



Virtual Fracture Clinic Launches At Leighton Hospital


Also in this issue:

- Staff Honoured At Annual Awards (pictured)
- Trust Receives International Health And Safety Award
- Mid Cheshire Hospitals Amongst Top Cancer Performers
- Health Chiefs Encourage Those Eligible To Get Free Flu Jab





5 reasons to vaccinate your child against flu

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- ✓ **1. Protect your child.** The vaccine will help protect your child against flu and serious complications such as bronchitis and pneumonia
 - ✓ **2. Protect you, your friends and family.** Vaccinating your child will help protect more vulnerable friends and family
 - ✓ **3. No injection needed.** The nasal spray is painless and easy to have
 - ✓ **4. It's better than flu.** The nasal spray helps protect against flu, has been given to millions of children worldwide and has an excellent safety record
 - ✓ **5. Avoid costs.** If your child gets flu, you may have to take time off work or arrange alternative childcare

What should I do?

Children aged two and three years old are offered this vaccination in general practice. Your child's GP surgery should contact you. If you haven't heard from their GP by early November, contact them directly to make an appointment.

Children in reception class and school years 1, 2, 3 & 4 will be offered the vaccine at school. Your child's school will provide details from the local healthcare team.

For more information visit
www.nhs.uk/child-flu

welcome to all.together

Welcome to the twelfth edition of All Together, our newsletter designed to keep you updated with the latest news and activities of Mid Cheshire Hospitals NHS Foundation Trust (MCHFT), the organisation behind Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford.

Many of you will be aware that winter brings with it additional pressures on the NHS. What you may not be aware of is the work that goes on behind the scenes to prepare for the colder months and to ensure that we can continue to deliver safe and effective care.

Part of this is promoting what we can all do to 'Stay Well This Winter'. Did you know, for example, that your local pharmacist can provide confidential advice and treatment for a range of common illnesses and complaints without the need to wait for a GP appointment? If you don't know who to turn to, or need urgent medical help but it's not a life-threatening situation, NHS 111 is also available. It's fast, free and a highly trained advisor will direct you to the best medical care for you.

In the midst of all of the winter planning and pressures, it's easy to lose sight of the incredible work that takes place every day in our local hospitals and out in the community. We are proud to be part of a workforce that continually goes the extra mile and that strives to improve the care, safety and experience of the patients we treat.

It would be extremely difficult to recognise all members of staff

who go above and beyond in their roles, but every year we hold a Trust-wide event to celebrate just some of those who have shown innovation, determination and enthusiasm. For the full story on our latest award winners, and to see why this year's event was such a 'golden' occasion, turn to page 6.

As you read through this edition of All Together you will see that the theme of achievement continues. On page 5 you will learn about how patients in and around Cheshire are being seen and treated for suspected cancer faster than the national average. We were also delighted to launch a Virtual Fracture Clinic recently, which will lead to fewer hospital visits and shorter waiting times for local fracture patients. You can read more on page 9.

Finally, we are pleased to continue our 'day in the life' series. This feature introduces you to different Trust staff, from nurses and doctors to the more unfamiliar roles, and gives you a snapshot of what they do in a typical day. Turn to page 18 to find out who we have included this issue and please don't hesitate to send in your thoughts of who you'd like to see in the future. Ideas can be sent to all.together@mcht.nhs.uk.

This is just a small sample of the articles included in this



newsletter. Elsewhere, we have all of our regular features so that you can keep up-to-date with our charity's activities and the work of our volunteers.

We hope you enjoy the articles and finding out more about your local hospitals and would be happy to hear from you if you have any suggestions or ideas of your own. If so, please email them to all.together@mcht.nhs.uk.

If you wish to view previous editions of this newsletter you can download them from our website - www.mcht.nhs.uk/AllTogether.

Best regards,

Dennis

Dennis Dunn
Chairman

Tracy

Tracy Bullock
Chief Executive

Maternity Services Once Again 'Baby Friendly'

Maternity services at Leighton Hospital have once again been awarded the prestigious 'Baby Friendly Award' from UNICEF.

The international award is given to services that display best standard practices to protect, promote and support breastfeeding and to strengthen parent-infant relationships. It follows a re-assessment of the maternity services after they were given full Baby Friendly accreditation in May 2015.

As part of the re-accreditation, maternity staff were commended for their hard work in continuing to support mothers. The hospital's Infant Feed Team was also recognised for having a high level of knowledge and for being well respected by both parents and staff.

Colette Palin, Infant Feeding Lead at Mid Cheshire Hospitals, said: "We are delighted to have been re-accredited - it shows that local mothers and babies continue to receive high-quality support to enable successful breastfeeding.

"Breastfeeding can protect babies against a wide range of serious illnesses, such as gastroenteritis and respiratory infections in infancy, and also reduces the mother's risk of some cancers."

The Baby Friendly Initiative, set up by UNICEF and the World Health Organisation, is a global programme that provides a practical and effective way for health services to improve the care provided for all mothers and babies.

Part of the assessment involves interviewing a number of mothers about the care received. 93% of mothers were very happy with the care provided at Leighton Hospital and none were unhappy with care overall.

Those interviewed were also offered the chance to comment, with feedback including: "I moved into the area about four weeks before I had my baby and was so happy. I had more information and support in those four weeks than I had had in the rest of my pregnancy where I lived before."

For further information on the Baby Friendly Initiative visit www.unicef.org.uk/babyfriendly.

Pictured: Colette Palin (far left) with other members of the Infant Feeding Team



Did you know?

Maternity services at Leighton Hospital include an antenatal clinic, day assessment unit, antenatal inpatient ward, Midwife led unit, labour ward, postnatal ward and neonatal unit. Together, the services helped to welcome more than 2,800 babies into the world during 2016/17.

Trust Recruits 'Stop Smoking Champions'



Pictured: Just some of the Trust's 'Stop Smoking Champions'

A number of staff at Leighton Hospital have volunteered to become 'Stop Smoking Champions' as the hospital moves towards becoming completely smoke free.

Mid Cheshire Hospitals has recruited the volunteers to raise awareness of the dangers of smoking and to signpost patients, visitors and staff to local quitting support.

