

# yourhospitals

News and information from Warrington and Halton Hospitals NHS Foundation Trust

Spring 2011 Issue 7

## Ensuring vascular services stay local

Local people pledged their support which could help ensure that vascular emergency services continue to be provided at Warrington and Halton Hospitals in the future.

Vascular services are a key part of the emergency services provided at the hospitals and one where the trust has a good record and excellent clinical outcomes. They include surgical and radiological treatment for people with major bleeds like abdominal aortic aneurysms which require major, often life saving, surgery, as well as strokes and those needing stroke preventing surgery and treatment for other vascular problems such as poor blood supply to the feet and legs.

A review of vascular services across Cheshire and Merseyside is taking place that will reduce the number of centres providing these complex and emergency surgical services in the future. The review is focusing on patient outcomes and safety which is entirely the right approach. Warrington and Halton hospitals believe that the existing service already in place here meets the criteria to be such a centre in the future and that the high quality service provided here should continue for local patients.

In February, members and visitors to the hospitals were encouraged to show their support for a vascular centre based around the services at Warrington and Halton Hospitals. Over 1,500 local people – staff, patients and members – completed a survey as part of the consultation.

Gordon Ramsden, medical director at Warrington and Halton Hospitals NHS Foundation Trust, said:

"We want to ensure Warrington and Halton Hospitals is named as one of the centres that will provide this service in the future. It was important that local people made their support known as part of this review and you've done that. We are perfectly located



**A vital service we want to keep - Vascular nurse specialist Karen O'Rourke and consultant surgeon Mr Paul Moody scan a patient to assess circulation.**

to provide access to high quality services to the population of parts of Cheshire and east Merseyside in partnership with Whiston and other hospitals - with us being the centre which will provide the emergency vascular service for patients from these areas.

"Many of our clinical outcomes for these services are better than the national average. Our stroke prevention surgery results audited nationally show that our results are much better than the national average, emergency surgery results for ruptured aortic aneurysm are also already above the national averages and provide a lifeline for those patients who

suffer a massive haemorrhage. Vascular care also supports many other services such as stroke, trauma & orthopaedics and other hospital care that we provide which is why it is so important to keep it locally so our patients do not have to travel in an emergency."

### What happens next?

The hospitals expect to present their case to the review team sometime in the next two months. After that the review team will make its recommendations on the future configuration of these services.

# Looking forward-The chief executive's view

It gives me great pleasure to write my first of what I hope will be many columns in Your Hospitals as chief executive of Warrington and Halton Hospitals. Since starting here in February, I have spent much time in meeting colleagues and visiting as many parts of the trust as I can to build my own view of our hospitals. I have been very impressed by what I have seen and the commitment to improving quality and safety for our patients. As a nurse by profession that is vital to me.

As our Members out there in the communities, we also need you to understand some of the issues affecting the hospitals. Ideally, I want you to be ambassadors for the hospitals out there, letting us know about the issues you need information on so we can be straight with you and you can be informed.

Given some of the big finance issues around in the public sector, this column will hopefully be a good way of doing some 'rumour busting'. You will have seen that some other NHS Trusts and Local Authorities have made significant cuts or are planning them over the coming year. At Warrington and Halton Hospitals we also have a significant financial

challenge to meet our annual savings targets. However, I do believe that we can do things differently. We have identified a range of potential cost savings and efficiencies that can be achieved by working differently across the hospitals. Getting this right we believe it will mean we can avoid having to make any forced cuts to services and staffing at the present time.

Some decisions that have been made effect hospital patients but have not been made by us (see the article on non-urgent referrals in Warrington on page 3). Over at Halton there is the issue of the independent treatment centre, which may become empty as the contract with the private company who provided the services there is coming to an end. This is not a building we at the foundation trust own or have ever managed, even though it's located next to Halton General, and we don't have a direct say in its future, although I can see how the public may not understand that.

