

all.together

A photograph of two healthcare workers in a hospital corridor. They are wearing full personal protective equipment (PPE), including blue gowns, blue gloves, white face masks, and clear face shields. The worker in the foreground is also wearing a white apron over their blue gown. The background shows a typical hospital hallway with blue curtains and medical equipment.

The Fight Against Coronavirus

How Mid Cheshire Hospitals
Has Responded To The
Global Pandemic

Also in this issue:

IV AT HOME

A New Service
to Revolutionise
Patient Care

Help protect
everyone.
STEP BACK
and think.
Keep 2 metres
apart and keep
to the left!



Help protect everyone,
STEP BACK and think.
Stay 2 metres apart!

welcome to all.together

Welcome to issue 18 of All Together, our magazine 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 Immediate Care Centre in Winsford.

Those of you who are familiar with All Together may have already noticed that this edition looks a little different to usual and that a common word runs throughout its pages – coronavirus.

Coronavirus, or Covid-19, has led to a number of changes in our lives, homes and communities and Mid Cheshire Hospitals is no exception. This magazine offers just a snapshot of how we have responded to the pandemic and how we are now working differently to keep you safe if you do need to access our services.

Although this edition is a pause from our usual magazine's content, one thing that has stayed the same (and is true now more than ever) is the title – All Together. Staff across the organisation have continued to work close together and despite a number of challenges to put our patients and their safety first.

But it's not just staff who have been a part of this team work. We are fortunate to have been supported by countless individuals, families and businesses who have sent messages of support, kind donations or who have contributed by following national guidance to stop the spread of the virus. You can read more about these acts of kindness on pages 12 and 13.

Our focus may have largely been on coronavirus over recent months, but a number of our teams have been able to continue to make developments and improvements to better support our patients and local population.

Just one example of this is our new IV at Home service, which is run by our community colleagues and allows patients to receive medication through intravenous injections in the comfort of their own home rather than having to remain in hospital. Further information can be found on page 14.

Coronavirus has affected us all in one way or another and I would like to dedicate this magazine in particular to those who have sadly lost their lives to the virus. This includes our colleague and friend Brian Darlington, who was a porter at the Trust for more than 20 years.

Brian was a treasured member of the team at Mid Cheshire Hospitals and our thoughts continue to be with his family and many friends, as well as with all of you who have lost loved ones during the pandemic.

Thank you.

James

**James Sumner,
Chief Executive**





Rising to the Challenge

Pictured: James Sumner, Chief Executive

Chief Executive James Sumner on how Mid Cheshire Hospitals has responded to the pandemic

Coronavirus has been the biggest challenge the NHS has ever faced and has required an unprecedented response from Trusts across the country; Mid Cheshire Hospitals has been no exception.

The last few months have seen us create new wards with the ability to care for higher numbers of very ill patients, retrain staff so they can support our essential services, reorganise routine work to free up clinical staff and set up new systems to allow homeworking for as many of our staff as we can.

“Hearing from patients who are on the road to recovery has been the best testament to the hard work of all our staff.”

Restrictions have been put in place to reduce the number of visitors to the hospital which have been necessary for everyone's safety, but we know the impact this has had on our patients and their loved ones.

So we have worked hard to enable people to stay in touch, supported not just by digital technology but by personal touches such as letters hand delivered to our wards.

Coronavirus has been incredibly challenging and we have seen many patients sadly lose their lives despite the incredible efforts of our staff.

However we have also seen many patients discharged from Leighton Hospital who are recovering after being severely affected by coronavirus. It's been really uplifting to read their stories on our social media channels as they are reunited with loved ones. Hearing from patients who are on the road to recovery has been the best testament to the hard work of all our staff.

Whilst coronavirus has undoubtedly had a huge effect across the whole country, it has not taken away other health care needs.

We have continued to treat those who need care that is clinically urgent or immediately necessary - including all maternity care.

We have also continued to provide the majority of diagnostics like scans, endoscopies or cardiac tests which patients need to attend in person; putting a range of measures in place to ensure the health and safety of those patients we need to see and treat.

