

*Providing*

# Excellence in healthcare

*The latest news from Arrowe Park and Clatterbridge hospitals*

## £11m women and children's revamp begins

**We are delighted to unveil multi-million pound plans to transform our hospital facilities for women and children in Wirral.**

The ambitious scheme, which is due for completion in spring 2011, will radically change the face of the Duchess of Westminster Wing, currently home to maternity and gynaecology services at Arrowe Park Hospital. The development will include:

- a £4.4m upgrade to the maternity wards, providing all patients with single rooms and en-suite facilities
- a purpose built £1.68m maternity delivery suite featuring five new delivery rooms, including two with birth pools and additional facilities to allow partners to stay overnight
- a £2.1m relocation of the children's outpatient department and paediatric wards from the main building, bringing women and

children's services together into one hospital building for the first time in Wirral

- creating an attractive single front entrance and reception area to welcome patients and visitors.

Linda Birch, Head of Midwifery and Lead Nurse Gynaecology, said: "This is great news for local people. The plans will ensure that the healthcare services we provide for women in Wirral are second to none."

Dr Adrian Hughes, Consultant Paediatrician and Clinical Director for Children's Services, added: "The new designs have already taken into account the views of our patients and visitors and we would encourage further feedback. Wherever possible, we will listen to what local people have to say so that our services accurately reflect their needs and wishes."

## We mean clean

**Tackling infections such as MRSA and Clostridium difficile is one of our top priorities...and we are not afraid to shout about it.**

We have launched a high profile awareness raising campaign entitled *Working Together to Keep it Clean* across our sites to highlight the importance of cleanliness in all that we do.

Prominent, eye-catching posters in main corridors and outside wards and departments set out three

goals: to ensure *clean surroundings*, *clean equipment* and *clean hands* at all times. They also encourage patients and visitors to tell staff when they think there is room for improvement.

Michael Monaghan, our Director of Nursing and Midwifery, said: "The campaign is a call to action and living up to its promise is everyone's responsibility; from our doctors, nurses and other clinical staff, through to our domestic team."

Sandra Shannon, Portfolio Manager for the Department of Health's Healthcare Associated Infection Improvement Programme, backs *Working Together to Keep it Clean*.

She said: "This is an excellent campaign. It shows everyone can play a part in reducing the risk of transmitting infection."



**1. CHANGING FACE:** An artist's impression of the new look women and children's building at Arrowe Park Hospital.

**2. WELCOMING:** How the new children's outpatient department will look.



**TOGETHER WE CAN:** Our infection prevention and control team, staff from our hotel services and the rapid response cleaning team join Michael Monaghan to launch the campaign.



# Patients to benefit from new breast surgery choices

**Women in Wirral who have undergone breast cancer surgery will have more choice of reconstructive techniques following the appointment of a surgeon skilled in this field.**

Maria Callaghan joins our already successful breast unit as an oncoplastic consultant.

"We are now managing to control the majority of breast cancers so our ongoing aim is to improve the quality of life for our patients," explained Miss Callaghan.

"Surgical techniques continue to develop that not only enable us to remove breast cancers but also allow us to skilfully reconstruct the breast if that is what the patient chooses."

Wirral is part of a strong network of consultant breast and plastic surgeons who are highly regarded throughout the country and who meet regularly to improve their services to patients.

Maria Callaghan decided to take up the new post at Clatterbridge Hospital, Bebington, after spending two periods of training there in 1998 and 2004.

"I knew the unit was very strong and well run and I am looking forward being part of a team that is constantly striving to improve quality and choice to our patients," she explained.



**NEW ARRIVAL:** The Trust's new Consultant Oncoplastic Breast Surgeon, Maria Callaghan (centre) with her breast unit colleagues.

"I am also keen to look at developing new roles where, and when appropriate, in conjunction with our nurses and radiographers. Together we plan to start a family history clinic which will assess the risk of individual women whose families have been affected by breast cancer."

