Welcome to our new PROUD magazine.

In it we inform our members of our major developments, challenges, and achievements.

2014 was an extremely challenging year, which brought about a great deal of change. And yet we have some fantastic successes and progress to look back on.

We have invested in a number of areas including our Endoscopy Unit (featured on page 7) resulting in a greatly improved patient experience and working environments for our colleagues; we’ve implemented the latest phase of the Wirral Cerner Millennium IT system which represented a huge step towards us becoming the first acute hospital trust in the UK to be truly digital (see page 8) and we’ve introduced an early supported discharge initiative, revolutionising care for hip replacement patients. You can read about this on page 8.

2014 was also a year of firsts and accolades: our Emergency Department achieved the best Friends and Family test results in England; our Maternity Services were rated the Best in the North West; we were winners of the Health Service Journal Award for Staff Engagement (see page 4) and of the National Apprenticeship Service Macro Employer of the Year Award for the North West, and we delivered our first IVF baby.

On page 12 you’ll find out how you can help us plan for the way we deliver healthcare in future by giving us your suggestions for improving our services.

You will no doubt have seen in the national press that Emergency Departments have been under huge pressure due to a big increase in demand over the winter period, ourselves being no different. I am really proud of how well our staff members have risen to this incredible challenge, whilst providing excellent care for our patients. You can read about what it’s like to work in the ED from the perspective of Hazel Adams, Ward Sister, on page 5.

Members make very important contributions to this Trust, either directly or through their elected governors. In 2015 we are looking to new ways of capturing members’ enthusiasm and interest. So on page 13, for example, you can find details of a new member event to discuss the issues arising from the growing problem of social isolation.

I hope you will enjoy reading our new PROUD magazine.

Michael Carr
Chairman
Building a future to be #PROUD of
A New Year message from David Allison, Chief Executive

As we start 2015, we’re looking forward to another challenging and exciting year in our hospitals.

The whole NHS is adapting to the way it is now managed and responding to the changes in what patients and their families demand from us. Here in Wirral, we are right in the thick of this changing environment.

This can be quite a daunting prospect, and there’s no doubt that we have faced some really significant challenges in the last year.

But I’m proud that we’re embracing this changing environment and looking forward with great optimism, with a robust plan to move us towards the organisation that we want to be, and that our community deserves.

For 2015 we’re focusing on three main challenges to get us to where we want to be as an organisation:

• Culture and engagement with all our colleagues
• Sustaining high quality operational performance
• Achieving financial sustainability

If we’re successful in meeting our challenges, the future could be really bright:

• We want to be recognised regionally and nationally for unrivalled quality in patient outcomes and experience – powered by real-time information, through our new IT system
• We want to create and develop a real working culture encapsulated in our PROUD values (Patient focus, Respect, Ownership, Unity, and Dedication)
• We want to regularly be in financial surplus – meaning we’ll be able to continually invest in our services and facilities.

This will be very challenging for all our colleagues, especially given the hugely increased pressure on our services that we’re currently facing - especially, and in common with the whole country, through our Emergency Department.

But I’m confident that with the commitment I see from everyone here day-in-day-out, that we can continue to improve to be the hospitals that Wirral families continue to rely on and are proud to use for many years and decades into the future.

“I know we make the difference.”

Ward Sister Hazel Adams tells us what it’s like to work in our Emergency Department (ED).

Every year the NHS faces a pressured winter period as we battle against the colder conditions. Acting as the hospital’s ‘front door’ for many, no department feels the impact of seasonal injuries and illness more than our ED.

One of the friendly faces on our emergency front line is Ward Sister Hazel Adams, whose job it is to coordinate our team in our newly-opened Resuscitation Unit (or “Resus” as it’s more commonly known).

“Ever since I was a student I liked the ED environment. It’s fast-paced and you’re on a constant adrenaline surge because you’ve got to be one step ahead of whatever is going to come through those doors.”

We have one of the largest and busiest EDs in the North West. Over 92,000 patients came through our doors last year – so it’s great recognition for our team that we’re consistently one of the best in the country for patient satisfaction in NHS England’s Friends and Family Test.

Last year, we doubled the size of our Resus unit from four to eight bays so we can treat more of the most unwell and severely injured patients that are rushed straight into the ED.