All our emergency and urgent surgical procedures also had to be prioritised, which has unavoidably meant delays to non-urgent day surgery and non-urgent planned procedures. However we have continued to run the full range of surgical urgent and emergency services.

Central Cheshire Integrated Care Partnership (CCICP) have also continued to work incredibly hard during this ever changing situation. With the restrictions put in place, it has been harder for CCICP staff to see patients who need it, however with the use of video consultation technology they have continued to diagnose and treat patients and get them on the road to recovery.

As we now move into the next phase of the pandemic we are making sure that we can continue to care for patients with coronavirus but at the same time we are now starting to carefully restore those services that had to be scaled back.

This means putting significant measures in place to reduce the risk of transmission of coronavirus and keep our patients and staff safe as we try to increase as many services as we can.

Reflecting on what the Trust has achieved during this pandemic really brings home just what an extraordinary

time this has been. A time when the communities we serve have needed us the most and when we really have needed each other.

It has been a privilege to see how our staff have come together, not just as colleagues but as friends during such a difficult time and I am very proud of them all.

It has also been very moving to see the outpouring of support during the weekly Clap for Carers, for key workers not just in the NHS and social care but in our care homes, schools, supermarkets, public transport and so many more who have helped to keep the country going.

Our local communities have also shown a fantastic community spirit during these challenging times, and have not only been

understanding during the various changes we have had to make, but been so kind, compassionate and generous in showing their support.

Many local businesses and individuals have reached out and supported our staff in many different ways. Whether it's been a thank you card, a message on social media, or one of the countless donations we have received, they have all been truly appreciated and the support has meant so much to everyone at Mid Cheshire Hospitals.

“It has been a privilege to see how our staff have come together, not just as colleagues but as friends during such a difficult time and I am very proud of them all.”



NHS

CORONAVIRUS

STAY ALERT TO THE RISK OF INFECTION

Remember it's critical to keep washing your hands regularly for 20 seconds.

For more ways to stay safe go to [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

The Road to Recovery

Coronavirus patients share their stories as they are reunited with their families ...

Paula's story

A nurse from Leighton Hospital has given her unending thanks to her colleagues after her fiancée was discharged from hospital after becoming seriously unwell with coronavirus.

Paula Grocott, 50, an Admin Manager at the Northwich Community Care Hub, had been experiencing symptoms of coronavirus for a few days. But when her temperature soared and she began to complain of severe pain in her back and side her fiancée Rebecca knew something was seriously wrong.

“The care we received has been outstanding and we can never repay everyone for what they have done; they have been magnificent.”

Rebecca said: “I called NHS 111 and they advised that I take Paula to A&E at Leighton Hospital straight away. I took her in and that was the last time I saw her for 14 days.”

Whilst Rebecca self-isolated at their home, Paula was admitted into hospital and after her condition deteriorated suddenly she was transferred to the Critical Care Unit and placed on a ventilator for nine days.

“The situation was so frightening and for Paula to be on her own made it all the more difficult for us all. We would normally have been right there with her at every step but, knowing how incredible everyone at Leighton Hospital is, I knew she was in



Pictured: Paula (right) with fiancée Rebecca (left)

the best possible place. Nothing was too much trouble for the staff in Critical Care and their support was amazing”

Once Paula was well enough to be taken off the ventilator she was transferred to the very ward that her fiancée would ordinarily have been working on and with 40 years' service at the Trust between them, Paula was a familiar face to many of the ward staff.

“It was a real rollercoaster of emotion for everyone involved but the team on Ward 5 are the very best at what they do. They made sure Paula knew I was always thinking of her and would watch as she wiggled her toes any time my name was mentioned.”

Paula left hospital on 22 April and is now recuperating at her Northwich home with Rebecca's support. Her discharge was marked by staff who lined the corridor to applaud her as she left, an emotional moment which both Paula and Rebecca will treasure.