## Ahead of the game in surgical safety

**In our hospitals we always put safety first.**

Health trusts throughout England and Wales have been instructed to introduce new measures aimed at saving lives and reducing complications during surgery by February 2010, but we are proud to announce these simple, yet important, steps are already in place at Arrowe Park and Clatterbridge hospitals.

The National Patient Safety Agency (NPSA) wants to see the surgical checklist, devised by the World Health Organisation (WHO), in place within 12 months.



"Patient safety has always been our top priority and we already apply the principles of NPSA guidelines," said Carol Makin, Consultant Colorectal Surgeon and Clinical Director for General Surgery and Urology.

"We have our own robust safety checks in place for all patients undergoing an operation. We do, however, welcome anything that can further enhance surgical safety standards and we will look to formalise our current safety processes in line with the new directions by the summer."

The checklist focuses on basic good practice before anaesthesia is administered, before surgery begins and before a patient is removed from the operating theatre.

It is also designed to promote effective teamwork and prevent problems such as infection and unnecessary blood loss.

## NEWS IN BRIEF

### Join the Jellybean Challenge

**The next fundraising phase of the Jellybean Kids' Appeal has begun.**

The new Jellybean Challenge 2009 is aiming to raise funds to purchase a cardiac scanner for Arrowe Park Hospital. This vital piece of equipment will help to save lives by assessing the heart function of small babies and children.

Debbie Green, Fundraising Manager, said: "The new three-month Challenge begins in March. During this time we want as many businesses, community organisations, pubs, clubs and individuals as possible to raise as much money as possible for this extremely worthwhile cause."

For more information about taking part, contact Debbie Green on 0151 604 7469 or email [debbie.green@whnt.nhs.uk](mailto:debbie.green@whnt.nhs.uk)

### You said, we did

**New hospital orientation videos are now available for our patients to watch on their bedside television systems.**

The videos, which focus on general ward areas, women's wards and children's wards, are accessible via the 'free services' section of the bedside TV and have been developed in response to feedback received from patients.

We also listened to the views of patients, visitors and Public Members about parking at Arrowe Park Hospital for people with mobility problems which should be easier in future because we are now working on plans to create 18 additional disabled car parking spaces and expect that they will be available in April.

### Protecting pupils with cancer jab

**More than 90% of eligible 12 and 13-year-old girls in Wirral schools have been vaccinated against a virus that can cause cervical cancer.**

Following the much-heralded launch of the HPV (human papilloma virus) immunisation programme last September, our school nurses have already administered the first two doses successfully, with the final course of injections due to commence in April 2009.

Lead School Nurse, Sue Edwards, said: "We are delighted with the support that we have received from pupils, parents and schools which has made this campaign so effective.

"This vaccine will save hundreds of lives a year."

# Meet our Governors

	<b>HAZEL KELLY</b> Constituency: Leasowe, Moreton and Saughall Massie Term of Office Ends: September 2010		<b>MILLY WRIGHT</b> Constituency: New Brighton and Wallasey Term of Office Ends: September 2011
	<b>ROBERT HOWELL</b> Constituency: West Wirral Term of Office Ends: September 2011		<b>WENDY SHEEN</b> Constituency: Liscard Term of Office Ends: September 2011
	<b>JOYCE JACKSON</b> Constituency: Claughton Term of Office Ends: September 2011		<b>BERNADETTE HOWDEN</b> Constituency: Seacombe Term of Office Ends: September 2010
	<b>RICHARD AGAR</b> Constituency: Greasby, Frankby, Irby and Upton Term of Office Ends: September 2009		<b>JEAN McINTOSH</b> Constituency: Bidston Term of Office Ends: September 2011
	<b>GWEN SPRINGALL</b> Constituency: Woodchurch Term of Office Ends: September 2010		<b>GAYNOR HILLIARD</b> Constituency: Birkenhead Term of Office Ends: September 2010
	<b>DONALD SHAW</b> Constituency: Oxton and Prenton Term of Office Ends: September 2009		<b>HUGH LANGFORD</b> Constituency: Tranmere Term of Office Ends: September 2011
	<b>DAVID STEELE</b> Constituency: Heswall, Pensby and Thingwall Term of Office Ends: September 2009		<b>EVELYN HURREN</b> Constituency: Rock Ferry Term of Office Ends: September 2010
	<b>PAT JOHNS</b> Constituency: Neston, Little Neston, Parkgate and Riverside Term of Office Ends: September 2011		<b>SHEILA WILLIAMS</b> Constituency: Bromborough and Eastham Term of Office Ends: September 2011
	<b>PAULA WILLIAMS</b> Constituency: Burton, Ness, Willaston and Thornton Term of Office Ends: September 2010		<b>BRIAN CUMMINGS</b> Constituency: Bebington and Clatterbridge Term of Office Ends: September 2009
			<b>GRAHAM SCOTT</b> Constituency: Ellesmere Port Term of Office Ends: September 2011