“The patients we see coming into this part of the hospital are sicker, older and have more complex health needs.

“It’s my job to make sure we’re ready and prepared for whatever conditions we see. This often means making split second decisions. It’s certainly a job where you have to think quickly on your feet.”

As much as Hazel and the whole team are really proud of the unit and the work they do, she says that it’s really important that they’re able to concentrate on those patients that really need their help.

“It’s crucial that everyone knows the alternatives to coming to the ED. Whether it’s your GP, Pharmacy or Walk-in Centre, there’s lots of other ways to get the care you need if it’s only a minor injury or illness like a cough or a cold. Choosing the right place to get the right care for you will help us to care for those people that have very serious or life threatening illnesses and injuries.”

And Hazel proudly says team morale in the department is second to none.

“We’re like a big family in the ED. You have some particularly hard shifts, but I go home feeling content because I know we’ve made a difference.”
We’ve recently given a very warm welcome to Andrea Hodgson, who joins our Board of Directors as a Non-Executive Director.

Andrea’s role is to help support and challenge the Executive Team to bring about changes to the way we do things, and how we work with our partners to be the hospital trust of choice for patients for decades to come.

Andrea is delighted to join us:

“The NHS is close to my heart and I never cease to be amazed by the passion, commitment and care that I see from all those who work across the health service.

“I feel very privileged to be involved and to be able to use my skills and experience to the benefit of the trust. We have an exciting and ambitious road ahead and I hope I can help everyone feel proud of my contribution, as I join you on that journey.”

Andrea brings a wealth of experience to her role. She is a qualified finance professional with extensive business experience gained with KPMG, National Australia Group and Lloyd’s Banking Group, and has held various senior positions including Finance Director and Change Director.

When Andrea isn’t working with us, she works with the Universities Superannuation Scheme, one of the largest pension funds in the UK. She also leads a very active life with her husband, son and daughter, making the most of the great outdoors in Wirral and North Wales for mountain biking, hiking, running, and even rollerblading!

Welcome to Andrea Hodgson

We’re delighted to have won an award for Staff Engagement at the 2014 Health Service Journal (HSJ) Awards.

Now in their 33rd year the HSJ Awards recognise initiatives that deliver excellence and innovation by shining a spotlight on cutting-edge innovations and best practice in healthcare.

We were one of just 11 shortlisted organisations from across the UK to compete for the prestigious accolade at a ceremony held in London last November.

Staff engagement plays a crucial part in our work every day, and in 2012 we started a new approach of engagement with our 5,500 colleagues called ‘Listening into Action’ (LiA), which is a big part of what convinced the judges to award us the prize.

LiA empowers colleagues to deal with any challenge they come across by listening, acting on what was said and changing the way we work.

Chief Executive David Allison said, “Listening into Action continues to make a huge difference in the way we engage with our colleagues, and I’m delighted that the HSJ has recognised the difference it’s making.”

HSJ Award winners

Congratulations Endoscopy!

A major £1.7 million upgrade of the Endoscopy Unit at Arrowe Park is now complete. It means we can carry out even more endoscopy and colonoscopy procedures than ever before.

The new unit features enhanced procedure rooms with facilities that cater for the latest equipment and future advances in medical technology. The expansion has also created spacious male and female recovery areas as well as single sex waiting rooms.

This new development is the latest in a line of great things happening in Endoscopy. The team was awarded Joint Advisory Group (JAG) accreditation for the first time last year, which recognises their expertise in providing safe, timely procedures.

Patients with urgent needs are all seen within two weeks, and patients requiring routine procedure are seen in less than six weeks.

From January, we’ll be the local providers for Wirral patients in the national Bowel Scope Screening Programme.
Using IT to care for you

We’ve recently taken a huge step towards becoming the first acute hospital in the UK to be truly digital as we launched a new electronic prescribing and clinical documentation system.

Our “Wirral Millennium” system is now in use across the entire Trust, and you’ll probably see many of the nurses and doctors on our wards using iPads and laptops to document our patients’ care.

Since we launched the latest phase of the system in November, we’ve placed an average 13,500 medicines orders and completed 1000 and 1500 every weekday.