“It's early days and Paula has a long road ahead of her but she's doing well. It's been a really traumatic time for us, we never thought she'd be as poorly as she was and it happened so quickly. It will take time for her to mentally process what she has been through and the hospital has been great in providing psychological support as we continue to support her recovery.

“The care we received has been outstanding and we can never repay everyone for what they have done; they have been magnificent. We have never been so proud to say we work for the Trust.”



Andrew's story

When Andrew Timms (*pictured with wife Sharon*) joined in the weekly Clap for Carers one Thursday evening he didn't know he would soon have a very personal reason to say thank you.

Having had a cough for a few days Andrew, 56, started to feel increasingly unwell over the weekend.

It was the intervention of his daughter, a nurse, which saw Andrew taken to Leighton Hospital where he was admitted and tested positive for coronavirus.

"I kept insisting I was OK. I'd completed a 70-mile cycle ride the weekend before I developed a cough so I was sure I was fine. But Lorna took one look at me and wasn't happy. She spoke to my GP who agreed and I was taken into hospital."

Andrew subsequently spent nine nights at Leighton Hospital being treated for pneumonia in both his lungs.

"The care I received was superb throughout the whole process. From my GP, to the paramedics and the A&E and ward staff everyone was fantastic. Staff worked tirelessly and always put the patients first even during such a physical and emotionally challenging time. I will be forever grateful for the care and compassion I received."

Andrew is now continuing his recovery at his Sandbach home with his daughter and wife Sharon, a former nurse, and feeling better every day.

Gillian's story

Gillian Bennett's daughter Lisa describes her mum as "being made of tough stuff" and she has certainly shown that as she recovered from coronavirus.

The 80 year old, from Nantwich, spent almost four weeks in Leighton Hospital after her temperature soared to forty degrees during a chest infection. Once in hospital she tested positive for coronavirus and her condition deteriorated very quickly.

Daughter Lisa said: "It was very traumatic for us as mum was very, very poorly but it was amazing to see the dedication of the staff. I was a nervous wreck and very upset but Mum's consultant, Dr Simpson, was so incredibly calm and reassuring, he dealt with everything brilliantly."

The family was relieved when they gradually started to see glimmers of improvement in her condition and tech savvy Gillian was eventually able to use her iPad to video call her worried family who were delighted to see her (*pictured*).

"Mum is used to using an iPad so it was wonderful to be able to see and talk to her, although she didn't always get it right and I was treated to a photo of her feet sticking out of her hospital bed one day!"

The family was then able to capture the emotional moment that Gillian was discharged from hospital to the applause of waiting ward staff.

Gillian is now recuperating at home and is determined not to let coronavirus get her down. She has plans to visit her friend of over 60 years in East Sussex as soon as the pandemic is over.

"Leighton Hospital has been there for our family through good and bad all our lives and this time was no exception. I only have good things to say about the staff - they all put the great back into Great Britain and I'm very proud of what the NHS is doing at the moment."



Working Differently to Keep You Safe

We have made some changes to how we do things to keep you safe if you do need to come to the hospital and give you access to the care and support you need in new ways where we can ...



We are practising good hand hygiene

Washing hands well for 20 seconds



We are asking anyone who comes into the hospital to wear a mask, which we provide for you

Social distancing measures are in place with clear signage on walls and floors

2m



We are carrying out a large number of tests to ensure the safety of our patients and staff



If you are coming to the hospital for an operation, we have a separate 'non-COVID' area with its own dedicated entrance



Our spaces are less crowded because we are doing more phone and video appointments rather than face-to-face

More information can be found by visiting www.mcht.nhs.uk/covid19



Accessing Digital Healthcare at Home

As part of our response to coronavirus we have been working hard to deliver virtual clinics; making sure our patients get the best possible advice and support from their homes.

We have rolled out Attend Anywhere – an online video consultation tool for scheduled clinic appointments and it is already receiving great feedback from staff and patients.

Video consultations have enabled appointments to take place in patients' own homes during the pandemic, reducing

unnecessary physical attendances and enabling our patients to receive the ongoing care and support they need.

Telephone and online consultation have been a secure and safe way to improve experience for patients during an uncertain time.