**As an NHS Foundation Trust, we have Public Members who are interested in influencing our hospital services. They are responsible for voting for or standing for election as a Public Governor.**

Through our 19 Public Governors we are directly accountable to the communities we serve. They have been elected by residents of Wirral, Ellesmere Port and Neston who are Public Members of our NHS Foundation Trust.

At least four times a year they join our five Staff and 13 Stakeholder Governors for Assembly of Governor meetings. There they have the opportunity to influence our plans for the future and share the views of the people they represent.

If you wish to contact your local Public Governor or learn more about Public Membership (which is free and can involve as little or as much time as you are able to commit) please call our Membership Office on 0800 0121 356, email [governors@whnt.nhs.uk](mailto:governors@whnt.nhs.uk) or visit [www.whnt.nhs.uk](http://www.whnt.nhs.uk)

## Think FAST, act FAST

**That's the message from stroke experts at Arrowse Park Hospital which is to become the first 'hyper-acute stroke centre' in the Mersey region.**

In line with a new Government campaign, specialists in Wirral agree that recognising the early symptoms of a stroke can reduce the long-term impact of the illness and save lives.

FAST stands for Face, Arm, Speech, Time to call 999. It's a simple test to help people recognise the most obvious stroke symptoms.

Dr Debbie Lowe, Consultant Stroke Physician and Geriatrician, said: "Research has shown that if all patients who presented with 'mini-strokes' or transient ischaemic attacks (TIAs) were assessed, investigated and started on appropriate treatment within 24 hours of their symptoms, we could reduce the number of patients having strokes by up to 80 per cent."

For more than 10 years, Wirral stroke patients have had access to a well-developed, acute stroke service at the hospital as well as an award winning Stroke Rehabilitation Unit at Clatterbridge Hospital.

"This year will see huge developments to benefit the care of stroke patients locally. By becoming a 'hyper-acute stroke centre', we will be able to offer

improved rapid access to specialist assessment, brain imaging and early preventative treatment," said Dr Lowe.

Since the approval of plans by NHS Wirral in October, £1.6 million has now been allocated to improve stroke services further. These developments will provide stroke patients with improved access to:

- 'clot busting' drugs (thrombolysis)
- Acute Stroke Unit care
- rapid brain scanning
- an early supported discharge service to deliver rehabilitation in the patient's home
- a Stroke Association Family and Carer Support worker.

# Improving your hospitals

Over the next three years we will be investing around £38m in ensuring facilities help us deliver the very best care to patients. Two recent refurbishments at Arrowe Park and Clatterbridge hospitals have set the standard for these improvements.

## £1m urology unit opens its doors

**A state of the art ward to treat patients diagnosed with urological conditions has been opened at Arrowe Park Hospital.**

Ward 14, fully redesigned and refurbished at a cost of almost £1.4m, also serves as a regional cancer centre for patients with all major urological cancers.

It houses 24 urology beds, including 10 side rooms with en-suite facilities, and 12 surgical assessment beds where patients undergo tests to identify their complaint and doctors decide whether they should be admitted to a surgical ward or discharged from hospital.

Sister Helen Edwards, Ward Manager, said: "The views of consultants, nurses, infection control staff, architects and crucially our patients, have been taken on board and the design of the ward reflects these wishes.