'Stop Smoking Champions' work in pairs and regularly tour the site. They approach anyone seen smoking on the premises to discuss the use of the hospital's designated smoking shelters, which will eventually be removed, and the help that is available to those who would like to quit.

Wendy Astle-Rowe, Health and Safety Lead, said: "We are very

fortunate that we have staff willing to give up their own time to help protect our patients and support the Trust as we move to becoming completely smoke free.

"These staff play a valuable role in supporting the Trust, and those who attend our sites, towards becoming totally smoke free and I'd like to thank everyone for their contributions so far.

"Patient safety is our upmost priority and we therefore kindly ask all smokers who visit Leighton Hospital, as well as our other sites, to bear in mind the health implications smoking can have on others."

The Trust operates a no smoking policy on its premises, grounds and entrances. This was introduced to protect all patients, staff, visitors and contractors from the risks associated with the exposure to second hand smoke.

Smoking continues to be the major preventable cause of premature death and disease in England. It causes almost 80,000 deaths and costs the NHS an estimated £2.7 billion each year.

Anyone living in the Cheshire East area wishing to quit smoking can call Kickstart on 0800 085 8818 for free and friendly advice. Those who live in the Cheshire West area (including Vale Royal) can call Quit 51 on 0800 622 6968. For more information, visit www.kickstartcheshire.co.uk or www.quit51.co.uk.

Trust Amongst Top Cancer Performers



Pictured: Members of the Macmillan team in the cancer unit's garden

Patients in and around Cheshire are being seen and treated for suspected cancer faster than the national average, according to figures published by NHS England.

Mid Cheshire Hospitals has been named as one of the country's leading Trusts in terms of the proportion of cancer patients seen and treated within the expected time frames.

In the first three months of 2017/18 (April-June), 96.65% of patients who were referred to hospital by their GP with suspected cancer were seen, diagnosed and started to receive treatment within 62 days. In comparison, the national average for the same period was 81.5% against an NHS England expectation of 85%.

The Trust also performed better than the national average for the percentage of patients who see a specialist within two weeks of an urgent GP referral (97.4% against an average of 93.7%) and the

percentage of patients who begin their first definitive treatment within 31 days of receiving their diagnosis (99.63% against an average of 97.5%).

Delyth Owen, Clinical Nurse Manager for Cancer Services, said: "Early diagnosis is vital in the treatment of cancer and these latest figures prove that we are able to see and treat our patients promptly and faster than most other hospitals in the country.

"Not only can the local community be assured that they will be seen quickly if they have a suspected cancer, but that this positive performance isn't just a one-off – we consistently exceed the national standard for waiting times."

The Trust has also scored better than the national average in a recent cancer patient survey.

The National Cancer Patient Experience Survey is designed to monitor national progress on cancer care and is completed by adult NHS patients with a confirmed primary diagnosis of cancer.

Delyth said: "The survey's 2016 results were published earlier this year and we are delighted with them. On average, our patients rated their overall cancer care as 8.9 out of 10, compared to the national average of 8.74.

"Together, our survey results and cancer performance figures reflect the dedicated and compassionate staff who deliver local cancer care. There are always areas where we can do better, however, and so we will be using information from the survey to help drive further improvements."



Coffee Morning

Every year the Macmillan Cancer Unit at Leighton Hospital takes part in the 'World's Biggest Coffee Morning' to raise money for people facing cancer.

The Unit, with support from colleagues and departments across the Trust, raised more than £3,000 this September through cake sales, raffles and a 'classic cake-off' competition.

Staff were asked to get involved and put their baking skills to the test by making their best tried and tested classic cake to enter in the competition.

The cakes submitted were then judged by 'Mary Berry' (Matron Andy Langley) and 'Paul Hollywood' (Rev Tony Ford) who ensured all cakes were thoroughly tasted. They were also checked against a list of criteria.

Paula Croshaw from X-ray made the 'star bake', a triple chocolate and caramel cake, with son Ben. Second place went to Jill Roach, Macmillan Secretary, for her chocolate gateaux and third place went to Healthcare Assistant and Macmillan volunteer Angela Barron for her carrot cake. All of the cakes submitted were then sliced and sold to staff, patients and visitors.

We would like to thank everyone who took part in the Coffee Morning and who helped to raise much-needed funds for Macmillan.

NHS Staff Given The Golden Treatment At Annual Awards Evening



Pictured: guests enjoy the awards evening (left); Chief Executive Tracy Bullock with Olympic gold medalist Joe Clarke (below)



Staff at Mid Cheshire Hospitals NHS Foundation Trust were given the golden treatment at a recent awards ceremony – after being presented with trophies by an Olympic champion.

Joe Clarke MBE, who won individual gold in the 2016 Rio Olympics, was the guest speaker at the Trust's annual 'Celebration of Achievement' evening.

The event, which was held at Crewe Hall, recognises local NHS employees who regularly go above and beyond to help improve the quality, safety and experience of patient care.

More than 200 members of staff from Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford, as well as those who work in the community for Central Cheshire Integrated Care Partnership (CCICP), attended the ceremony.

Joe Clarke MBE delivered a motivational speech about perseverance and his sporting history before helping to hand out awards with the Trust's Chief Executive, Tracy Bullock.

Joe, who was the first British competitor to ever win an Olympic gold in the men's canoe slalom, said: "When I was asked to attend the awards I felt honoured. The job that all the staff do is amazing - I've needed the service over the years so didn't hesitate when asked to get involved. The evening was fantastic and all the stories were inspiring.

"Congratulations to all of the winners and thank you for the fantastic work you all do."

The evening was made possible thanks to a number of sponsors and was also an opportunity to fundraise for Mid Cheshire Hospitals Charity

– a raffle on the night raised over £500, which will go towards the charity's 'Everybody Knows Somebody' Dementia Appeal.

The appeal, which launched earlier this year, aims to raise £1.5 million to support a variety of projects across Mid Cheshire Hospitals that will help improve the care and experience that people living with dementia receive at the Trust.