We are still offering face to face appointments where we feel they are needed and it's safe to do so.

HELP US HELP YOU

Getting the treatment you need

It's been a very difficult few months and understandably some people are anxious about possibly coming into hospital or going to see their GP.

The number of people who would normally be referred with symptoms that are suggestive of cancer has reduced dramatically during the coronavirus pandemic.

It is important to remember that early diagnosis saves lives and so we are urging people with symptoms to get them checked out.

While we live through coronavirus, taking care of our other health needs should not stop. If you spot any change in your body or how you feel, please contact your GP.

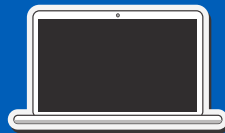
If you know of a family member or loved one who is anxious or even ignoring their symptoms, please encourage them to talk to their GP; early diagnosis really is the best way to identify the cause of their symptoms and get early treatment.

So if something isn't normal for you, don't delay in getting it checked.

Our Coronavirus Journey

Here are just some examples of the incredible work that has taken place during the pandemic ...

Since the start of the pandemic we have moved a large proportion of our face to face outpatient appointments to virtual



We have created COVID and non-COVID wards including separation as appropriate for trauma and urgent surgery patients



Many of our staff have been in new or different roles to support the Trust

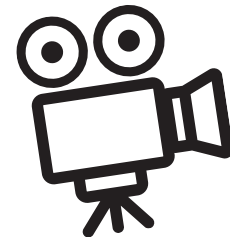
We shared a suite of resources and support for staff and their health and wellbeing



Many teams moved to seven day working including support teams

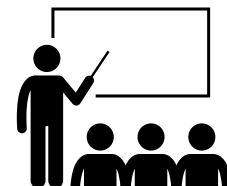
2,111

Video Consultations



764

Hours of video consultations undertaken



181

Staff trained for Video Consultations

22,762

Calls to the IT Service Desk

128

Additional
high flow
oxygen beds



13

Additional
critical care
beds

69,500

Additional Switchboard
calls

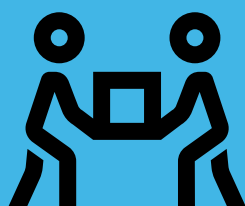


350+

Staff supported
to work from
home



Devices for
patients and
families to
video call

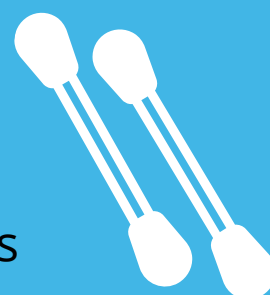


46

Ward and
office moves

5,000+

Staff and keyworkers
swabbed



Acts of Kindness

Trust overwhelmed by the generosity of the local community

We would like to say thank you to everyone in our local community who offered support and provided donations for our staff during the pandemic.



The Trust has been overwhelmed with donations and the generosity shown by the local community and we would like to showcase just some of the kind gestures we have seen over the past few months.



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. You can get in touch by calling **01270 273248** or emailing **charity@mcht.nhs.uk**.

Thank you to:

Morrisons in Crewe for the kind donation of Easter eggs for patients at the Trust.

Work Perk who donated protein drinks and Kenco coffee.

Gangees restaurant who donated indian food for our staff.

Shaz Balti who delivered a range of curries.

Crawford Healthcare who delivered GV cream.

Bakkavor who delivered garlic flatbreads.

A huge thanks also goes to boohoo.com and Helpforce for their incredibly generous donation of 50 tablets; helping to keep our patients in touch with their loved ones during this difficult time.

And everyone else who has taken the time to support or donate to the Trust.



Bringing Care Close to Home

IV at Home service brings huge benefits to patients

A new service has been set up to provide intravenous medication to people in their own home.

IV at home, a service run by Central Cheshire Integrated Care Partnership (CCICP), will allow patients to receive medication through intravenous injections in the comfort of their own homes rather than having to remain in hospital.

A team of specially trained nurses will provide a 9am to 5pm service, seven days a week to people in the South Cheshire and Vale Royal areas.