"Patients told us that they would like more privacy and dignity, especially with regards to toilet and bathroom facilities, and we have therefore increased the number and availability of side rooms with en-suite provision."



**HOME FROM HOME: Patient comfort is at the heart of the new urology ward design.**

## Comfort and care for renal patients

**A leading edge facility providing treatment to patients who rely on regular kidney dialysis has opened its doors at Clatterbridge Hospital.**

Fresenius Medical Care Ltd, an independent company specialising in dialysis services and products, is behind the new-look Unit which has improved the quality of care and treatment for renal patients.

The upgrade is part of a national scheme, which will see the refurbishment or development of a number of dialysis units across Cheshire and Merseyside.

Lorraine Fergusson, Renal Unit Manager, said: "We are still based in a Trust building but the new facilities are fantastic for patients and staff.

"Our patients can range in age from 25 to 90 and they come in around three times a week for many years so it is important the unit is comfortable and well-equipped.

"We haven't lost any of the NHS identity but we have all the benefit of private investment."



**WARD OPEN: Darren Hartley, patient, cuts the ribbon to the new unit with Eryl Hoskins, Chair, Jenny Scott, Director of Specialised Commissioning, and Dr Alex Crowe, Consultant Nephrologist.**

## NEWS IN BRIEF

### Hospital comes out on top

The overall standard of care that we provide is among the best in the country according to a national review of hospital services.

The Dr Foster Good Hospital Guide 2008 ranked us joint first in its 'large hospital' category and praised us particularly for our £1 million children's accident and emergency department.

Len Richards, Chief Executive, said: "This is an exceptional achievement and I am delighted for the staff who go out of their way to provide the very best care for patients, families and visitors."

The Guide awarded scores for our quality of care, patient satisfaction, waiting times, healthcare-associated infections, mortality and re-admission rates.

### Positive news for A&E

A national assessment of emergency departments has highlighted a number of improvements that we have made since the survey was previously carried out in 2004.

The Healthcare Commission's Emergency Department Survey Report 2008 showed that we had improved or maintained our performance on issues relating to arrival, waiting and leaving A&E. It also revealed that our doctors and nurses spent more time discussing health issues and anxieties with patients and listening to what they had to say.

Reassuringly, 90% of our patients rated the care they received in A&E as 'good', 'very good' or 'excellent'.

### Putting Braille on the menu

In November 2008 our Catering Department introduced Braille menus to patients at Arrowe Park and Clatterbridge hospitals.

In addition to complying with the Disability Discrimination Act, the many benefits of introducing Braille menus include:

- ease of ordering for patients and ward staff
- accurate ordering
- patient satisfaction
- deeper understanding of Braille.

There are more than two million visually impaired people in the UK and many use hospital facilities, including catering services.

The system we have adopted has proved very successful. It offers visually impaired patients a simple and effective way of choosing their menu at ward level.

## Physiotherapy clinics on the move

**Still providing important, high quality physiotherapy services to patients in Wirral, our Physiotherapy Department, which was previously based in the day hospital premises at Victoria Central Hospital, has moved.**

Now based in Albert Lodge, (the old Ward 4 building), the physiotherapy team provides services for a wide range of people each week. These include patients with Parkinson's disease and pulmonary conditions, as well as older people with complex problems and children with gait difficulties.

In addition, for those patients with early Parkinson's disease and osteoporosis, education and exercise programmes also take place at regular times throughout the year.

Nicky Norriss, Superintendent Physiotherapist, said: "We feel it is essential to provide physiotherapy services in the community and near to people's homes so that we can support individuals in managing their long-term conditions.

"Our new accommodation at Albert Lodge is bright, spacious and well equipped and it is an ideal location to treat patients.



**PHYSIO TEAM: Sharon Chapman, Susie Mansfield, Ruth Bedford and Sue Tollett pictured outside their new home.**

"We also think that it is important to work closely with our colleagues at the Primary Care Trust. Therefore we share our clinic rooms with the Adult Speech and Language Therapy Team which enables them to provide a local service to their patients as well."