

all.together

the MCHFT newsletter

NHS 70 edition



Mid Cheshire Hospitals
NHS Foundation Trust



70
YEARS
OF THE NHS
1948 - 2018



In this issue:

- **Staff Celebrate #NHS70**
- **Trust Retains 'Good' CQC Rating**
- **Parents' Delight As First Child Is Born On The NHS' 70th Birthday**
- **'Tireless' Campaigner Recognised**
- **Health and Safety Award Win For Hospital**

Inspected and rated

Good



#14
October 2018

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111



welcome to all.together

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

If you've taken a moment to study the front cover you will have seen that the NHS is celebrating its 70th birthday throughout 2018. This milestone is an opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff who are there to guide, support and care for us day in, day out.

Like many other NHS organisations across the country, we marked the NHS' big birthday on 5 July with a number of activities for our staff, patients and visitors to enjoy. This was the date that, in 1948, Health Secretary Aneurin Bevan launched the National Health Service at Park Hospital in Manchester (today known as Trafford General Hospital). For the first time, hospitals, doctors, nurses, pharmacists, opticians and dentists were brought together under one umbrella organisation to provide services that were free for all at the point of delivery. You can find out more about NHS70, and how we celebrated locally, by turning to page eight.

As you flick through the newsletter's pages you will see that we have other reasons to celebrate. In September the Care Quality Commission (CQC), the independent regulator for health and social care in England, published its latest report into the services and leadership of Mid Cheshire Hospitals. The report follows inspections that took place earlier in the year and gives the Trust an overall rating. We won't give away the result here, but you can read more about the 'Good' news on page four.

In this edition we are also 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. This time we have taken a slightly different approach and are pleased to give you an insight into the role of a Foundation Trust Governor. We are always pleased to receive your ideas on who to feature in the future - if there is a role or department you would like to learn more about please do email 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, the work of our volunteers, and the latest members of staff who have been named as 'Employee of the Month' and 'Team of the Month'.

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

CQC Rates Trust As 'Good' For Second Time

Mid Cheshire Hospitals has been rated 'Good' by the Care Quality Commission (CQC) following inspections of its services and leadership in 2018.

It's the second consecutive time the Trust has received the positive rating following a previous comprehensive inspection in October 2014.

The latest rating forms part of a report into the care provided by the Trust, which was published on Wednesday 19 September 2018 and identifies multiple areas of outstanding practice.

These include a newly developed frailty service that is starting to reduce the number of patients admitted to Leighton Hospital and the creation of an Advanced Nurse Practitioner Rapid Response team, which sees acutely ill patients being supported in their own home and helps to avoid hospital admissions.

Chief Executive Tracy Bullock said: "We're delighted to have maintained our 'Good' CQC rating. This positive result is not only good news for the Trust and its staff, but for the local community. It offers assurance that the services we provide are delivered in fit for purpose environments by caring and committed staff.

"We would like to thank everyone who works for the Trust, including all of our colleagues out in the community, for their dedication and compassion and for contributing towards this result.

"Whilst the report contains a great number of positives, there is still room for improvement and our staff are already hard at work addressing the areas that were identified in the report as 'Requires Improvement'. Some of these areas have already seen vast improvements since the inspection and we will continue to make improvements in order to provide the best care possible for the population we serve."

The CQC, which is the independent regulator of health and social care in England, completed its inspections into the Trust during March and April this year. NHS Improvement, which is responsible for overseeing foundation trusts and NHS trusts, also completed a 'Use of Resources' inspection in March.

Urgent and emergency care at both Leighton Hospital and Victoria Infirmary, as well as medical care and maternity care at Leighton Hospital, were looked at as part of the unannounced inspection. Community healthcare services provided through Central Cheshire Integrated Care Partnership (CCICP) were also inspected.

The Trust's rating was also based on a 'well-led' inspection, which looked at leadership in the organisation and consisted of interviews and focus groups.

Throughout the inspections the CQC focused on 'Key Lines of Enquiry'. These are questions that seek to

determine if the Trust and its services are safe, effective, caring, responsive and well-led.

The CQC then provides each element with a rating of either 'Outstanding', 'Good', 'Requires Improvement' or 'Inadequate'. The ratings are given to each service inspected, as well as each site and to the organisation as a whole.

Across Mid Cheshire Hospitals, effectiveness, caring and well-led remained the same as the Trust's previous inspection. Responsiveness improved from 'Requires Improvement' to 'Good' and safety was rated as 'Requires Improvement'.

England's Chief Inspector of Hospitals, Professor Ted Baker, said: "The trust was committed to improving services by learning from when things go well and when they go wrong, promoting training, research and innovation. The executive group were cohesive and remarkably consistent in its response to questions. I was encouraged to see that directors gave account of their personal walkabout to monitor the quality of care."

A copy of Mid Cheshire Hospitals' report can be found by visiting www.cqc.org.uk/provider/RBT.

Pictured: the main entrance to Leighton Hospital



Inspected and rated

Good



Care Quality Commission

Trust Scoops Gold At International Health And Safety Awards



Pictured: just some of the staff who have supported health and safety at the Trust gather to celebrate the award win

Mid Cheshire Hospitals has achieved a gold award in the internationally-renowned RoSPA Health and Safety Awards for the second year running.

The scheme is run by the Royal Society for the Prevention of Accidents (RoSPA) and is the longest-running of its kind in the UK.

Held every year, the awards sees entries from organisations around the world and looks at their health and safety performance over a 12-month period.

Those that pass strict criteria, which include having a rigorous approach to occupational health as well as low or reducing rates of error, are then given an award. These include merit, bronze, silver and gold.

Julie Tunney, Director of Nursing and Quality, said: "This is the second year we have entered into the awards and the second time we have received the gold award.

"Not only is the award fantastic news for the Trust and its staff but to the local community. It shows that our organisation continues to have excellent health and

safety management systems in place, and that we have low levels of accidents and work-related ill health."

The National Board for Occupational Safety and Health (NEBOSH), the Institute of Occupational Safety and Health (IOSH) and a number of industry experts were among the judging panel that recognised Mid Cheshire Hospitals' strong health and safety performance.

Julie added: "More than 4,500 people work for Mid Cheshire Hospitals and help to make it a safe place to work. We'd therefore like to thank each and every one of them for contributing to this award."