Chief Executive Tracy Bullock said: "The evening was a chance for finalists to receive much-deserved recognition for their commitment to their roles.

"I would like to congratulate all winners, and similar praise for all of those who were nominated as it is dedication, knowledge and enthusiasm like theirs that makes me proud to be a part of both Mid Cheshire Hospitals and Central Cheshire Integrated Care Partnership."

And the winners are ...

- *Public Choice Award:* Fran Lopez
- *Volunteer of the Year:* Isobel Jeffers
- *Apprentice of the Year:* Mitchell Benson
- *Outstanding Contribution to Patient Safety and Care:* Emma Beveridge
- *Outstanding Contribution to Quality and Safety:* Bowel Cancer Screening Team
- *Leadership Award:* Charlotte Phillips
- *Outstanding Contribution to Personal Development:* Nicola Ritchings
- *Employee of the Year:* Jonathan Forrester
- *Team of the Year:* IT Services
- *Chairman's Award:* Irene Doldon

Employee of the Month

Latest Winners

In 2014 the Trust launched two new initiatives designed to recognise staff who go above and beyond what is expected, as well as for displaying the Trust's key values and behaviours.

Thank You cards were introduced across all areas of the organisation so that patients, visitors and staff could provide hand-written messages of appreciation, whilst the Employee of the Month scheme allows staff to reward colleagues and teams who consistently exceed the standards that we all expect from each other.

Both schemes have received positive feedback since they were introduced, and this article provides an update on your Employee and Team of the Month winners between June and November 2017.

June 2017

- Employee of the Month – Dr Giles Nicholes
- Team of the Month – Haematology

July 2017

- Employee of the Month – Sharon Williams & Matthew Chapman
- Team of the Month – Board Secretariat

August 2017

- Employee of the Month – Susan Smith
- Team of the Month – #EndPJPParalysis team

September 2017

- Employee of the Month – David Hill
- Team of the Month – Breast Imaging

October 2017

- Employee of the Month – Megan Truan
- Team of the Month – Integrated Discharge Team (IDT)

November 2017

- Employee of the Month – Gary Shaw
- Team of the Month – Cafe Express

Pictured (clockwise): Switchboard's Sharon Williams; the Board Secretariat; Haematology



Note to Staff

Nominating a colleague or team for these monthly awards is easy – just complete either the electronic form available at www.mcht.nhs.uk/employeeofthemonth or one of the specially-designed A5 cards that have been distributed across the Trust, and a judging panel will review all of the submissions. Please note that the deadline for receipt of nominations is the first Monday of every month.

Thank You!

Note to Patients, Public and Members

Unfortunately, we can currently only accept nominations for Employee of the Month from staff. If you wish to acknowledge a member of staff who has gone the extra mile, please send them a 'Thank You' using one of the specially-designed cards around the Trust or the electronic form available online at www.mcht.nhs.uk/thankyou.

Pictured (clockwise): Chiara and Craig from the Simulation Team; a team takes part in simulation training; Matthew Smith, who also supports the Simulation Team



Leighton Hospital Becomes Simulation Training Centre

Doctors from across the UK are now offered a unique standardised simulation training programme at Leighton Hospital, following the site's accreditation as a simulation training centre.

Simulation training involves the recreation of a real life event in a safe learning environment or in-situ, so that healthcare professionals can improve and maintain clinical competencies.

Mid Cheshire Hospitals has been offering the training to its staff for a number of years but has developed its programme significantly since appointing a new Simulation Lead.

The Trust's Simulation team now offers bespoke human factor training and is fully accredited by the NHS North West Simulation Education Network (NWSNEN), which means it can offer sessions to medical professionals across the country.

Earlier this year the team also won the Trust's 'Outstanding Contribution to Quality and Safety' award for the Corporate division.

Dr Chiara Mosley, Simulation Lead, said: "Simulation-based education is increasingly recognised as central to the training of multidisciplinary groups of healthcare professionals to develop a shared understanding of error causation, latent risk and human factors.

"By integrating best practice guidelines and research in all our teaching activities, we work towards improving and maintaining a safe and high standard of practice whilst promoting the importance of life-long learning both in situ or in a classroom setting."

The Simulation team offers a pool of more than 100 simulations to doctors, nurses, allied health professionals and medical students that are designed to meet training and service needs.

These range from basic to more complex clinical

procedures, such as management of neonatal cardiac lesions, seizures and sepsis, and adult Cardiac arrest and complex trauma cases, and are performed on mannequin-like patient simulators or fully trained simulated patients.

Craig Rogers, Simulation Technician, has designed a mobile trolley that allows for wireless in-situ training and offers the facilitator the option of video-led debriefs. This stands the team above and beyond bigger centres that have sought advice and support from the MCHFT team.

Chiara added: "Simulation-based medical education can be a platform that provides a valuable tool in learning. It can highlight potential clinical or ethical issues and can resolve practical dilemmas.

"Our experts in simulation-based education have been overseeing the design and delivery of courses in conjunction with subject matter experts. These courses have been very successful and have taken place in a number of Trust areas, including the Emergency Department, general and surgical wards, critical care, theatres and paediatrics."

The Trust's Simulation team has also found success in the creation of an 'Escape Room', which challenges teams of various grades to escape a locked room within 60 minutes. To do so, they need to complete tasks and work out padlock codes.

Following the challenge, teams are given a 30-minute debrief which looks at how individuals have performed, as well as their human factor skills including communication and team work and situational awareness. More importantly, it discusses human factors and links these into their working environment.

If you're a member of staff and would like to take on the challenge with colleagues please contact the Simulation team on ext 8149.

Innovative Virtual Fracture Clinic Launches



Pictured left to right: Consultant Trauma and Orthopaedic Surgeons Mr Nick Boyce Cam and Mr David Miller, Fracture Clinic Manager Carol Latham and Sister Julie Spencer

Local fracture patients are set to benefit from fewer hospital visits and shorter waiting times following the arrival of a new virtual clinic.

The innovative scheme has launched at Leighton Hospital and will improve care whilst cutting the number of times patients have to visit the hospital for an appointment.