Again I'll be straight with you so you understand some of these issues in the future but our aim is to continue to improve and build the services that we have at our hospitals. You'll see on the front cover what

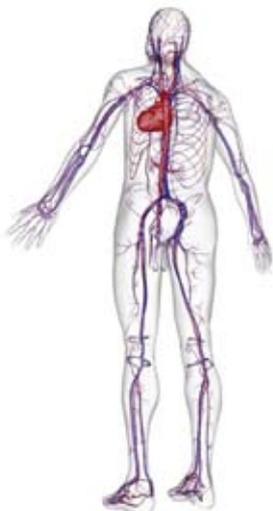


we are trying to do to build and protect our vascular service for you. We also have plans to develop other services, building on the move of more planned surgery over at Halton General and making further improvements to the specialist services we provide at Warrington and working in partnership with other hospitals to provide better services to new national standards where appropriate.

These are challenging and exciting times and I'm looking forward to working with you in the future.

**Mel Pickup**

## Are your legs killing you?



Building on our awareness of vascular services (from the front page), it was vascular awareness week in March and the theme this year was 'Are your legs killing you?'

It aimed to raise awareness of peripheral arterial disease (PAD), which is one of the most common yet least diagnosed forms of vascular disease. Peripheral vascular disease occurs when the main arteries taking blood to the legs become blocked, causing pain when walking. If left untreated, vascular disease can lead to the need for bypass surgery and other treatments. In severe cases it can lead to amputation.

PAD may be the first warning sign of atherosclerosis, which are chronic fatty deposit build-ups throughout your arteries. The whole circulatory system, including your heart and brain, are at risk when arteries are blocked and narrowed.

"One of the first signs of peripheral artery disease is an ache or cramp in your leg muscles when you walk," says Karen O'Rourke, vascular nurse specialist at the hospitals, "The most common site for this to occur is the calf but can also be felt in the thigh or buttock muscles. This is called intermittent claudication and is caused by 'furring up of the arteries', causing a reduction in the flow of arterial blood. Intermittent claudication in itself is not life threatening but will increase your chance of having a heart attack or stroke."

The Circulation Foundation, the charity which organises Vascular Disease Awareness Week, has launched a new risk checker tool on its website [www.circulationfoundation.org.uk](http://www.circulationfoundation.org.uk). If you have any concerns relating to vascular disease contact your GP in the first instance.

# Business as usual for hospital services

## Hospitals provide clarity on recent NHS Warrington referral policy for local patients

Warrington and Halton Hospitals NHS Foundation Trust wants to make it clear to all public members that the recent policy of not referring non-urgent patients to the hospitals from Warrington GPs is not its decision. The hospital remains fully geared up to see all patients who require their services or expert treatment.

Although people may think of the NHS as one body, NHS Warrington and Warrington and Halton Hospitals NHS Foundation Trust are two different organisations.

NHS Warrington (also referred to as the Primary Care Trust or PCT) is responsible for commissioning services. They receive the budget from the Department of Health which is used to pay the hospitals for the services which local people need. They have also traditionally run the GP services and the community services – known as primary care (because, except in an emergency, it is usually a patients' first point of call with the NHS).

Warrington and Halton Hospitals NHS Foundation Trust (which you are a member of) manages the hospital services – also known as secondary care. This includes the emergency A&E services as well as the planned outpatient and inpatient services provided at both Warrington and Halton Hospitals. The foundation trust is also responsible for managing some community services which have transferred to

Warrington and Halton Hospitals   
NHS Foundation Trust

  
Warrington

**Whilst all hospitals are expected to become NHS Foundation Trusts like us in the future under new NHS plans, PCTs like NHS Warrington will be disbanded as GPs are given more direct control.**

their management.

In November 2010 NHS Warrington asked GPs to avoid referring patients for non-urgent hospital appointments for an initial period of eight weeks. In February they asked GPs to delay non-urgent referrals by a further eight weeks.

Whilst the request did not affect children, people with possible cancer or patients whose condition is urgent (these were referred as usual), it did mean that many people with non-urgent conditions who might benefit from a quick appointment with a hospital specialist, have not been able to get that service from us.

The decision has been made by NHS Warrington to save money due to their difficult financial position and savings they have to make. NHS Warrington say that they must focus on the need to maintain financial stability while

providing high quality local healthcare targeted at those patients with the most urgent needs. By not referring a patient to hospital, NHS Warrington does not have to pay Warrington and Halton Hospitals for a referral to a hospital specialist.