Julia Small, RoSPA's Head of Qualifications, Awards and Events, said: "The RoSPA Awards are the most highly-respected in the health and safety arena, with almost 2,000 entrants every year, and allow organisations to prove excellence in the workplace, demonstrating a commitment to the wellbeing of not only employees but all those who interact with it."

Did you know that the Trust has values and behaviours that have been developed through engagement with teams from across the organisation, as well as the wider community, and that all staff are expected to embed into everything they do? Our values can be found below, and our behaviours on the following page.

Our Values



Putting
Patients
First



Commitment
to Quality
& Safety



Respect,
Dignity &
Compassion



Listening,
Learning &
Leading



Creating the
Best Outcomes
Together



Everyone
Matters

Hospital Projects Recognised at National Awards Ceremony

Three local hospital projects have been recognised at a national awards ceremony aimed to share and celebrate examples of excellent patient experience.

The Patient Experience Network (PEN) National Awards are the first patient experience awards in the UK and celebrate the delivery of outstanding patient experience by health and social care organisations.

The annual ceremony's ambition is to recognise the delivery of excellent patient experience, as well as inspiring health and social care workers to improve patient and staff experience to the best of their ability.

Mid Cheshire Hospitals won two awards at the recent Birmingham event. The first went to the Trust's 'To Take Out Medications' project, which won the 'Measuring, Reporting and Acting' category.

The project saw the introduction of a pharmacy printer on the Acute Medical Unit, which allowed staff to label stock medications in the area rather than going to the hospital's main pharmacy. This initiative has resulted in significantly reduced discharge delays for patients, increasing patient satisfaction.

Mid Cheshire Hospitals was also awarded the 'Turning it Around When it Goes Wrong' award for the work that the hospital's Endoscopy team has produced around educating staff and patients about how to withdraw consent during an endoscopy procedure.

The team implemented a number of local and national initiatives to improve written patient information to ensure patients and staff fully understood the consent process. The project has resulted in improved levels of patient satisfaction.

Maureen Brown, Clinical Nurse Manager for Endoscopy, led on the withdrawal of consent initiative. She said: "The recent work from the Endoscopy team is a compelling example of how we have made suitable changes in direct response to concerns previously raised by patients.

"The success of this project has been down to the leadership within the team and their desire to make sustainable improvements in response to feedback from service users.

"I am delighted that the team has been recognised for their work and I am extremely proud of the difference they have made to delivering patient experience."

The Trust was also recognised for its partnership working to improve patient experience. A dance and dementia project, 'In This Moment', was a finalist for the 'Partnership Working to Improve the Experience' category at the event.

MCHFT worked alongside Cheshire Dance, who frequently visited the hospital to perform dance and



Pictured above (left to right): Maureen Brown, Endoscopy Clinical Nurse Manager, and Tracy Falkland, Endoscopy Unit Nurse Manager, with their awards; Tracy and Maureen at the event

movement routines with patients on the rehabilitation ward or those with dementia. The music and movement helps to stimulate memories or moments of awareness and has led to improvements in patients' physical and mental health.

Chief Executive Tracy Bullock said: "I am delighted a number of our teams have received much-deserved recognition for their continued work to improve patient experience at Mid Cheshire Hospitals.

"The recognition is an accurate reflection of all the hard work that our staff produce to ensure patient satisfaction is as best as it can be.

"Congratulations to all those who won and those who were nominated for awards."

Our Behaviours



I will act as a role model for my colleagues and patients



I will take personal responsibility



I will have the courage to speak up and make my voice heard



I will value and appreciate the contribution of others



I will play my part to the best of my ability



I will be a team player

Employee of the Month

Latest Winners

In 2014 the Trust launched 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 March 2018 and August 2018.

March 2018

- Employee of the Month – Claire Smith, Ward Manager
- Team of the Month – Educational non-clinical teams

April 2018

- Employee of the Month – Cheryl McKenzie, CCICP
- Team of the Month – Eelectrocardiogram team (ECG)

May 2018

- Employee of the Month – Louise Webber, NICU
- Team of the Month – Ward 6 (Stroke and Rehabilitation)

June 2018

- Employee of the Month – Grant Moulson, PACS Technical Lead
- Team of the Month – Breast Care team

July 2018

- Employee of the Month – Wendy Burgess, Supplies
- Team of the Month – Ophthalmology Theatre Staff

August 2018

- Employee of the Month - Sue Palin, Housekeeper
- Team of the Month - Procurement

Pictured (clockwise): Louise Webber; Claire Smith; Ophthalmology Theatre Staff



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/employeeofthemoth 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.

Trust Celebrates #NHS70



Staff from across the Trust celebrated the NHS' 70th birthday in July with a range of events, from cake competitions to a medical exhibition detailing the history of local healthcare.

The events were organised to recognise the achievements of one of the nation's most loved institutions and to thank colleagues both past and present for their contribution to the National Health Service. The activities also provided an opportunity to raise money for, and awareness of, our charity's dementia appeal (you will find MCH Charity's roundup of NHS70 on page 16).

We would like to thank all staff, patients, visitors, members of public and businesses who helped to make our celebrations a success, as well as the hundreds of staff - including those in the community, who work different days or hours, and those who worked through the events to support our local population - who may have not been able to take part.

We are pleased to share with you, over the next two pages, just some of our NHS70 highlights.

The Trust's Catering department treated all inpatients at Leighton Hospital with a special afternoon tea on 5 July, which included an NHS70 cupcake. The team also made visits to the hospital's children's ward, as well as Victoria Infirmary and Elmhurst Intermediate Care Centre, to deliver themed birthday cakes for staff and patients to enjoy.



Some of the NHS70 posters designed by local school children



Members of the catering team with their NHS 70 cakes

Ahead of the big birthday, the Trust was delighted to receive a package of posters from pupils at Over Hall Primary School, Willow Wood Community Primary School, and Grange Primary School celebrating the NHS.

The posters were created as part of the 'Step into the NHS' schools programme and following a Health Education England pilot to help primary school students better understand the NHS as an employer and its 350+ careers. The posters were displayed at the ground floor crossroads at Leighton Hospital throughout the celebrations.



The Bentley race car that helped to rev up attention

Bentley Motors helped to rev up attention at NHS 70 celebrations when they visited Leighton Hospital with a Continental GT3 race car.