Before the project started, all patients seen at the hospital's Emergency Department with a fracture, suspected fracture or a soft-tissue injury would have been referred to the fracture clinic for an assessment. However, as specific injuries heal without the need for medical intervention, this face-to-face appointment is not often needed.

The Virtual Fracture Clinic was developed by the Trust's Orthopaedic department and IT team to streamline the process and ensure only those who need an appointment are given one.

When patients now attend Leighton Hospital's Emergency Department or the Minor Injuries Unit at Northwich's Victoria Infirmary their injury is initially treated by immobilising it with an appropriate splint, plaster cast or sling.

Those who require orthopaedic review are then booked onto a Virtual Fracture Clinic rather than automatically attending a traditional one.

Here, x-rays and patient notes are reviewed 'virtually' by an Orthopaedic consultant and specialist nurses who decide the next step of their care.

An experienced orthopaedic nurse contacts each patient by phone to discuss the outcome of the review. Where needed, an orthopaedic fracture clinic appointment is arranged to ensure the patient is seen by the correct specialist, at the correct time interval from their injury and with any necessary further x-rays or imaging.

For simple fractures, specific advice is offered and information leaflets provided explaining the self-care of their injury. Patients are also given a contact number for the virtual clinic, which can

be used if the patient or their family has any concerns.

Mr Nick Boyce Cam, Consultant Trauma and Orthopaedic Surgeon, said: "We developed this project to help improve the patient experience and care provided following an injury.

"The Virtual Fracture Clinic allows us to assess the patient much sooner than was previously possible and ensure early on that they have the correct treatment.

"This is hugely beneficial for the patient and is more efficient as it frees up time for staff in the hospital. The Virtual Fracture Clinic also has the added benefit of cutting down on costs and so everyone is benefitting."

The Virtual Fracture Clinic model was first introduced by the Orthopaedic department at Glasgow's Royal Infirmary where it has led to a significant reduction in the number of unnecessary patient appointments. It has also received a number of awards, including a Health Service Journal award (HSJ) for Acute Sector Innovation.

It is expected that Leighton Hospital's Virtual Fracture Clinic will be able to assess up to 30 patients an hour and will be met with a similar success, leading to a 25-30% reduction in unnecessary outpatient attendances.

Mid Cheshire Hospitals selected Bluespier software to support the new model, having been impressed with the work the company completed on the pioneering virtual clinic with Glasgow Royal Infirmary.

Tracy Bullock, Chief Executive of Mid Cheshire Hospitals, added: "The Virtual Fracture Clinic is just one example of the modern and innovative things we are doing to ensure that patients receive the right care in the right place and at the right time.

"The project has led to a more simplified process for both our patients and staff and will benefit the local population for years to come. I'd therefore like to thank, and congratulate, the teams involved for bringing the Virtual Fracture Clinic to the Trust."

Health Chiefs Work Together To Get Us All Flu Safe

Pictured left to right: Clare Watson and Tracy Bullock



Flu Facts:

You could be spreading flu right now

Studies show that up to 77% of people with flu have no symptoms and could potentially spread it to the most vulnerable

Flu affects healthy people too

Up to one third of influenza deaths are in healthy people

The flu jab can't give you flu

The adult flu jab doesn't contain a live virus so it's impossible to get flu from it

Flu kills

An estimated average of 8,000 people die from flu in England each year.

Health chiefs in South Cheshire and Vale Royal are working together to get as many people who are eligible to get their free NHS flu jab this winter.

Symptoms of flu can be very unpleasant and, but for certain people, can lead to more serious complications. The NHS is therefore encouraging them to have the free flu vaccine. The flu vaccine is free for:

- Pregnant women
- Children aged two and three-years-old
- People aged 65 and over
- Those with (or a carer of someone with) a long-term health condition

Pregnancy naturally lowers the immune system so the flu jab is the safest way to help protect you and your baby against flu. You can have the vaccination at any stage of pregnancy.

Flu can be horrible for little children and, if they get it, they can spread it to the whole family. For children, the flu vaccine is not an injection, just a quick nasal spray.

Cold weather can be particularly harmful to older people as it weakens the immune system, increases blood pressure, thickens the blood and lowers body temperature, increasing risks of high blood pressure, heart attacks, strokes, and chest infections.

To show the importance of being immunised, especially for those looking after people with health conditions, Tracy Bullock, Nurse and Chief Executive at Mid Cheshire Hospitals, offered a flu jab to Clare Watson, Accountable Officer at NHS South Cheshire Clinical Commissioning Group (CCG) and NHS Vale Royal CCG.

In a joint comment, they said: "If you are eligible for the flu vaccine it's really important that you don't wait to get it.

"For pregnant women, children aged two and three, people 65 and over or those with a long-term health condition, flu can cause serious complications so vaccination is the best protection we have

against this unpredictable virus."

Prevention is always better than cure, especially as flu is spread by germs from coughs and sneezes which can live on hands and surfaces for 24 hours.

You can reduce the risk of spreading flu by washing your hands often with warm water and soap, using tissues to trap germs when you cough or sneeze, and binning used tissues as quickly as possible. Flu symptoms come on very quickly and can include:

- A sudden fever - a temperature of 38C or above
- Aching body
- Feeling tired or exhausted
- Dry, chesty cough
- Sore throat
- Headache
- Difficulty sleeping
- Loss of appetite
- Diarrhoea or tummy pain

The symptoms are similar for children but they can also get pain in their ear and appear less active.

For most people, you can treat these symptoms yourself, at home, by having plenty of rest and sleep and keeping warm. Taking paracetamol or ibuprofen will help keep your temperature, treat aches and pains and drinking plenty of water will avoid you becoming dehydrated.

Your local pharmacist can give you treatment advice and recommend flu remedies – especially if it's your child who's unwell. You can also get advice, 24/7, for free by calling NHS 111.

Following the above steps are the best way to handle flu, but it can become more serious. If your symptoms don't improve after seven days, you're worried about your child's health, you're 65 or over, pregnant, or have a long-term condition, you may need to see your GP. Find out more about keeping yourself and others safe and well this winter at www.nhs.uk/staywell

Annual Members' Meeting 2017

On 4 October we held our Annual Members' Meeting at the Winsford Lifestyle Centre with the brand new addition of a 'Health & Wellbeing Fair'.