The service identifies patients that are most suitable for the therapy and will reduce the pressure on Leighton Hospital that will result in an increased number of beds being available to support acute admissions.

Providing IV medications to patients in their own home will allow them to resume or continue with their life quicker whilst maintaining the high quality of care they would have received in hospital.

Dr Diego Maseda, Acute Medicines Consultant, said: "IV at home has the benefits that the patients receive an enhanced experience having a treatment as good as what



Pictured: the IV at Home team that will be operating in the South Cheshire and Vale Royal areas

they would be having in a hospital, but with the advantage of being in their own environment."

Laura Reynolds, Care Community Service Manager for Crewe, said: "This is a great opportunity for patients to have access to a service which will allow them to have ownership for their own health whilst being cared for in their own home."

Staff Swabbing Success

Over 5,000 swabs taken during pandemic

The staff swabbing team at Leighton Hospital has carried out more than 5,000 swabs since the start of the coronavirus pandemic.

Set up at the beginning of April, the team, initially made up of 17 redeployed staff from Central Cheshire Integrated

Care Partnership (CCICP), stepped forward to test staff from Mid Cheshire Hospitals and CCICP, keyworkers and more recently elective patient admissions.

Mat Southall, Staff Swabbing Team Manager, said: "The staff that have helped to build and keep this service operational are truly inspirational. They have worked tirelessly, including weekends and bank holidays and been an absolute pleasure to work with.

"We had to build all the components of the service very quickly, and the team have responded well. They were on hand to help start everything off, and have continued to be available to keep everything operational; they are a fantastic group of professionals doing an incredible job."



Coronavirus and ICU: a consultant's experience of Covid-19

In his role as Critical Care and Emergency Medicine Consultant, Richard Lowsby (*pictured above at the front*) has spent the last four months caring for coronavirus patients in the Critical Care Unit at Leighton Hospital.

As a former volunteer for King's Sierra Leone Partnership, responding to the 2015 Ebola outbreak in Africa, Dr Lowsby has previous experience of dealing with the outbreak of a highly infectious virus.

“Knowing that we have played a part in returning those patients home to their families has been a great morale boost for staff at a very challenging time.”

He learnt much during his year in Sierra Leone which has influenced his practice at Mid Cheshire Hospitals during the current coronavirus pandemic.

“When managing suspected Ebola patients, you rapidly become an expert at hand hygiene and donning and doffing of PPE. We have aimed to make our entire team at Mid Cheshire experts in infection prevention and control and keep them safe with daily briefings, training in use of PPE, simulation and the use of a buddy system.”

With a rapidly changing situation, staff coming in from other departments to take on different roles and the challenges of an unfamiliar disease, Dr Lowsby recognises that team work has been more important than ever.

“Whilst everyone has been taken beyond what is familiar to them we have all had a sense of common purpose; to play our part to the best of our ability and support one another.

Our ICU nurses have done an incredible job supporting new starters into the unit to adapt to new roles and we have all been in constant contact across teams and disciplines to implement new guidance quickly and effectively and ensure we continue to give our patients the absolute best care.”

With national visiting restrictions in place since early in the pandemic, not having families present within the unit has been one of the biggest changes for staff in critical care.

“The patients we have been seeing are very poorly and have tended to be in ICU for longer than we would normally see. Not being able to sit down with relatives during that time to have, what have often been difficult conversations, face to face with them has been challenging for everyone; both families and staff.”

However, as the pandemic has progressed the hospital has seen increasing numbers of patients beginning to improve and become well enough to move onto the wards.

“Whilst there have been many patients who have sadly lost their lives we have also seen many patients progress to the point where they can move out of critical care. Knowing that we have played a part in returning those patients home to their families has been a great morale boost for staff at a very challenging time.

“I have been humbled now, as I was then, working alongside my colleagues. There have been some dark moments but there will be positives to come, as there were in West Africa, such as innovative ways of working, a focus on health system strengthening and a greater sense of community.”