Staff, visitors and patients were able to get up close with the vehicle and, with a small donation to MCH Charity, have their photograph taken alongside it.

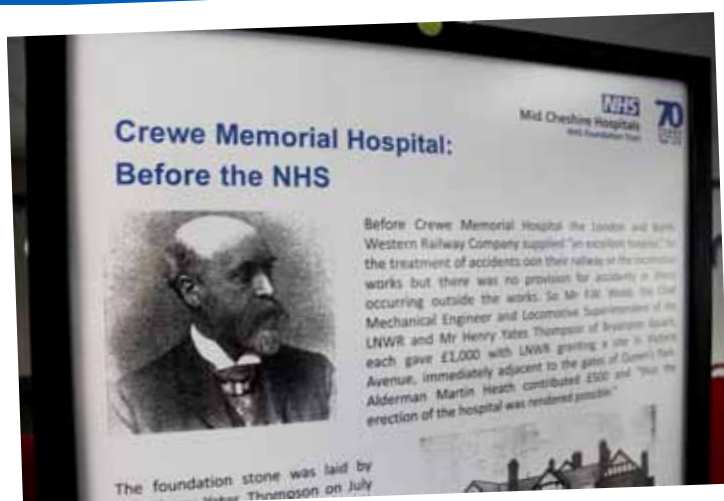
Did you know that Bentley Motorsport also has our charity's dementia appeal logo on one of their cars? Head of Motorsport Nick Burns got in touch earlier this year about the idea in order to show support for the 'Everybody Knows Somebody' appeal. The car has already featured at Snetterton Motor Racing Circuit and Silverstone since displaying the logo.

We kick-started celebrations on 5 July with a cake competition, which was open to all staff. Colleagues were invited to bake a special cake for the occasion, which were then judged by our Director of Nursing and Quality, Julie Tunney (*pictured right*).

After the winners were decided, all of the cakes were sliced up and used to treat our staff, patients and visitors during a garden party at Leighton Hospital.

The 'big 7tea' party, hosted by the Trust's charity, included garden games, refreshments, and music from local radio station This Is The Cat. It also included an official cake cutting by long-time patient and war veteran Tom Hassall (*pictured right*), who praised the hospital and its staff for the care he has received over the years.

Another activity included as part of the garden party was the opportunity to sign a giant birthday card for the NHS. Dozens of staff, patients and visitors left their names and messages in the card, which was kindly donated by one of the Trust's suppliers, Finishing Touch. Following the event, the card made its way around a number of the hospital's wards for even more staff to sign.



Just one of the exhibition stands detailing local healthcare history

A mini exhibition detailing the history of local healthcare also featured as part of our NHS 70 activities. The event, which took place at Leighton Hospital, included an opportunity to get 'hands on' with some medical memorabilia, as well as an interesting virtual reality activity.

Our colleagues at the University of Chester also converted a room into a 1950s ward to show visitors just how much has changed in the NHS over the last 70 years. Some of the university's students even volunteered to dress up in old nurses' uniforms to support the event.

We'd like to thank all of the organisations that made the exhibition possible and who continue to preserve the memories and achievements of the NHS. These included the Liverpool Medical Institution, University of Chester Riverside Museum, Nantwich Museum, Peter Higginbotham, South Cheshire and Vale Royal CCGs, Historic England – Topical Press Agency Medical Collection, North West Ambulance Service, Library Information & Health Network North West, Leighton Society, and the many staff who have contributed photographs and/or time to help identify pictures.

Some of the fascinating facts and photographs that were included as part of the exhibition can be found by turning the page.

A number of teams, including those in the community, held their own smaller events to help celebrate the NHS' 70th birthday. One simple way colleagues got involved was by taking part in 'Wear it Blue' day, which encouraged staff to wear blue. Whether it was a blue outfit, hair accessories or a simple pair of socks, we wanted to create a talking point between staff, visitors and patients and to say 'happy birthday' to the NHS in a visual way.



Pictured (left to right): staff, including Chairman Dennis Dunn, celebrate with a selfie frame; colleagues sign the giant birthday card

Local Healthcare Before The NHS ...

Nantwich Workhouse and Infirmary

Before the NHS the workhouse was the place for those unable to look after themselves. In 1777 there were ten in the local area. These were based at Nantwich (for 30 people), Audlem (10), Baddiley (9), Chorley (80), Eaton (12), Faddiley (4), Poole (18), Tarporley (40), Utkinton (12) and Weston (12). In 1780 a new parish workhouse for Nantwich was built on Barony Road.

Northwich Workhouse

Surrounding Northwich there were six workhouses in 1777. These were based at Barnshaw cum Goostrey (for 15 people), Eaton (12), Newton (50), Over (30), Sutton (20) and Weaver (30).



Pictured above, left to right: an aerial view of a Northwich workhouse, taken in the 1920s, shows parts of the women's section, a yard, the workhouse piggeries and part of the 'fever' hospital; the Nantwich Union Workhouse site, which was later renamed to Bevan House



The Nantwich Poor Law Union was formed on 18 February 1837. It took over the existing workhouse building and gradually enlarged it.

Northwich Poor Law Union was formed on 20 October 1836 and Northwich workhouse was built between 1837 and 1839 on London Road, Northwich. The site was some distance from the middle of town so that the sight of the inmates would not 'discommode or prove offensive to the citizens'. In 1838 the Poor Law Commissioners authorised an expenditure of £4,530 on its construction.