The event, which was opened by the Mayor of Winsford, Mike Kennedy, offered an opportunity for our Members to receive an update on the Trust's position. It also offered the chance to learn more about different service improvements that have taken place throughout the year and to ask any questions.

This year, prior to the meeting, the Trust held a Health & Wellbeing Fair which attracted more than

100 people. A number of local organisations were in attendance along with a range of the Trust's divisions and departments. Those who attended were able to learn more about maintaining a healthy lifestyle, what health support is available in the area, and the work different areas within the organisation have completed over the previous year.

We would like to say thank you to all those who took part and to all of our Members who attended on the day.

Pictured below: The Mayor of Winsford, Mike Kennedy, opens the Trust's Health and Wellbeing Fair.

Meetings Held In Public

Members and the public are welcome to attend and observe both the Council of Governor's meetings and the Board of Director's meetings, the dates of which are given below:

Council of Governors

Your Council of Governors meet four times a year and these meetings are open to everyone. All meetings are held in the Postgraduate Medical Centre at Leighton Hospital from 5.30pm until approximately 8pm. The next meeting will take place on Thursday 25 January 2018.

Papers and agendas from previous meetings can be found in the Members section of the website at www.mcht.nhs.uk/members.

Board of Directors

The Trust's Board of Directors meet every month at 9.30am in the Board Room at Leighton Hospital.

- **8 January 2018** (Monday)
- **5 February 2018** (Monday)
- **5 March 2018** (Monday)
- **3 April 2018** (Tuesday)

Papers and agendas from previous meetings can be found in the Board Minutes section of the website at www.mcht.nhs.uk/boardminutes.

To register your attendance at any of the above, please call 01270 612128 or email foundation.trust@mcht.nhs.uk.



Member Events

The Trust is planning a number of events for its Members to enable them to learn more about various conditions, treatments or services offered at its hospitals. The next events arranged, detailed below, are set to be held in 2018 at Leighton Hospital (further events are currently being arranged and will be announced soon).

For further information, to book your place or to confirm details, please contact the Membership Office on 01270 612365.



Chief Executive Update
Wednesday 7 March 2018
Board Room, Leighton Hospital



Focus on... Simulation Team
Thursday 5 April 2018
Post Graduate Seminar Room, Leighton Hospital



Trust Says A Fond Farewell to Alison Lynch

Mid Cheshire Hospitals has said a fond farewell to Alison Lynch, Director of Nursing and Quality, who has left the Trust to take up the same role at Stockport NHS Foundation Trust.

Alison, who qualified as a nurse in 1988, joined MCHFT in October 2015 after previously being the Deputy Director of Nursing, Quality and Patient Experience at Warrington and Halton NHS Foundation Trust.

Alison said: "It's been a genuine pleasure to have had my first director role at Mid Cheshire Hospitals and to have worked alongside such a strong team of nurses and healthcare professionals. It's because of these strong teams, as well as people's willingness to listen and to adapt, that we have been able to continue to make positive changes for the benefit of our patients.

"What I love about Mid Cheshire Hospitals is that it's a Trust that supports people to do the very best they can and I've been delighted to have been part of that, and to witness the compassion that runs throughout the organisation. I'd like to thank all staff for the support shown, and I look forward to this new challenge and chapter."

We would like to thank Alison for the contribution she has made across the Trust, as well as those who attended her leaving presentation, and wish her all the best for the future.

As the Director of Nursing is a statutory Board role, Anne Cleary has joined the Trust on a secondment basis until the substantive appointee commences (further details will be announced in the New Year). Anne qualified as a registered nurse in 1985 and joins the Trust from Marie Curie where she was the Deputy Director of Nursing.



Pictured (top to bottom): Alison (far right), who acted as an advocate for those affected by dementia, at the launch of the first hospital-based Admiral Nurse service in Cheshire; Alison with Tracy Bullock during her leaving presentation.

Volunteering At MCHFT ...



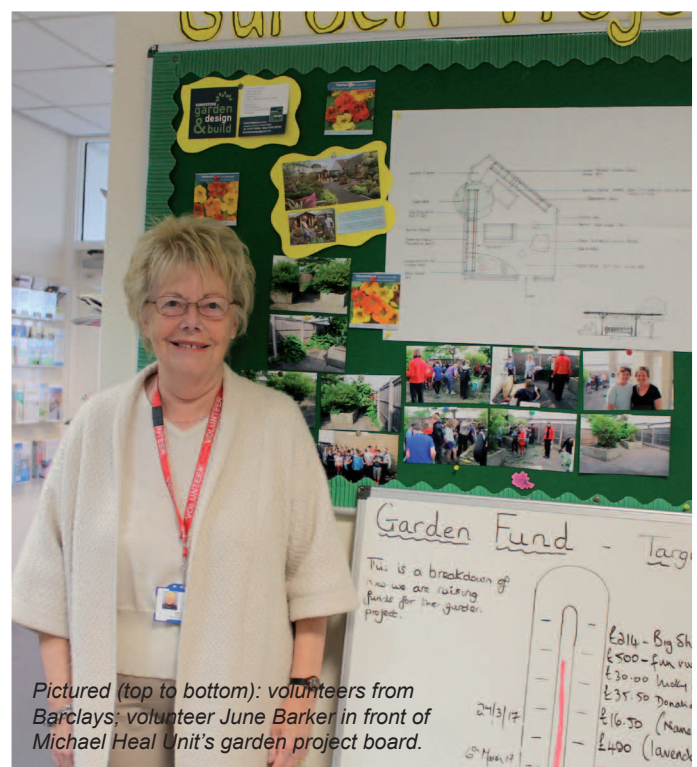
Michael Heal Garden

In late 2016 staff in the Michael Heal Unit (Urology) undertook a fundraising campaign to overhaul their courtyard garden for patients to enjoy. Lots of creative fundraising led to the department quickly achieving its goal, as well as having some fun in the process.