Matrons Julie Reid, Claire Price and Sarah Pickstock are using the system on a daily basis: “We are really excited about the opportunities to improve patient care and release time that nurses spend on administrative tasks to spend more time with their patients.”

It’s easier than ever to visit your loved ones in hospital

We now have flexible visiting times in place in our hospitals.

We’ve adapted to the busy lives and commitments relatives, friends and carers have when visiting patients in our care. This means our flexible visiting times are now between 2.00pm and 7.00pm.

And by spring 2015, we’ll have an extra 150 car parking spaces on site at Arrowe Park, where the old “C-Block” used to be – making it easier for you to drive and find a parking space to see your loved ones in our care.
We’re Signing up to Safety

“Sign up to Safety” is a new national patient safety campaign that was announced in March by the Secretary of State for Health with the mission to make the NHS the safest healthcare system in the world.

As we’ve Signed Up to Safety, this means we will:

• Set out what we’ll do to respond to the five Sign up to Safety pledges and publish this on our website (wuth.nhs.uk).
• Commit to turn our actions into a safety improvement plan which shows how we’ll reduce harm for patients over the next three years.

There are seven areas that we’re focusing on to help improve our care and reduce harm to patients:

• Improving nutrition and hydration by improving the quality and availability of food; and providing help with eating and drinking to those who need it.
• Reducing pressure ulcers by improving our risk assessments, regular patient checks and implementing skin care bundles.
• Reducing missed fractures, by reviewing the underlying systems and acting on the findings to mitigate the risk.
• Improving how we administer medicines, particularly by reducing instances of missed doses, and alerting staff to medication allergies, for example by using red wristbands and confirming patients’ identity.
• Improving how we care for deteriorating patients by ensuring we respect the wishes of those patients who are dying.
• Improving sepsis care, particularly by identifying cases of sepsis earlier.
• Preventing and controlling infections by “doing the basics brilliantly” like washing our hands and keeping our wards clean at all times.

We’re proud of how safe our hospitals are, so we’re pleased to support this campaign.

Our commitment to your nutrition

We’re proud to provide individual menus for all our patients to suit their medical needs, including healthier, higher energy, modified consistency and vegetarian choices. We also provide culture and religion-specific meals for anyone that requires them.

Our public restaurants all provide healthy, nutritious food to suit all dietary requirements.

We also provide a wide range of therapeutic diets:

- **Low-salt diets**
  Patients with hypertension, heart disease, kidney disease and liver disease may need to follow a low-sodium diet. This means avoiding adding salt to meals and reducing intake of processed meals and convenience foods.

- **Renal diets**
  Patients with kidney disease who require a low potassium and low salt diet will need to follow the renal menu.

- **High-protein/calorie diets**
  A high-protein diet consists of adding lots of protein and calorie-rich foods such as meat, fish, eggs and cheese. Patients before or after certain types of surgery, or patients who are malnourished or at risk of malnutrition may require high protein/calorie diets.

- **Low-residue diets**
  A low-residue diet is a diet in which foods high in fibre, such as raw fruits and vegetables, cereals and nuts, are avoided. This type of diet is typically used for patients with colitis, diarrhoea, or other digestive disorders.

A well balanced diet, tailored to meet your individual requirements is a really important part of your care. If you have any queries about meals during your hospital stay please just ask any of our team.
We want your views

As one of the busiest acute hospital trusts in the region, providing healthcare service to around 400,000 people across the Wirral peninsula 24 hours a day, the chances are you will have used our services or will do at some point in the future; or, you or a family member may work in our Trust.

So you have a real stake in the services we provide and how they’re provided. That’s why we want to hear from you about the sort of hospital services you’d like to see.

We have a long term vision for the sort of hospital trust we want to be (you can read about this in detail on our website: wuth.nhs.uk). Each year we review our plans for how we will deliver care in a way that helps us achieve this vision and we’d like to hear your suggestions and ideas that you feel would improve our services.