Above: wooden buildings in Nantwich used as wards for residential patients, thought to be circa 1950s

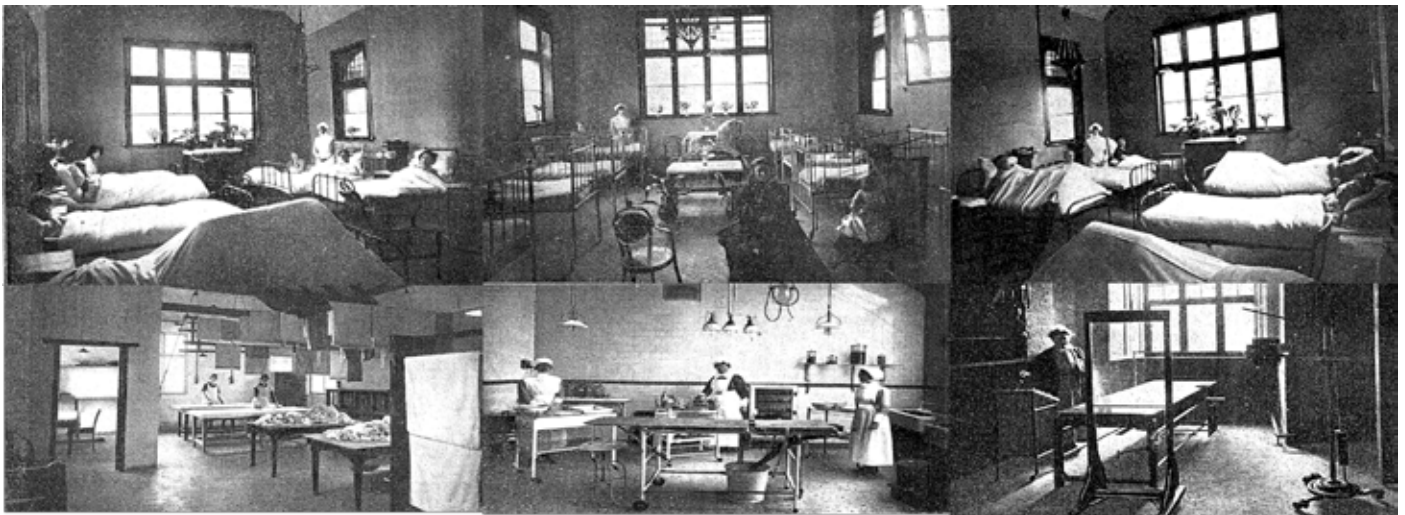
In 1890-1891 an infirmary was built at the east of the Nantwich workhouse. It cost £4,500 and had 70 beds plus dayrooms for convalescents and separate wards for special cases. In 1894 a new tramp-ward, mortuary, and other buildings were added, followed in 1895 by a steam laundry costing £2,000. In 1903, a 70 bed women's hospital was built accompanied by a home for 15 nurses called George House.

1777

1837

1890

1895



Clockwise from top left: women's ward; children's ward; men's ward; laundry; operating theatre and x-ray room. All of the above were areas of the Crewe Memorial Hospital. Before Crewe Memorial Hospital the London and North-Western Railway Company (LNWR) supplied 'an excellent hospital' for the treatment of accidents on their railway or the locomotive works, but there was no provision for accidents or illness occurring outside the works. The erection of Crewe Memorial Hospital was rendered possible after the Chief Mechanical Engineer and Locomotive Superintendent of the LNWR each gave £1,000 and LNWR granted a site in Crewe's Victoria Avenue, adjacent to Queen's Park.

After 1912 the Nantwich workhouse became known as Nantwich Poor Law Institution. In 1914 there were 308 inmates and 18 officers in residence. After 1930 the Institution became Barony County Institution and Hospital. Under the NHS it became Barony Hospital and finally closed in 1994.

Crewe Memorial Hospital



A photo taken in 2001 shows the Nantwich Infirmary (left), which was built in 1890-1891, and a nurses' home from 1905 (right).



Crewe Memorial Hospital was opened on 7 August 1895 by the Marquis of Crewe. It was built in the Elizabethan style of architecture, "the grounds being planted by the Corporation in the most tasteful manner." There were originally three wards and the first patient was admitted on 12 August 1895.

When the hospital first opened it provided for the care of 20 patients and was staffed by a matron, a nurse, one practitioner, a ward maid and a cook with the assistance of a youth to "clean windows, carry coals etc." On 6 October 1909 a new wing was opened.

An x-ray apparatus was presented to the Crewe Memorial Hospital in 1920 by Mr and Mrs J. Woodhouse in memory of their son Lieutenant Woodhouse who was killed in the war.

1909

1912

1920

Parents' Delight As First Child Is Born On The NHS' 70th Birthday



Pictured: proud parents Sally and Rob with baby Logan; newborn baby Logan

First-time parents Sally and Rob Capener have double the reason to celebrate the birth of their son - after he was the first to be born at Leighton Hospital on the NHS' 70th birthday.

The couple, from Nantwich, were delighted to welcome little Logan into the world on 5 July. But they had no idea at the time that a different birthday was also being celebrated up and down the country.

Sally, 41, said: "Within literally a minute or two of giving birth the midwives realised it was the 70th birthday of the NHS. They were both really chuffed about it."

Logan was born weighing 5lb 8oz at 6.23am and received one of his first birthday presents from the hospital - a cuddly toy dog.

Sally said: "It's been brilliant. All the midwives and staff that we came into contact with, from the induction bay, labour suite and this ward [Ward 23] have all been really accommodating."

Husband Rob, 44, added: "They've all been really helpful, especially as first time parents. It's really new to us so to have somebody there to show us the ropes and give us confidence has been fantastic. Nothing's too much trouble."

The arrival of Logan on the anniversary of the National Health Service has reminded his parents about how important the institution is.

Rob said: "It's not until you actually need the NHS that you realise

what an amazing service it is to have. We all take it for granted, but we've seen first hand this week just how fabulous it is."

Logan was one of seven babies born at Leighton Hospital on 5 July and one of the more than 2,800 that the award-winning maternity service sees every year.

Alison Walker, Deputy Head of Midwifery, said: "Every delivery at Leighton Hospital is special to both us and the parents, and it's been extra special to welcome babies into the world during the NHS' 70th birthday."

"We're thrilled that Sally and Rob have been made to feel so supported and would like to wish them, as well as baby Logan, the very best for the future."





Pictured: Win Bond unveils Gary's plaque at Leighton Hospital; Gary presenting a cheque to Dignity Matron Phil Pordes in August 2016 to support a phlebotomy clinic for patients with learning disabilities

Hospital Unveils Plaque In Celebration Of 'Tireless' Campaigner And Fundraiser

Leighton Hospital has unveiled a plaque to celebrate the founder and chairman of its prostate cancer support group that has tested and helped hundreds of men over the last 18 years.

Gary Steele MBE was diagnosed with prostate cancer in 1999 and went on to found the Leighton Hospital Prostate Cancer Support Group in 2000.

As the group's Chairman, Gary dedicated his time to promote awareness of prostate cancer, which is the most common cancer in men in the UK. He also set up drop-in centres and testing sessions and fundraised for vital equipment and research.