Volunteers David Williams and Sue Worthington, who have created previous gardens for the Trust, produced a design and in July work began on preparing the site. Barclays staff from Northwich's Gadbrook Park toiled away for two days lifting paving slabs, emptying and digging out flower beds, pruning trees and pulling up a multitude of weeds. Thanks to the hard work of the Barclays volunteers, the site was soon ready for the next stage, which was laying the tarmac and edging stones.

The Trust was very fortunate to have Barclays return in September to paint the fence panels, excavate the new flower beds and level some areas. Our sincere thanks to Barclays, departmental staff and volunteers who have helped with the project.

A particular thank you goes to hospital volunteer June Barker who volunteers in the department each week. She raised over £1,000 towards the project goal! The next step is to introduce new pergolas, seating areas and plants. It will then be a peaceful and relaxing outdoor space for our patients to enjoy.



Pictured (top to bottom): volunteers from Barclays; volunteer June Barker in front of Michael Heal Unit's garden project board.

Patient Experience Volunteers

The Trust has a dedicated group of volunteers who work closely with the Patient Experience team to support their work. Our Readers Panel helps to ensure that all patient information leaflets are easily understood by patients and are not heavy on jargon or abbreviations. The Trust completes a variety of surveys each month and volunteers play an important part in helping to gather this data. Surveys can include areas such as privacy and dignity and patient entertainment. This collected information is used at a national level, by local service commissioners and internally within the Trust.

Do you have a couple of hours a week to spare?

We are currently looking for volunteers for Elmhurst, our intermediate care facility in Winsford. Volunteers are needed to chat with patients, play board games or read to patients. If you are interested in lending a hand please contact our Voluntary Services office on 01270 612311 / emma.clarke@mcht.nhs.uk.

A Big 'Hello!' From The New Charity Team

*Pictured (left to right):
Carole Salmon and
Emma Robertson*



Mid Cheshire Hospitals Charity has recently welcomed a brand new team who have spent the last few months settling in and making plans for the future of the charity. If you're ever at Leighton Hospital please pop into the charity office (close to the main reception) to say hello.

Carole Salmon – MCH Charity Community Fundraiser

Carole has worked in fundraising and event management for many years, including six years as Charity Co-Ordinator at ROI Ltd in Nantwich and 10 years fundraising for Parkinson's UK. More recently she was a Community Partnerships Fundraiser for St Luke's Hospice in Winsford.

Carole has a wealth of experience in planning and delivering high quality, creative fundraising projects. She feels passionately about putting donors at the heart of fundraising and about making the experience of giving a positive one.

A confident public speaker, Carole enjoys encouraging fundraisers to reach new heights. Having lived in Crewe for most of her life she knows the local area and the kindness and support of local people well. When not working Carole is a keen baker, has a wide ranging taste in music and loves going to concerts.

Carole said: "I very much enjoy getting to know people and finding out how I can support them to raise money for our hospitals. I'm passionate about putting the 'fun' into fundraising and am always thinking of new and exciting ways to raise money, which the charity can use to have direct, positive impact on our patients and their experience here.

"I've already started to make links with local groups and organisations but I'm keen to meet more, so please get in touch if you're thinking of fundraising for us. I'm here to help!"

Emma Robertson – MCH Charity Manager

Emma started working in the NHS in 1995 as an Occupational Therapy Technical Instructor and spent the next 12 years working with patients in Trauma and Orthopaedics and Hand Therapy.

After spending the next six years in a marketing role for a housing association, she spotted an opportunity to return to the NHS and has spent the last four years at University Hospitals of North Midlands as the deputy manager for their charity. When not at work Emma loves to spend time with her husband, son and dog at her caravan on Anglesey.

Emma said: "I feel incredibly lucky to work for an NHS charity. Not only am I passionate about the work that the NHS does, but I love being able to support people who feel the same way and who want to give something back by making a donation, or by fundraising for their local hospital.

"My first few weeks were a whirlwind of meeting new people and getting to know the hospitals and the charity, but everyone has been so warm and welcoming that I already feel very much at home! Carole and I have some very exciting plans which we are just starting to roll out and I look forward to meeting more of our donors and supporters in the weeks and months ahead."

Would you like to keep up to date with the charity's activities? Find us on Facebook ([/mchcharity](#)) and Twitter ([@mchcharity](#)).

'Everybody Knows Somebody' Dementia Appeal

Following on from the success of the 'One in Eleven' and 'MRI Scanner' appeals, the charity is now aiming to raise £1.5m to support projects that will enhance the care and experience for patients living with dementia who use our hospitals.

Mid Cheshire Hospitals currently cares for over 2,000 local people who are living with dementia every year and this number is expected to increase. Coming into hospital can be a very scary and disorientating experience for people who have dementia and this can have a detrimental effect on their recovery and length of stay at the hospital.

It has been proven that making changes to the environment in which these patients are cared for can have a positive effect on their wellbeing in lots of ways, including improving communication between patients and the nurses and other staff caring for them, encouraging patients to get out of bed and to move safely around the ward, and in reducing the fear and confusion that a hospital admission can cause or make worse.

The money raised from the appeal will allow the Trust to make major improvements for the benefit of those with dementia. These include changes to lighting (which cut down on glare and support natural light rhythm throughout the day and night), installing matt flooring rather than shiny (people living with dementia can be wary of shiny floors because they think it's wet), and the inclusion of colours, artwork and low level signage (to help people identify their bed space and where the toilet and day room are).



Pictured: Leighton Hospital's Care of the Elderly ward has already seen an improved dayroom, which now resembles an old-fashioned living room, for the benefit of patients with dementia.

We will also be able to refurbish day rooms to support reminiscence therapy (which will include traditional fireplaces that emit a coal fire smell, old style TVs and record players) and dementia friendly outside spaces to allow patients to get some fresh air and enjoy the smells and sights of a vibrant garden, which will have the added benefit of being accessible to patients unable to get out of bed.

If you would like to find out more about the appeal, or are interested in making a donation or fundraising to support it, please contact Carole Salmon on **01270 273248 / 07467 687998** or by emailing **charity@mcht.nhs.uk**.



