth as possible.

If you have voice problems, ask your GP for a referral to the Joint Voice Clinic at Halton General.

New hospital car parking charges introduced

New car parking charges were introduced at the end of October at the hospitals. A new 30 minute free parking period has been introduced along with changes to the prices and timings for other tariffs.

The free 30 minute period means visitors and patients can park for that initial half an hour free of charge. The hospitals have introduced the scheme based on patient feedback and hope it will suit visitors dropping off friends or relatives and accompanying them into the hospitals as well as patients who are visiting for quick pre-arranged tests, collecting prescriptions or making other quick visits.

The hospitals have also increased the timings and charges for other tariffs. The standard parking charges will be:

- Up to 30 minutes - free
- 30 minutes up to 5 hours - £3.00
- 5 hours up to 24 hours - £5.00
- Prices were previously £2.50 for up to four hours and £3.00 for four hours and over

There are no charges for blue disabled badge holders and significant concessions are available for frequent or long term patients and visitors.

These concessions are designed to make the costs easier for people who need regular or long term treatment, or visitors attending over an extended period. This usually brings the cost of parking down to £1 for future visits. To benefit from the concession arrangements, regular patients and visitors initially need to obtain a standard pay and display ticket on their first visit. They can then visit the cash office (near the shops in the main entrance at Warrington Hospital) or the general office (in the main Entrance 1 reception at Halton General Hospital), to purchase a discounted permit for the period of their treatment.

Full details on concessions can be found on the hospital website www.warringtonandhaltonhospitals.nhs.uk in the patients and visitors/ getting to us section.

Delamere Unit reopens following £1 million refurbishment

The centre is home to a range of services to support people with cancer – ranging from advice and information through to therapy services. The Macmillan information and support services are there for anyone with a concern about cancer, providing free, confidential, information and support. Anyone affected by cancer can use the services that are provided at the centre which is manned by an expert team of nurses, therapists, advisors and volunteers.

The refurbishment has seen the centre completely redesigned. There are now therapy rooms, a garden area and completely new look information centre. The aim is to create a relaxed atmosphere for people using the service.

Beverly Collins is the centre manager and says:

“The new centre provides an ideal environment for anyone with questions about cancer. When people drop in, it can be anything from just picking up some leaflets to us sitting down together and working through very complex issues. We’re here for everyone - patients, carers, relatives and friends. The new centre also allows us to increase our range of services, such as complementary therapies to ensure that no one has to face cancer alone.”

The service is provided in partnership between Macmillan Cancer Support and Warrington and Halton Hospitals. It covers any aspect of cancer, such as specific cancer types, treatments, side effects and emotional and practical issues.

The Macmillan Delamere Unit is located at the front of Halton General Hospital – just to the right of the main entrance as you approach the hospital.

About Macmillan Cancer Support

More than one in three people will get cancer. For most it will be the toughest fight we ever face. But you don’t have to go through it alone. The Macmillan team is with you every step of the way. We are the nurses and therapists helping you through treatment. The experts on the end of the phone. The advisors telling you which benefits you’re entitled to. The volunteers giving you a hand with the everyday things. The campaigners improving cancer care.

The community there for you online, any time. The supporters who make it all possible.

Hospitals score well in first friends and family test results

Staff believe new feedback system will become a valuable tool for staff as well as patients over the coming months.

Warrington and Halton Hospitals NHS Foundation Trust has welcomed the release of the first results from the new NHS Friends and Family test.

The test asks patients a simple question – how likely are you to recommend the hospital to your friends and family?

In the first published results, the trust has scored an overall rating of 80 for its inpatient wards – one of the best scores in the North West region. The breakdown of the scores shows a 92 rating at Halton General and 75 at Warrington.

The average inpatient score across the NHS is 71. The trust had a 24% response score overall from eligible patients.

A&E results are published separately and scored a 5% rating at the trust – exactly on the national A&E score average. Individual wards are also scored – although some ward level scores are only based on one or two ratings so many of these scores will only be useful once they develop over the coming months as more feedback is provided.

Patients can leave their Friends and Family Feedback by completing a postcard form at the hospitals or online via the trust website. If you’ve been a patient you can leave your feedback on line. Visit http://warrington-halton.lwgc.net/
The security team work at the hospitals to protect patients, visitors and staff alike. As large public buildings that are home to 600 patients, 1,500 outpatients and over 3,000 staff every single day, they play a vital role. “The number of assaults on staff has dropped from 136 in 2010/11 to 120 last year and the number of convictions has risen because we are taking action,” says the trust’s local security management specialist Phil Sloan. “There was a sense of acceptance in the past for NHS staff that verbal or physical assault was part of the job. It’s not.”