Gary, who stepped down from the support group in 2017, died on 24 November 2017 following his own battle with prostate cancer.

The Trust, whose patients have benefitted from Gary's years of fundraising and campaigning, has now celebrated his work with a plaque in Leighton Hospital's main entrance.

The plaque was officially revealed in August by Gary's colleague, Win Bond, amongst an audience of his family, friends and colleagues.

Speaking at the time of the unveiling, Win said: "It's an honour and a privilege for me to be unveiling this commemorative plaque for a very special person. He's gone but not forgotten and he will always be in our hearts and minds. Gary Steele MBE - a legend."

The plaque houses the MBE that Gary was awarded in the Queen's Birthday Honours List in 2012 for his work surrounding prostate cancer, as well as a photograph of Prince Charles presenting Gary with the award.

Dennis Dunn, Chairman of Mid Cheshire Hospitals, was among those at the unveiling. He said: "It is an honour for us to display Gary's MBE. It's just a small recognition of his tireless work, which has touched countless lives and will continue to do so through the many donations of equipment that he made to the hospital.

"We would also like to thank Gary's family for giving us the blessing to display his MBE and helping us to celebrate his achievements with our patients, staff and visitors."

Chief Executive Tracy Bullock added: "Over the years Gary has made many friends at Mid Cheshire Hospitals and he will be greatly missed. Gary worked tirelessly to raise money for the hospital and his efforts have enabled us to buy equipment and many other items that have made a huge difference to the experience of our patients and will continue to do so.

"We will always be extremely grateful for Gary's time, passion and friendship and on behalf of our staff and patients, who have benefitted from Gary's regular and generous donations, we would like to say a very special thank you."

The Leighton Hospital Prostate Cancer Support Group continues to hold bi-monthly meetings at Leighton Hospital and offers support and advice to men, as well as their families, who have been diagnosed with prostate cancer.

At one of the support group's previous AGMs, Gary said: "If I could be remembered as one who has saved men's lives through my efforts, it will have all been worthwhile."

Welcome To Your New Governors



Your Membership Your Governors



We held our latest Governor elections earlier this year. This time, we were looking for eight new candidates to join our Council of Governors over three different constituencies (public, patient and carer, and staff).

During the summer, our Members put themselves forward for the position and in September we welcomed our successful candidates to the Trust, with some new to the role and others returning for a second term.

We are pleased to announce that Dr Katherine Birch (Public Governor representing Vale Royal), Pat Psaila (Patient and Carer Governor), Ray Stafford (Patient and Carer Governor) and Rob Platt (Staff Governor who represents Non-clinical Support Staff) have continued their position as Governor and will stand for their second term.

We would also like to welcome our new Governors to the Trust. Gary McCourty, who joins the Public Constituency representing Vale Royal, Steve Holman, who joins the Patient and Carer Constituency, and Lynn Evans, who joins our Staff Constituency representing Clinical Support Staff.

How do I contact a Governor?

The Council of Governors at Mid Cheshire Hospitals is made up of 28 individuals, all of whom can be contacted via the Trust Board Secretary by emailing foundation.trust@mcht.nhs.uk. Governors can also be reached by post: simply address your letter to the Governor you would like to contact and send it to Membership Office, Leighton Hospital, Middlewich Road, Crewe, CW1 4QJ.

What are Governors responsible for?

The Council of Governors has four main roles and responsibilities: advisory (by communicating to the Board of Directors the wishes of Members and the wider community), guardianship (by ensuring that the Trust is operating in accordance with its principal purpose and is compliant with its authorisation), strategic (by advising on a longer term direction to help the Board of Directors effectively determine its policies) and membership (to represent the interests of Members).

Pictured (left to right, top to bottom): Lynn Evans (Staff Governor); Gary McCourty (Public Governor); Steve Holman (Patient & Carer Governor); Pat Psaila (Patient & Carer Governor); Ray Stafford (Patient & Carer Governor) and Dr Katherine Birch (Public Governor)

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 October 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. Upcoming dates include:

- 5 November 2018 (Monday)
- 3 December 2018 (Monday)
- 7 January 2019 (Monday)

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.

Trust Appoints Two New Non-executive Directors

In April 2018 the Trust welcomed two new Non-executive Directors to its Board of Directors. Lesley Massey and Lorraine Butcher have replaced Dame Pat Bacon and Ruth McNeil whose terms came to an end earlier this year.

Prior to joining the Trust, Lorraine was a joint appointee across the NHS and Local Government, working for Manchester City Council and the Manchester Clinical Commissioning Groups (CCGs). She is an experienced leader and will bring wider experience of working within adult and children's services in Local Government, as well as the development of integrated health and care systems, to the Board.

Since 2010 Lesley has been an Executive Director at AQUA, a regional NHS membership quality improvement and change management organisation. She is a founding member of the organisation and part of the executive management team. Lesley also has a professional clinical background as an Occupational Therapist.



Pictured (left to right): Lesley Massey and Lorraine Butcher, Non-executive Directors at Mid Cheshire Hospitals

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 2018/19 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.



Focus on ... Winter Pressures
Monday 29 October 2018
10am in Post Grad Seminar Room, Leighton Hospital



Chief Executive Update
Thursday 29 November 2018
3pm in the Board Room, Leighton Hospital



Focus on ... Diabetes care
Monday 25 February 2019
3pm in Board Room, Leighton Hospital



Chief Executive Update
Thursday 11 April 2019
3pm in the Board Room, Leighton Hospital

Trust To Hold Annual Members' Meeting

The Trust will be holding its Annual Members' Meeting on Tuesday 2 October at Congleton Town Hall.

Prior to the meeting, there will be a free health and wellbeing fair with many interactive stands, health checks, and information and advice from health professionals available. The fair has been organised in collaboration with Congleton Partnership and Cheshire East Council and will begin at 10am. The Annual Members' Meeting will then start at 12.30pm. It will be open to everyone and lunch will be provided.

For further information, please contact 01270 612128 or email foundation.trust@mcht.nhs.uk.

General Data Protection Regulations

General Data Protection Regulations (GDPR) came into force on 25 May 2018. The new legislation has been created and enforced to provide protection for individuals about how their personal data is generated, manipulated and used.