However, Warrington and Halton Hospitals NHS Foundation Trust was not involved in NHS Warrington's initial decision to put these measures in place. The hospital gets paid on a case by case basis for the work it carries out with these payments agreed in advance as part of a contract with NHS Warrington.

Simon Wright, chief operating officer at the hospitals, said:

"Our main concern at the foundation trust is with the needs of patients who are either referred to the hospitals by their GPs or who come to us directly as an emergency. Our job is to provide the hospital care these patients need, and to provide that to them as quickly as possible. We are seeking reassurance that these plans do not result in a backlog of patients that we will suddenly have to treat two months later and who may have to wait longer than our standard of 18 weeks for their hospital treatment with us. Patients need to understand that this is not the decision of the hospital and that we are able and willing to treat them as soon as they are referred by their GP."

## Ovarian cancer awareness

Doctors at Warrington and Halton Hospitals NHS Foundation Trust are backing the call for every woman across Warrington and Halton to be aware of the symptoms of ovarian cancer.

By monitoring persistent and frequent symptoms this can lead to early detection and treatment. So it is important if any woman is experiencing any of the following symptoms on most days that they seek medical advice from their GP.

- Symptoms include:
- Persistent pelvic/stomach pain
- Increased stomach size
- Persistent bloating
- Difficulty eating
- Feeling full quickly.

Other less common symptoms include: urinary symptoms, changes in bowel habits, excessive tiredness and back pain.

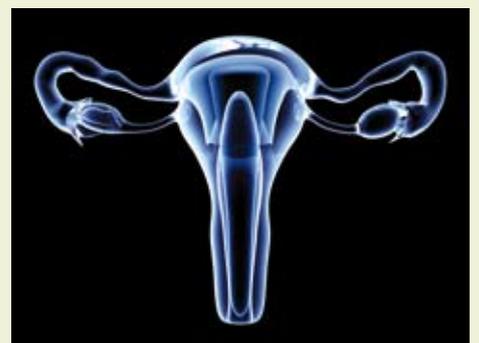
Nigel Holland, Gynaecological Consultant at the Trust explains why it is important to know the symptoms,

"If ovarian cancer is diagnosed at an early stage the outcome is good. However, because some of the symptoms of ovarian cancer can be vague and similar to those of more common conditions, it can be difficult to diagnose. Most women are not diagnosed until the disease has spread. It's important to know about the symptoms, so that advice can be sought as early as possible. Early diagnosis can save lives."

Ovarian cancer is the fifth most common cancer in women but the average GP sees only one case of ovarian cancer every five years. The risk of ovarian cancer increases with age, particularly after the menopause. Cervical screening tests (smear tests) do not help to detect ovarian cancer.

Cancer of the ovary affects around 7,000 women a year in the UK. Knowing the signs could help women seek advice early, when treatment is more likely to be effective. Remember, ovarian cancer is uncommon and early diagnosis can save lives.

For further information visit [www.ovarian.org.uk](http://www.ovarian.org.uk).



## Your nominations amongst our staff award winners

Our annual staff awards scheme – the Thank You Awards - took place at the end of January. We had over 100 nominations this year for the awards which give patients and visitors the

chance to nominate staff who have cared for them.

Many of the nominations this year came from our Foundation Trust members and several of the winners were staff

who you nominated following the last edition of Your Hospitals.

The winners included nurses, domestic staff and entire teams from across the hospitals and featured:

### • Tony Connolly, Rheumatology Nurse Specialist – Excellence in Patient Care

Tony is a nurse specialist in rheumatology and was nominated by two of his patients at Halton hospital. Mr Scott said that Tony is 'everything you expect of a senior nurse and more. He listens to what you say, uses his great knowledge to remedy your problems and has a good sense of humor to keep you happy while he treats you.' These words were backed up



by Mrs Redman who wanted to nominate Tony for being a sympathetic ear who 'listens to what you have to say no matter how insignificant it may seem.'

### • Sally Cooper, Ward Manager Urgent Care Centre – Excellence in Leadership

The new Urgent Care Centre at Warrington Hospital was developed at the end of 2010 and it provides an improved service and environment for a group of patients needing assessment and monitoring after being referred by their GPs. Sister Sally Cooper has shown outstanding leadership throughout the



project, leading on the change initiatives and fully involving her team with the end result of an excellent new facility for local patients.