We can’t guarantee that we will be able to incorporate all of your suggestions, but here are a few examples of actions we’ve taken relating to comments from our public members:

- **Staffing levels on wards** – we’ve invested in front line clinical staffing and introduced minimum staffing levels for wards
- **Car parking** – the demolition of a former administrative block will result in the creation of an additional 150 much needed car parking spaces
- **Outpatients department at Arrowe Park Hospital** – we’ve painted this area and introduced new touchscreen check-in kiosks to speed up and improve patient experience
- **Availability of foods to meet special dietary requirements** – a range of food options are available in the restaurants at both hospital sites and these will be prominently promoted (see article on page 11).

Please share your suggestions for our 2015/16 plan with us:

by e-mail to wih-tr.foundation@nhs.net
by phone to 0800 0121 356
call in to our Membership Office located near the main entrance at Arrowe Park Hospital.

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**Council of Governors’ Meetings**

- Wednesday 4th March - 2pm
- Wednesday 10th June - 5pm
- Wednesday 16th September - 5pm
- Wednesday 9th December - 2pm

All taking place in the Board Room, Education Centre, Arrowe Park.

**Social Isolation event**

19th February from 1.30pm – starting in the Dining Room at the Education Centre.

Speakers include Fiona Johnstone, Director of Public Health. A number of organisations will be showcasing their services to help combat social isolation. Please contact the Membership Office to reserve your place on 0800 0121 350 or email wih-tr.foundation@nhs.net - ALL WELCOME!

**Board of Directors’ Meetings**

Last Wednesday of every month. Meetings are held in public. So members and colleagues can attend to learn more about how the Trust is run.

**Governor Elections**

Look out for details of Governor Elections in the spring. All members eligible to stand will receive a self-nomination paper directly from Electoral Reform Services.

Elections taking place in Bidston and Claughton, and North West and North Wales for Public Governors, and among Allied Health Professionals for a Staff Governor.
Thanking you for your kindness

We’re very proud of the incredible generosity shown to us in the form of charitable donations. And recently, we’ve had some very kind contributions.

A big, friendly gift of £35,000

We’re grateful again to the Arrowe Park League of Friends following their donation of £35,000 to help complete a specialist clinical procedure room for patients with lung problems.

The donation not only helped refurbish our specialist room, it also bought important monitoring equipment such as ultrasound scanners that will be used by the specialist respiratory teams at the hospital.

Conquering Everest for our Neonatal Unit

Parents Nick and Wendy Moore from Wallasey challenged us to raise as much money as possible for our NeoNatal unit by climbing the equivalent of Mount Everest (29,029ft) and rowing the equivalent of its base (80km) in just one day on gym equipment, to say thank you to the team for caring for their daughter.

Neonatal Consultant Dr Oliver Rackham and Deputy Ward Sister Clare MacGlashan joined the Moore family, Assistant Chief Constable Andy Ward and Wirral West MP Esther McVey, as the two teams competed with each other to complete the difficult feat in front of hundreds of passing Christmas shoppers in the centre of Birkenhead.

At the time of going to print, a fantastic £7,410 has been raised.

Our Council of Governors

The Council of Governors acts as an important link to the communities we serve across the Wirral peninsula, the North West and North Wales.

Public Governors are elected by their Constituency Members. Any Public Member can stand for election as a Governor from the age of 16 years, provided that they reside in the constituency where a vacancy arises.

We also have staff governors, that are elected to represent their colleagues within the Trust, and a number of Nominated Governors who represent our partner organisations.

As well as their statutory powers and duties, all Governors have a primary responsibility to represent the interests of the wider community.

Governor Workshops

As our public governors represent the interests of both public members and the wider public, it’s vital that they have a good understanding of the running of our hospitals and services. We run regular workshops to make them more familiar with the daily running of various departments.

The format of these workshops was recently revised to include a presentation by an expert from a particular department or service, and a visit to the area in question to allow governors to view the service in practice. Following this, governors give feedback on things that they are particularly impressed by or suggestions for further improvements.

A recent workshop focussed on Bed Management and included a visit to the Bed Bureau where Matron Nicola Martin gave an overview of the services in this department.

Governors observed the procedures involved in assessing the current bed status and forward planning.

The feedback from the governors involved was that they were very impressed by how various roles come together to provide information; they had a much greater understanding of the importance of close, collaborative working with other trusts such as the ambulance service and they had a greater understanding of why multiple bed moves may be unavoidable for some patients.
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