As part of the new legislation, the Membership team has contacted all Members of Mid Cheshire Hospitals explaining the new regulations and providing clarity on what data we store, how it is generated and used.

If you are a Member of the Trust and have not received any information regarding GDPR, please contact the team on 01270 612365 or via email foundation.trust@mcht.nhs.uk. You should have also received a 'Fair Processing Notice' which is a detailed document that provides more in-depth information on how your data is stored. This can be found on our website (www.mcht.nhs.uk/members/how-do-i-join) or can be requested by contacting the Membership Team.

An update from your Charity team

Over the last few months, along with many other NHS charities, we have been celebrating the 70th anniversary of the NHS. A project called the 'Big7Tea' was developed, which focussed on bringing people together to have fun whilst raising a cup of tea to the NHS. We were overwhelmed by the support we received from the local community and were delighted that groups, businesses and schools held their own tea parties whilst raising funds for our 'Everybody Knows Somebody' dementia appeal.

As well as the community parties, we supported the Trust with their celebrations and hosted a garden party at Leighton Hospital on 5 July. The event was held in the Ward 1 courtyard, which will eventually become our dementia garden, funded through our appeal. The day was a fantastic success and we were humbled by the support we had from local companies who donated (amongst other things) cakes, balloons, props, bunting and flowers, which all ensured that we were able to give our staff, patients and visitors a really lovely day.



Pictured left to right: Carole Salmon, Community Fundraiser, and Emma Robertson, Charity Manager



One of the extra special elements to the event was the addition of a Bentley Motorsport Continental GT3 race car (*pictured left*) which was on site throughout the event for people to find out more about and to take photos of. Team Parker Racing and the Motorsport team at Bentley have shown support for our appeal by adding our logo to one of their cars and we were so pleased that they were able to share the day with us in this way.

Earlier this year we organised a fantastic wine tasting evening called 'Whose Wine is it Anyway..?' The event was held in partnership with Rodney Densom Wines and was attended by over 70 people at Richmond Village, Nantwich. The night raised £1,200 for our dementia appeal and we are now looking forward to holding another similar event soon.

We have been very busy supporting more of our fabulous fundraisers with their numerous activities and events:

Rachael King and husband Ben (*pictured right*) have three children who all have epilepsy. To say thank you to the hospital for the care they receive they organised a 14-mile walk from Northwich to Leighton Hospital and got a team of their family and friends to join them. The family has raised thousands of pounds which will go towards paying



for all the added extras to make our new children's ward more child-friendly and less scary for our younger patients. It will also help us to create a safe, fun outside space for children and their relatives to enjoy.

Maddie Rowlands (*pictured left*) is our youngest fundraiser so far this year and (along with her dad) completed the gruelling Three Peaks Challenge to raise funds for our Child and Adolescent Unit (CAU). Maddie wanted to say thank you to the Unit for the support it gives to her brother and we were delighted to receive a cheque from her for a fantastic £803.50!





Roy Price (pictured left) is fundraising throughout 2018 to raise funds for our Macmillan Cancer Centre in memory of his wife, Ruth. His ultimate challenge will be a trek up Mount Kilimanjaro but, along with support from his friends, he's organising lots of other things in the run up including completing a 'Crazy Wheelbarrow Walk', and arranging a curry night and a garden party. Roy has already raised over £2,000 and is determined to reach his target of £5,000 – watch this space for more updates!

Alan and Stuart Mackay (pictured right) enjoy long distance walking and decided to add a fundraising element into their 2018 journey. Starting in Edinburgh, the brothers walked (carrying all of their kit and camping 'en route') all the

way to Leighton Hospital. They arrived three weeks later outside the main entrance of the hospital to a cheering crowd of family, friends and

colleagues. Alan, who works in theatres at Leighton, and Stuart had hoped to raise £1,000 so were as delighted as we were when they realised they were actually handing over a whopping £2,478.64 to our dementia appeal!



The Nantwich Education Partnership (pictured left) organised a business enterprise project which saw ten primary schools in Nantwich carry out a 'Dragon's Den' style event to test their business acumen. In addition to developing their own 'businesses', the children also did some fundraising and ended up raising £820.20 for our dementia appeal.

Audrey Butterworth (pictured right), who works at Leighton, came up with the idea of creating a cook book to sell to raise funds for our dementia appeal. She worked with our Health & Wellbeing and Communications teams to put the book, which is full of recipes donated by staff, together and is now on sale for a suggested donation of £5 from various outlets including the café, Bistro and the charity office at Leighton Hospital.



All of this fantastic fundraising and the donations we receive enables us to support the Trust to purchase things they wouldn't otherwise be able to have, which makes a huge difference to the care and experience of our patients.

We recently bought 14 advanced quality stethoscopes and 18 specialised kit bags for the Eagle Bridge Community Nursing Team (pictured right), which is part of Central Cheshire Integrated Care Partnership (CCICP). The team of 18 nurses, who can see up to 50 patients a day, say that the equipment, which is worth £2,000, has made a huge difference to the quality of care they are now able to provide to the people they see.



If you feel inspired to get involved and fundraise for MCH Charity we would love to hear from you! We can offer lots of support, information and resources to help make your fundraising be the best it can be. We can also help to promote your event and to celebrate your achievements when you've finished. Even if you're not fundraising you can still support the charity by following our Facebook and Twitter pages and by sharing our posts with your friends and family – find us at [@mchcharity](#) on both channels.

We are also on the lookout for people who would like to become Collection Can Champions to support our 'Everybody Knows Somebody' dementia appeal. The champions are responsible for a small number of collection cans which they distribute to and collect from their local shops, pubs, chip shops or gyms. If you are interested in finding out more, please get in touch.

A Day In The Life

*Pictured: Helen Piddock-Jones,
Registered Volunteer Governor*



'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 Helen Piddock-Jones who is a Registered Volunteer Governor.

A Governor's role is varied and will consist of them attending the hospital when available. For the purpose of the article, activities and tasks that take place over the course of multiple weeks have been condensed into a day.

10.00am: I start the day with a 'Meet Your Governor' event in Outpatients. This is to encourage members of the Trust to chat to us and share their views. As there are three Volunteers on duty at this time in Outpatients I also take the chance to ask them if everything is alright or if they have any comments they would like me to pass on. As a result of one of these chats, I recently worked with the department manager to change some signage that both staff and volunteers had requested.