### • The Warrington Hospital Catering Team – Team of the Year

The catering staff provide over 1500 meals a day to our patients and are true unsung heroes of the trust. The team have made major improvements to the excellent service that they provide. This has included providing improved meals for patients from ethnic and faith backgrounds to ensure their specialist needs are met, providing soft meals and gluten free menu choices, improving the range of meals for our long term patients and gaining positive feedback from patients on other menu changes.



#### The other winners were:

#### Excellence in Supporting Patient Care (Non Clinical) Award

- Susan Lapersonne – Domestic Assistant

#### Excellence in Respect, Dignity & Improving Quality of Working Lives Award

- Wendy Turner – Assistant Matron, Scheduled Care Division

#### Excellence in Innovation and Improvement Award

- Andrea Critchley – Theatre Support Assistant

#### Excellence in Partnership Working Award

- Kate Warbrick – Divisional Manager, Unscheduled Care

#### The Employee of the Year

- Denise Ellis, Ward Manager, Ward A1

Thank you to all members who nominated staff for an award this year, your nominations are gratefully accepted. Also thanks to our sponsors, Hill Dickinson, who allow us to put on the awards event and say thank you to our staff.

## Governor takes a key role in ensuring quality hospital services

Doreen Shotton, recently re-elected as the Foundation Trust Public Governor for the Beechwood, Mersey, Heath & Grange wards in Halton and previously a non executive director of North Cheshire Hospitals, has been instrumental in the formation of a Governors' Quality Committee, which was endorsed by the chief executive and the board in September 2010.

Doreen, who has always been passionate that the values of the hospitals – High Quality, Safe Healthcare - are promoted by the Governors and says she is delighted at being given the responsibility of chairing the Quality Committee.

This is a role that fully supports the requirement from Monitor – the independent regulator of NHS Foundation Trust - that all

Foundation Trusts have to publish audited Quality Accounts. These accounts have to demonstrate that the quality & dignity of patient care is upheld by the hospitals, and are submitted in conjunction with the Annual Financial Accounts, which confirm that the Foundation Trust remains viable.

The number one objective of the Foundation Trust is to "ensure that all patients are safe in the hospitals' care". The Governors' Quality Committee now receives regular reliable data on all the key quality results taken by the hospital staff. There is a lot of data including mortality rates, frequency of readmissions, number of slips & falls in hospital, hospital acquired infection rates (e.g. MRSA & C-difficile), clinical outcomes and patient's assessments of their hospital experience.

David Melia, director of nursing, who joined the Foundation Trust in late 2010 from Salford Royal Hospitals, is also on the Quality Committee, and has been fully supportive in ensuring that all the data on the Hospital's Quality Dashboard is regularly reviewed by the Quality Committee and any necessary actions to keep on improving the high quality of patient experience are enacted by the staff.

In 2011 the Quality Committee will ensure that quality and safety of patients maintains its number one position in the performance objectives of the Foundation Trust and that the audited results of our Quality Accounts which will be published in July for all to see will give everyone a clean bill of health.

# Welcome to your new Governors

A group of new hospital public Governors have been elected to help ensure that Warrington and Halton Hospitals NHS Foundation Trust is accountable to the local public.

It follows elections that took place amongst people who have become members of the hospital Foundation Trust in 9 of 16 public constituencies that the hospitals serve across the area. This was after the completion of the initial terms of office for several of the Governors who were elected when the hospitals first became an NHS Foundation Trust in December 2008.

The 16 Public Governors join elected staff governors and nominated partner governors to form the Governors' Council at the hospitals which helps shape and endorse the future strategy of the trust, and provides a critical link between the hospital and the local

people it serves within Warrington, Halton and the surrounding areas. Governors give up their time voluntarily and make a major contribution to the way the hospital relates to its patients and the wider community.