Project Wingman has landed at Leighton Hospital offering a first class lounge experience for our hardworking staff.

Project Wingman is a group of airline crew from across every UK airline, united by their profession and dedicated to serving NHS staff during this Covid-19 crisis. They provide a space to unwind, de-compress and destress before, during and after hospital shifts.

Based in Leighton Hospital's School of Nursing, staff can visit the area before, during or after a shift to switch off, rest, and be looked after by uniformed aircrew. Aircrew are famed for their warm welcome and are experts in taking care of people; skills which have been ideal in supporting our staff during these pressured times.

You can learn more about this national project by visiting www.projectwingman.co.uk.

New Chief Operating Officer appointed following departure of Chris Oliver

We are delighted to announce the appointment of a new Chief Operating Officer. Oliver Bennett (*pictured right*) began in post on Friday 17 July 2020 to lead the successful operational delivery and performance of all the Trust's services.

Oliver has a well-established career in operations working at Manchester Foundation Trust, Salford Royal Foundation Trust and more recently University Hospitals of North Midlands (UHNM).

His appointment follows Chris Oliver (*pictured below*) leaving the Trust at the end of June this year to start a new post as Chief Operating Officer and Deputy Chief Executive at Lancashire and South Cumbria NHS Foundation Trust.



Chief Executive James Sumner said: "Oliver will be a great asset to the Trust, bringing with him a wealth of knowledge and experience and a passion for delivering safe and high quality care."

"I look forward to welcoming him in July to help us continue the great work that Chris has started here at Mid Cheshire."

"On behalf of the Trust, I would also like to wish Chris the very best in his new post and thank him for all his hard work in developing our services."



Celebrating Excellence

Mid Cheshire Hospitals receives 'Good' CQC rating

The Care Quality Commission (CQC) has once again rated Mid Cheshire Hospitals NHS Foundation Trust as 'Good' following an inspection in November 2019.

Central Cheshire Integrated Care Partnership (CCICP), who deliver community health care services for the Trust, have been rated as 'Good' across the board; a significant achievement in the three and half years since the service and its staff joined the Trust.

The report highlights that throughout the Trust staff were committed to delivering patient centered care, respected individuals and supported them practically and emotionally. Inspectors also praised the culture of learning the Trust has to continually improve safety.

James Sumner, Chief Executive, said: "We are very proud of our staff and the dedicated way in which they provide the highest levels of care and compassion. We are delighted that this has once again been reflected by our CQC rating of 'Good'.

"I am especially proud that our community services were rated 'Good' across all domains, to have achieved this rating in such a short space of time is a fantastic achievement.

"Inspectors praised the commitment of our staff and we are seeing that same dedication every day as we face the challenge of Covid-19. Our staff are showing incredible compassion in these exceptional circumstances and providing outstanding care for our patients.

"We will use the findings in the report to build on our many strengths and continue to provide the best possible services for our patients."



Please note: the CQC picture was taken prior to the coronavirus pandemic and the Project Wingman picture was taken prior to the Trust's face mask guidance being introduced.

Volunteer Swaps Cobbles for Corridors

Soap script writer volunteers as hospital cleaner during coronavirus

To mark Volunteers' Week 2020 (1 to 7 June), the Trust paid tribute to its team of volunteers for their incredible support, particularly during the coronavirus pandemic.

One such volunteer is former Coronation Street writer Mark Bickerton who swapped the cobbles for the corridors during the pandemic by volunteering his time at Leighton Hospital.

"I have been overwhelmed by the amount of doctors, nurses and housekeepers taking the time out of their incredibly busy day to say thank you to me."

Mark, who wrote and produced several high profile storylines for Coronation Street and Emmerdale during his 30 year career, has supported the Trust by cleaning corridors, touchpoints and floors.

After seeing the response to the first Clap for Carers event, Mark felt he wanted to offer some practical support on the frontline and got in touch with his Mid Cheshire Hospitals to offer his time.

"The coronavirus pandemic is the closest experience to war that this country has witnessed in my lifetime. Having worked



in war zones as a writer and consultant during the early part of my career I know how important it is for something good to come out of something bad and so I wanted to volunteer my time at Leighton and help where I could."