Pictured (left to right): Trust Apprentices hold a festive bake sale to raise funds for the dementia appeal; staff from Leighton Hospitals Care of the Elderly Ward hold a Halloween-themed bake sale.



Did you know...

Did you know that you can make a donation or fundraise for the ward or department of your choice? If you're thinking of fundraising please contact the charity team before you start. The team can provide you with a letter of support, as well as lots of resources to make your fundraising the best it can be.

01270 273248 / charity@mcht.nhs.uk / www.mchcharity.org



Pictured: Trust staff celebrate the RoSPA Award and, below, employees Collete Barket and Wendy Astle-Rowe collect the award.

Trust Awarded International Health and Safety Award

Mid Cheshire Hospitals has achieved a gold award in this year's RoSPA Health and Safety Awards.

The annual event is run by the Royal Society for the Prevention of Accidents (RoSPA) and is open to businesses and organisations across the UK and overseas.

The awards scheme, now in its 61st year, looks at entrants' occupational health and safety management systems, including practices such as leadership and workforce involvement. Those that pass strict criteria are then given an award, which also include merit, bronze and silver levels.

This is the first time the Trust has entered into the awards. Now, having achieved the highest award possible for a new entry, the organisation can be considered for further categories in the future.

Wendy Astle-Rowe, Health and Safety Lead, said: "Receiving the gold award is an incredible achievement for the Trust and it is also great news for our staff and local community.

"This award shows that our organisation has excellent health and safety management systems in place, that we have a rigorous approach to occupational health and safety, and that we have low levels of accidents and work-related ill health.

"We would like to thank all of our colleagues for helping to make Mid Cheshire Hospitals NHS Foundation Trust a safe place to work and for their contribution to this award."

Wendy was among the Trust's employees who were presented with the award during a ceremony in Birmingham earlier this year.

Julia Small, RoSPA's head of awards and events, said: "The RoSPA Awards are the most

prestigious in the world of occupational health and safety, and held in high regard around the world, as winning one demonstrates an organisation's commitment to maintaining an excellent health and safety record. Achieving the standard required is no mean feat.

"This is a special year in the history of RoSPA, and we congratulate all of our winners in this, our centenary year."

The health and safety award is the latest in a string of achievements for Mid Cheshire Hospitals. Earlier this year the Trust, in partnership with the University of Chester, won a Student Nursing Times Award for its work in supporting former nurses to return to practice.

In March, the Trust also achieved the best results of all acute trusts in the national NHS Staff Survey. It was rated in the top 20% in 16 out of 32 areas, including staff recommending the organisation as a place to work or receive treatment.



#EndPJParalysis Creator Visits Trust



Health expert Brian Dolan visited the Trust this Summer to talk to staff about improving the patient journey and to hear about the work we are doing to ensure patients are not in hospital longer than they need to be.

Former NHS Executive Director Brian is the creator of #EndPJparalysis, a campaign that focusses on encouraging patients in hospitals, where possible, to get up, get dressed and get moving - research shows that bed rest is not a good way to recover from a number of illnesses or injuries and may actually make a patient's recovery time longer.

As part of the visit, Dignity Matron Phil Pordes read out a self-penned poem about the importance of clothes. Cheshire Dance also delivered an interactive example of the work it does with patients on our rehabilitation ward and a group of staff performed Brian's #EndPJparalysis version of Queen's Bohemian Rhapsody.

Thank you to everyone who helped to make the event a success, and to those who attended.

The End PJ Paralysis team were recognised for their hard work and dedication in promoting #EndPJParalysis by being awarded Team of the Month for August 2017.

The small team raised awareness of the health benefits of getting patients dressed, out of bed and being as active as possible whilst in hospital.

Lucille Ogden, Occupational Therapist, helped to bring the campaign to the Trust. She said: "Following a study on the impact of deconditioning, and social media coverage on #EndPJParalysis and #Last1000days, we looked into trialling it on our Care of the Elderly ward.

"All staff encouraged patients to get up, dressed and moving and have assisted with audits to measure the effects. We have all worked together in achieving amazing results and are thrilled with this recognition."



Pictured (top to bottom): Brian Dolan delivers a presentation to Trust staff; Brian speaks to members of the #EndPJParalysis team; the #EndPJParalysis team gathers together after being named Team of the Month for August 2017.

Did you know ...

The idea that encouraging patients to keep mobile will increase the risk of falls is a myth. It's a fact that keeping patients immobile causes harm and increases risk of falls.

Pictured: John Piggott, Linen Services Manager (right); a member of the Laundry department operates machinery



A Day In The Life ...

‘A day in the life ...’ aims to give you an overview of the different roles at Mid Cheshire Hospitals. Over future issues of All Together we will give you a glimpse of a typical day for particular members of our staff, from nurses and doctors to the more unfamiliar roles. This edition we meet John Piggott from the Laundry Department.

No two days are the same for us working for MCHFT, but let me take you through what one of our busy days can look like ...

8.30am: I arrive at work and immediately catch up with Laundry supervisors regarding staffing in the department and if there have been any production issues that need to be raised.

9.00am: I then proceed to walk through the Laundry, communicating with staff and responding to any enquires that they may have.

In my office, I then check and review documentation and discuss any issues that may have been raised with the Laundry Co-ordinator.

10.00am: Each day I spend some time liaising with suppliers regarding our linen stock to ensure the appropriate resources are available for our staff and patients. Currently, I am developing the laundry’s processes to meet the requirements of new legislation and quality assurance standards.



11.00am: Just before the afternoon I update on production with the supervisors and discuss operational issues with members of staff. I also spend time working on documentation such as risk assessments, which are mandatory and need to be as up-to-date as possible to ensure staff safety when handling the machinery in the department. Throughout the day I meet with staff to provide them with the opportunity to ask any questions or raise any issues they may have.

1.30pm: Similar to the morning, I speak to the supervisors regarding staffing and any issues that may have occurred earlier in the day. I continue to complete administration tasks and respond to enquires made via emails or from telephone calls. The rest of my day is spent meeting with suppliers, senior managers and staff, checking production levels, planning future development and dealing with anything that is brought to my attention.