11.00am: I set off to Wards 6 and 7 to do a patient survey. Between them, the Governors try to visit each ward once a month to ask patients how they feel about their treatment and their stay in hospital. We note what they think of everything from the cleanliness of the ward to the food, from the approachability of the staff to the plans for their discharge. All comments are noted and passed on to the relevant department(s).

12.00pm: I do my Volunteer duty in Pharmacy; at reception patients hand me their prescriptions, which I process before passing to the qualified staff.

2:00pm: If I wasn't in Pharmacy I could be doing a Patient Safety Walkround. This focuses on the health and safety of each ward and is the chance for members of staff to air their views. For someone with a non-medical background this is a fascinating chance to see behind the scenes and learn exactly what goes on. I also attend Non-executive Director and Governor meetings where we are kept up-to-date with all the Non-executive Directors' activities. We can also feedback what the Governors are hearing from their constituencies.

3.00pm: Every quarter I attend a 'Chat with the Chairman', which is a very informal meeting with Dennis Dunn, the Chairman of the Trust. This is a chance for Governors to share any news, views or concerns.

4.00pm: Also every quarter, I attend the Membership & Communications Committee meeting. This looks at the way the Trust members are being involved with the daily running of the organisation and how we can encourage more people to join.

5.30pm: I attend the quarterly Council of Governors which is a full board meeting with all the Executive and Non-executive Directors and the Governors. We are always presented with a patient's story that highlights a particular ward and follows the full treatment of a specific patient. We then have a report from our Chairman, the Director of Finance and our Chief Executive, Tracy Bullock. The rest of the agenda is spent on any specific aspect of the Trust that needs further discussion.

Name: Helen Piddock-Jones
Role: Staff Governor - Registered Volunteer

Background: Helen originally trained as a barrister but then applied to the BBC and spent fifteen years working in radio and television. With the BBC she became a Radio 4 producer, then worked as a newsreader and presenter with ATV television. She then made a complete change of direction and started a giftware manufacturing company that kept her occupied for 30 years. For the past 25 years she has also been a Samaritan based in Crewe taking on the roles of Treasurer, Director and Lead Trainer.

On retirement Helen became a volunteer at Leighton Hospital where she has worked in Outpatients, taken the tea trolley in A&E and a number of wards, and currently spends regular afternoons helping in Pharmacy.

In 2017 Helen was elected to be a Governor of Mid Cheshire Hospitals with special responsibility for the volunteers. She is trying to meet them all but has still got quite a few to visit as there are more than 300 of them scattered round the Trust on different days.

Being a Governor

Being a Governor at Mid Cheshire Hospitals Foundation Trust is a very rewarding position, I have learnt a lot about the ongoings of a public hospital and feel like I have the ability to make a difference as one of the Trust's 28 Governors.

I would strongly encourage anyone interested in healthcare or wanting to make a difference to become a Governor to help shape your local hospital.

Pictured right: Helen with other volunteers in Leighton Hospitals Outpatients department



Samaritans

Currently, Mid Cheshire Hospitals is developing links with community organisations to improve the quality of care for its patients both in hospital and after treatment.

As mental health is as important as physical wellbeing, the aim is to make the contact details for Samaritans an additional resource available to relevant patients when they are discharged, as well as their families and carers.

Some departments in the hospital routinely ask patients if they would like contact details for Samaritans and it is hoped to spread this arrangement to all relevant areas.

Send Us Your Ideas

Is there a particular role you would like to see in a future 'A day in the life...' article? We are always happy to listen to ideas and suggestions. If you would like to get in touch, please email all.together@mcht.nhs.uk or call the Communications team on 01270 612365.

Are you interested in observing a Council of Governors meeting as mentioned by Helen?

Council of Governors meetings take place every quarter on the last Thursday of the month. The meeting starts at 5.30pm and finishes at approximately 8pm.

To register your attendance, please call the Trust Board Secretary on 01270 612128. Please see below the list of upcoming dates:

- **25 October 2018**
- **24 January 2019**
- **25 April 2019**
- **25 July 2019**

News In Brief



Community team featured on Channel 5 news

Laura Lane, Advanced Community Practitioner for Central Cheshire Integrated Care Partnership (CCICP), spoke about how her role supports people in their own homes and helps to prevent both GP appointments and hospital admissions. She also discussed caring for people during heatwaves. Search 'How the heatwave has affected the elderly - 5 News' on YouTube to view the clip.



World Book Night

We celebrated World Book Night by visiting wards to read poetry to patients and to hand out free copies of Jo Bell's second poetry collection, Kith. World Book Night is a national celebration of reading and books which takes place on 23 April every year and is run by The Reading Agency. Books are given out across the UK with a focus on reaching those who don't regularly read.

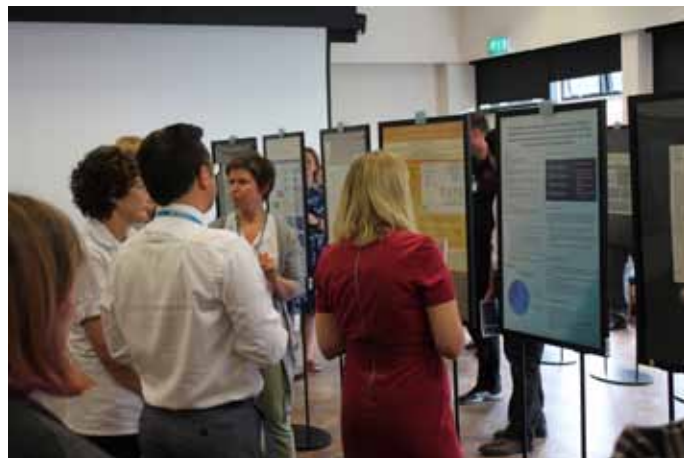


Staff attend Health and Wellbeing Fair

Almost 500 members of staff attended the Trust's Staff Health and Wellbeing Fair back in May, which promoted the support options available at the organisation as well as some of the health and wellbeing-related services in the local community.

The fair was organised by the Trust's Health and Wellbeing Group, a wide ranging group of colleagues from across the Trust and CCICP who meet regularly to promote the health and wellbeing of staff. The group develops and promotes physical wellbeing, emotional wellbeing, nutrition and hydration, and health partnerships.