Mark has found volunteering a very rewarding experience and something which has benefitted his own wellbeing as well as offering him the opportunity to do something positive for others.

"It has been an absolute pleasure to be helping out. I have been overwhelmed by the amount of doctors, nurses and housekeepers taking the time out of their incredibly busy day to say thank you to me. It's been lovely to be made to feel part of the team and for my contribution to be so appreciated."

Jo Newbrook, Voluntary Services Manager, said: "Whether they've been with us for a few months or over 30 years, each one of our volunteers is a vital part of our team and we're so grateful for their loyal support.

"Even during these challenging times when many volunteers haven't been able to carry out their normal roles, they have still shown us great support in other ways.

"We hope to be able to welcome everyone back as soon as we can but in the meantime, we just want to say a huge thank you to them all for everything they do."

The biggest thank you

We would like to say thank you to all our volunteers for their continued support throughout the pandemic.

Unfortunately, the pandemic has seen a number of our volunteers have to remain home in line with Government guidance and we would like to thank them for staying home and staying safe. We're really looking forward to being able to welcome them back.

We have also welcomed new volunteers who have lent a helping hand during these difficult times; we've really appreciated the generosity, hard work and care they have shown us. If you feel you could spare some time we would love to hear from you - please contact 01270 612311.

Bringing Back our Membership Activity

We are now pleased to be reintroducing Membership activity as of July. As is the picture across the country, the Membership team are reviewing the ways in which the Trust communicates with its Members and will be looking to hold future Member events virtually to make sure we can comply with social distancing guidance.

As the team work to arrange these events for you, if you have any topics you would like us to cover, please email foundation.trust@mcht.nhs.uk with your suggestions.

We are also pleased that its Council of Governors has started to meet virtually as they continue to represent Trust Members and have their say on decisions made at the Trust. As a reminder, Governors can be contacted by emailing foundationtrust@mcht.nhs.uk.

For further information regarding membership, please visit www.mcht.nhs.uk/members

We have made the decision to hold this year's Annual Members' Meeting virtually to ensure the safety of our Members and our staff. The meeting will take place on **Friday 18 September at 2pm** and further information will be released soon. Please make a note of this date for your diary.

Annual Members' Meeting 2020

Date: Friday 18 September

Time: 2pm

Where: Virtually via Microsoft Teams

Youth Ambassador Scheme Wins National Award

The Trust won a national award for a 'Youth Ambassador' project which aims to engage young people with their local hospital.

The 'Youth Ambassador' scheme has been named winner of the 'Engaging Young People' award at the 2019 NHS Providers Membership Showcase awards.

The award was presented at the Membership Showcase awards on Thursday 28 November in London which celebrated the achievements and innovation shown by Membership teams across the country.

The youth project sees enthusiastic young people embark on a project of their choice to help encourage change at the Trust whilst learning how an NHS organisation is run.

Katharine Dowson, Head of Corporate Governance and lead for the programme, said: "We are delighted to have won a national award for the 'Youth Ambassador' scheme and be recognised for the work the team has put into the project.

"We are aiming to continue to engage with our younger membership which provides young people the chance to gain experience in how an NHS organisation operates and develop their own project independently, with support from the Trust.



Pictured (left to right): Mitchell Benson, Membership and Communications Officer, and Katharine Dowson, Head of Corporate Governance, who work on the project

"Our Membership Team work closely with Youth Ambassadors and, over a period of 12 months, help them develop any ideas into a completed project that could have a positive impact on our patients, staff or visitors.

"The whole process provides valuable work experience that Youth Ambassadors can take with them wherever they go."

Due to the coronavirus pandemic, the Youth Ambassador programme for 2020 has been pushed back to 2021.



HM Government

NHS

Help us help you get the treatment you need.

If you need medical help you should still contact your GP practice, use NHS 111 online or call 111.

If you are told to go to hospital it is important that you go to hospital.

We'll give you the care you need.