4.30pm: I meet with the afternoon supervisors to discuss any issues and advise them of any matters that may affect the planned priorities of the laundry. I make any necessary phone calls to suppliers and complete any outstanding administration. Once I’ve completed any important tasks, I will normally leave around 5.30pm.

John's Overview

"I have been with Mid Cheshire Hospital's Linen service for just under two years and have been in my current role for one year. The role is an extremely challenging and daily varying post. The position is similar to one that I previously occupied at Glan Clwyd Hospital.

The Laundry department at MCHFT produces approximately eight million linen pieces per year. The laundry employs forty six people in a mixture of full and part time posts. Staff are employed through two shifts working Monday to Friday from 05.30 to 21.30, as well as a Saturday morning.

We are currently in our second year of a contract with Shropshire Consortium which provides MCHFT with an income of just over a million pounds per year. We are currently progressing towards BS14065, a nationally recognised laundry cleanliness accreditation which we hope to have achieved by next April. This accreditation will add to our current ISO: 9001:2015 certification.

I obtain satisfaction when we dispatch clean laundered linen to wards at Leighton Hospital and to our external customers. Despite the increasing demands placed on the department and the limited equipment we have at disposal, I take great pride when the laundry staff adapt to the new systems of working we have introduced and their desire to improve on the service that we currently provide."

Name: John Piggott

Role: Linen Services Manager

Background: John studied at Darland Comprehensive School in Rossett and left in 1979. He then went on to work for various local authorities in Grounds Maintenance and Environmental Services in different capacities but mostly in management positions.

John decided to change his career and eventually moved into the laundry manager's post in Glan Clwyd. During John's career he has obtained several academic and practical qualifications including City and Guilds in Horticulture, NEBMS Diploma and ILAM Diploma Level 5.

John joined the Trust 18 months ago as the Assistant Linen Services Manager and became the Linen Services Manager just over 12 months ago when Dave Mansell retired from the post. John manages 46 people in the Laundry department ensuring the whole team work

efficiently to meet quality targets and maintaining a high level of staff morale.



Not sure if you need A&E?

Call 111 for medical advice, assessment and
direction to the best medical treatment for you.

www.nhs.uk/111

Visiting Us?

The table below outlines the speciality, visiting times and contact telephone number for each ward at Leighton Hospital, as well as the general numbers for Elmhurst in Winsford and Victoria Infirmary in Northwich. Please note that these details are correct at the time of printing (December 2017) and visiting times and specialities may change should reconfiguration occur after this time.

| Ward | Speciality | Visiting Times | Telephone Number |
|---|--|--|------------------|
| Ward 1 | Cardiac | 3pm-4pm; 6pm-7pm | 01270 612003 |
| Ward 2 | Medical Short Stay | 3pm-8pm | 01270 612009 |
| Ward 3 | Acute Medical Unit | 11am-8pm | 01270 612034 |
| Ward 4 | General Medicine, Care of the Elderly | Open at all times | 01270 612018 |
| Ward 5 | Respiratory | 10am-4pm; 6pm-8pm | 01270 612021 |
| Ward 6 | Stroke and Rehabilitation | 3pm-8pm | 01270 612359 |
| Ward 7 | General Medicine | 3pm-8pm | 01270 612030 |
| Ward 9 | Orthopaedic | 7pm-8pm | 01270 612039 |
| Ward 10 | Orthopaedic Trauma | 3pm-8pm | 01270 612045 |
| Ward 11 | Surgical Ambulatory Care Unit | 3pm-8pm | 01270 273093 |
| Ward 11 | Surgical Assessment Unit | 3pm-8pm | 01270 612048 |
| Ward 12 | Female Surgery & Gynaecology | 3pm-8pm | 01270 612199 |
| Ward 13 | General Surgery | 3pm-8pm | 01270 612057 |
| Ward 14 | Gastroenterology | 3pm-8pm | 01270 612012 |
| Ward 15 | PIU / Discharge Lounge | 8.30am-6.30pm | 01270 612433 |
| Ward 16 | Paediatrics, 10-16 Years | Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm | 01270 612070 |
| Ward 18 | Surgical Specialties Ward (SSW) | 3pm-8pm | 01270 612051 |
| Ward 19* | Paediatrics | Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm | 01270 612465 |
| Ward 21B | Non-Acute Rehabilitation Unit | 3pm-8pm | 01270 612214 |
| Ward 22 | Neonatal Intensive Care Unit | Open at all times to parents and siblings. Other visitors: 6.30pm - 7.30pm. Only two visitors per patient at any time. | 01270 612290 |
| Ward 23 | Maternity | Partners only: 10am-10pm Other visitors (including patient's other children): 12.30pm-6pm Only two visitors per patient at any time. | 01270 612287 |
| Ward 25 | Gynaecology Outpatients (Patrick Murphy Unit) | | 01270 612212 |
| Ward 26 | Labour Ward | | 01270 612144 |
| Ambulatory Care Unit | | Open at all times | 01270 273926 |
| Critical Care | | 12noon-2pm; 5pm-8pm | 01270 612167 |
| Elmhurst Intermediate Care Centre, Winsford | | 3pm-8pm | 01606 597630 |
| Victoria Infirmary, Northwich | | | 01606 564000 |

*Please note that, as of 12 September 2017, Ward 17 has temporarily relocated to Ward 19 to allow refurbishment work to take place.

Other useful contact details:

- **Main Switchboard:** 01270 255141
- **Customer Care Team:** 01270 612410 / customer-care-team@mcht.nhs.uk
- **Mid Cheshire Hospitals Charity:** 01270 273248 / charity@mcht.nhs.uk

Online:

- **Website** www.mcht.nhs.uk
- **Twitter** @MidCheshireNHS (Trust) / @MCHCharity (Charity)
- **YouTube** www.youtube.com/user/MidCheshireHospitals
- **Facebook (MCHFT)** www.facebook.com/MidCheshireNHS
- **Facebook (Jobs)** www.facebook.com/jobsatMCHFT