Staff: If you are a member of staff and are interested in joining the group, or have a health and wellbeing idea of your own, please email bobby.sharma@mcht.nhs.uk or anna.bickerton@mcht.nhs.uk.



Trust holds annual Health Exposition

In June we held our annual Healthcare Exposition (also known as 'Expo') to showcase just some of the work and projects that staff have produced to improve patient care and develop health services.

Chairman Dennis Dunn welcomed those who attended before Laura Smith, MP for Crewe and Nantwich, officially opened the Leighton Hospital event.

CALL FOR STORIES: Are you a member of staff that has worked on an interesting or successful project and would like to share it with colleagues, patients or the public? If so, contact the Communications team on 01270 273827 / communications@mcht.nhs.uk in order to discuss.



Staff take part in 'Golden Eagle' exercise

Staff across the Trust participated in a major incident simulation exercise over the summer. The exercise was organised by Public Health England along with support from NHS England and North West Ambulance Service. The simulation exercise provided staff with the chance to test a number of plans and to ensure that a robust response is in place that is capable of dealing with a range of situations.



#NursesDay celebrations

The Trust celebrated Nurses' Day in May by holding a 'Health Care Professionals Day' for staff to thank them for all the hard work. Those who attended on the day were welcomed with tea, cake and biscuits and listened to a variety of speakers including Julie Tunney, Director of Nursing and Quality. Staff also visited the wards at Leighton Hospital to distribute 'thank you' cards to those who were unable to attend.



Extended 'Bistro' opens at Leighton Hospital

Work has finished on a Trust project to extend Leighton Hospital's Bistro. The outlet, located near to the Treatment Centre (Orange Zone), has been redecorated and has seen the arrival of 20 additional seats to help keep up with demand. Other changes include the introduction of a breakfast bar area and the removal of the staff section so that colleagues can sit in any area with their own lunches.

In support of the health and wellbeing of staff and the Trust's Healthy Eating Policy, the Bistro now offers a wide-range of salads, sandwiches and healthy eating options, such as fresh fruit and fruit pots. Hot breakfast and daily soup choices remain the same (as well as curry day), but main meal choices have been revised to always include a vegetarian option. A new seating and vending area has also been set up outside of the Bistro. These vending machines (cash only) provide hot and cold food 24/7, including Weight Watchers meals and breakfast muffins.



Trust hosts first 'Human Library' event

Staff were invited to take part in a 'Human Library' event in May as part of the Trust's activities for Equality, Diversity and Human Rights week.

The Human Library aims to tackle prejudice by allowing 'Readers' (members of staff) to take out 'Books' (volunteers who may have experienced discrimination or are misunderstood in some way) for 20-minute conversations.

Our staff deliver care for people from all sectors of society. In order to ensure this care is at the highest level, it's important that we understand different cultures and social identities. The Trust is now looking to repeat the event in 2019.



Volunteering At MCHFT ...

Annual Volunteers' Week 2018

Pictured left to right: the Nightingale choir; Jo Oakes, Voluntary Services Manager

The first week of June was National Volunteers' Week, which provided us with an opportunity to say 'thank you' for the fantastic contribution millions of volunteers make across the UK. We celebrated this with a Voluntary Services display at Leighton Hospital, which included photos and quotes from volunteers and ward staff. The comments and feedback received highlighted the fantastic work done by all our volunteers and the huge contribution they make to the Trust and illustrated just how appreciated volunteers are at Mid Cheshire Hospitals.

Annual Volunteers' Celebration evening

A major highlight during Volunteers' Week was the Volunteers' Celebration evening, held at Nantwich Football Club. The evening was very well attended, with volunteers present from all areas of the Trust from a multitude of roles. The evening is a chance for the Trust to thank its family of volunteers who make such a valuable contribution to the organisation. The evening was an ideal opportunity to congratulate and present long service awards to those reaching particularly momentous anniversaries. The awards were presented by Chairman Dennis Dunn and Chief Executive Tracy Bullock. This year we proudly recognised 12 volunteers for reaching their 10 year anniversary. Two volunteers were also celebrated for achieving 15 years, one for 20 years' service, two for 25 years, one for 30 years, two for 35 years and one volunteer, Valerie Wall, for achieving an astounding 46 years. Thank you, all!

Do you have a couple of hours a week to spare? We are currently looking to recruit volunteers to help support many of the wards and departments right across the Trust. We have a wide variety of roles available to suit individual interests and skills, from eye theatre hand holders, ward and outpatient assistants, administrative and clerical roles, conducting patient experience surveys, to helping in one of our busy clinics. If you feel you could spare some time we would love to hear from you. Please contact our voluntary services office on 01270 612311 / jo.oakes@mcht.nhs.uk.

Welcome from our new Voluntary Services Manager

We would like to welcome Jo Oakes as the new Voluntary Services Manager. Jo, who joined us in May, has worked for several years in the voluntary sector (at the Alzheimer's Society). Prior to this, Jo worked in procurement after graduating from Nottingham University.

Jo said: "I feel very privileged to be working for the NHS and within the voluntary services. Thank you for making me feel so welcome! I have been incredibly impressed by the dedication and commitment shown by our volunteers. It is clear that volunteers make an immensely positive difference to the patient experience. Please pop by the voluntary services office to say 'hello' and for a chat.



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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 (September 2018) 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	Pre-Assessment Area	3pm-8pm	01270 612009
Ward 3	Medical Assessment Unit (MAU)	11am-8pm	01270 612034
Ward 4	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	Gastro & Respiratory	3pm-8pm	01270 612030
Ward 9	Orthopaedic Elective	7pm-8pm	01270 612039
Ward 10	Orthopaedic Trauma	3pm-8pm	01270 612045
Ward 11	Surgical Assessment Unit (SAU)	3pm-8pm	01270 612048
Ward 11	Surgical Ambulatory Care Unit	3pm-8pm	01270 273093
Ward 13	Colorectal	3pm-8pm	01270 612057
Ward 14	Gastroenterology	3pm-8pm	01270 612012
Ward 15	Gynaecology	3pm-8pm	01270 612068
Ward 16	Paediatrics, 10-16 Years	Open at all times to parents / carers. Other visitors (including siblings): 2pm-8pm	01270 612070
Ward 18	ENT, Urology & Ophthalmology	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 (NICU)	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