Whilst violent incidents have dropped, the team are pleased that better reporting direct to security has seen the overall number of other security incidents reported rise – whether it be unlocked offices, damage to property or just suspicious activity and concerns.

“Overall we had 67 security incidents reported in 2010/11 and through better reporting that rose to 855 last year. The number of incidents have always been there but because we’re getting people to report everything to us and it is being recorded it means we get a better picture of the key issues that we have to tackle. There’s only been one major incident during that time but collecting information from staff on everything is vital.”

The trust has a network of 69 cameras trained inside and out at the trust. The security team also carry tiny cameras on their suits which often act as a deterrent once aggressive patients are made aware they are being filmed.

Everything is monitored inside the trust’s new security control room – located just past the pathology department on the first floor where Burtonwood Wing meets Appleton Wing. (Phil, Sean O’Brien and security apprentice Chris Bushnell are pictured in the room).

Taking the right action to protect patients

Troublesome visitors to the hospital are also flagged on an alert system for 12 months to make staff members aware there have been problems in the past whether it is verbal abuse, threats or even fraudulently filling in prescription forms for drugs.

Phil says the alert system helps protect staff: “We saw a patient come in recently carrying a big pair of scissors. There’s no reason for them to do that and it’s not acceptable as even if there’s no direct threat, it puts clinical staff in a difficult position. As well as dealing with that incident, the next time he visited us, the flag we’d put on the system alerted us and we scanned him with a metal detector to check he had nothing else which could be used as a weapon. It’s all about protecting staff and patients by taking the right precautions at the right time.”

The other side of the team’s job is also spreading the word on keeping things locked and secure and providing advice to staff. The team work closely with Cheshire Police and a regular Police drop in service is being started soon.

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Keeping you secure

Did you know that over the last year the number of incidents of assaults on hospital staff at the trust fell by 12 per cent? You also might not have known that 10 people have been convicted as a direct result of the work of the hospital’s security team in partnership with the local police.

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Your Governors – what does the work entail?

David Ellis
- public governor for Birchwood, Rixton and Woolston

In each issue of Your Hospitals, we look at the work of one of our public governors to give you an idea of their role and how they are representing you in the work of the hospitals.

David has lived with his family in Birchwood for almost 30 years. He recently retired from a major international company where he had global responsibilities in a senior business planning and strategic marketing role.

David was elected as public governor for his area in 2010. He explains, “I’ve had a long-held interest in health issues and am also a member of the Birchwood Medical Centre Patient Participation Group where we are working to help improve communications with patients. After being elected as a hospital governor I’m also able to keep the practice informed about important hospital news. I also feed back comments from the practice to the hospital.”

David is currently the chair of the governors’ Communication and Membership Committee. In this role, he has been keen to ensure that the views of our members are taken into account in the hospitals’ annual planning process. He explains, “This is now being done by identifying issues of importance and running focus groups to understand the issues better. We held our first focus groups this year looking at discharge and it was great to get input from members in a lively discussion.” These are then followed by detailed surveys, which then provide input to the trust’s annual plan (you can find information on the discharge survey elsewhere in this issue).

Last year’s survey was about carers and provided some very important information which helped identify actions which needed to be taken to include in the plan. David has led a team to develop a carers’ strategy for the hospitals which has now been completed and is currently being implemented. “I’m proud of the work we’ve done around carers,” says David, “It will ensure that unpaid family carers are identified, involved and supported when patients are admitted, bringing benefits for the patient, the carer and the hospital itself.”

David regularly attends Council of Governors meetings and hospital trust board meetings, and has been very active on all the sub-committees. “It is extremely important to make sure that hospital performance is properly monitored and the executive team are held to account. Currently, the hospital is in the third year of having to make 5% cuts, and it is critical that this does not impact on safety and quality.”

David has been very pleased to see the wide range of improvements that have taken place at the hospitals during the time he has been a governor. Asked about the governor’s role, David says “It can be quite demanding if it is carried out effectively, but it is also extremely rewarding.”

You can contact David and any of our other Governors via the membership office on 01925 664222 or by emailing foundation@whh.nhs.uk

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If you’ve picked up a copy of Your Hospitals whilst visiting hospital, take a minute to join us as a member and you can receive it for free direct to your home by post or email. Members also get a range of other benefits and even qualify for the NHS Discounts scheme that can save you money at major high street stores.

Join online by clicking the ‘join us’ button at www.warringtonandhaltonhospitals.nhs.uk

Or call 01925 664222 and we’ll send you a form and welcome pack.