The results following the elections in the nine areas were:

Halton area elections

- Beechwood, Mersey, Heath, Grange Constituency - **Doreen Shotton** re-elected
- Appleton, Farnworth, Hough Green, Halton View, Birchfield Constituency - **Geoffrey Swift** elected
- Broadheath, Ditton, Hale, Kingsway, Riverside Constituency - **Ann Gibbons** elected

Warrington area elections

- Appleton, Stockton Heath, Hatton, Stretton and Walton Constituency -

**Helen Reay** elected

- Culcheth, Glazebury and Croft, Poulton North Constituency -

**Ann Haddow** elected

- Birchwood, Rixton and Woolston Constituency - **David Ellis** elected
- Out of area elections

- North Mersey - **Joe F Davis** elected

- South Mersey Constituency - **Janet Walker** re-elected.

No candidates stood in Daresbury, Windmill Hill, Norton North and Castlefields constituency which remains vacant. Elections for NHS Foundation Trusts are run to strict election rules. Warrington and Halton Hospitals NHS Foundation Trust use Electoral Reform Services (ERS) who are national experts in running elections and ensure impartiality and proper process.

## Your Public Governors



**Position vacant**

Daresbury, Windmill Hill, Norton North, Castlefields



**Ann Gibbons**

Broadheath, Ditton, Hale, Kingsway, Riverside



**Lydia Carson**

Penketh and Cuedley, Great Sankey North, Great Sankey South



**David Ellis**

Birchwood, Rixton and Woolston



**Doreen Shotton**

Beechwood, Mersey, Heath, Grange



**Peter Cotton**

Lymm, Grappenhall and Thelwall



**Pamela Heesom**

Latchford East, Latchford West, Poulton South



**Chris Kenyon**

Burtonwood and Winwick, Whittle House, Westbrook



**David Trowbridge**

Norton South, Halton Brook, Halton Lea



**Helen Reay**

Appleton (Warrington), Stockton Heath, Hatton, Stretton and Walton



**Jean Ann Pownall**

Bewsey and Whitecross, Fairfield and Howley



**Joe F Davis**

North Mersey



**Geoffrey Swift**

Appleton (Halton), Farnworth, Hough Green, Halton View, Birchfield



**Ann Haddow**

Culcheth, Glazebury and Croft, Poulton North



**Donald Miller**

Poplars and Hulme, Orford



**Janet Walker**

South Mersey

You can contact any of your Governors via [foundation@whh.nhs.uk](mailto:foundation@whh.nhs.uk) or by writing to: Membership Office, Warrington Hospital, Lovely Lane, Warrington WA5 1QG

## Spotlight on Volunteering

### The Friends of Halton

There has been a long tradition of unpaid voluntary work at the hospitals in Warrington and Halton. The Friends of Halton comprise of a group of local people, from around Runcorn, who choose to give up their own time to raise money for the hospital and make a difference by providing an invaluable service to patients and other hospital visitors.

The volunteers work in a range of roles across the hospital. They work on the reception desk meeting and greeting patients and visitors when they arrive at the hospital. They operate the shop and tea bar in the hospital reception area and provide a trolley service selling newspapers and confectionary on the wards. The use of volunteers has meant the prices charged in the shop and tea bar have been kept low.

The Friends of Halton raise funds to support the work of the hospital. In 2010 they funded the purchase of two ECG machines and a tilt bed with a donation of £11,990. In 2009 they donated £7,500 to enable resuscitation equipment to be purchased and another £9,500 in donations was used to purchase beverage trolleys for use on the wards. A donation of £1,500 enabled 13 nebulisers to be purchased. Other donations saw the purchase of equipment for Houghton Hall and, combined with donations made by the local Let's Go Stroke Club, new television sets for the Step Down Wards.

The Friends of Halton volunteers say they do it for a variety of reasons: for some, it's a chance to make new friends and meet people; others see it as an opportunity to gain valuable work experience; many simply want to give something back. All enjoy the social contact and the friendly working environment in the hospital and feel they are doing a worthwhile job.

If you are interested in finding out more about becoming a volunteer with the Friends of Halton please contact Carron White, volunteer coordinator, on 01928 753258.

# Stamping out stigma



Warrington and Halton Hospitals NHS Foundation Trust have signed up their 3,900 staff to the 5 Boroughs Partnership campaign to stamp out stigma against people with mental ill health and learning disabilities.

The campaign aims to educate the public about the realities of mental health problems and learning disabilities and to ask them to make a pledge not to use words that can hurt, offend and stigmatise people suffering from these complex and often distressing conditions.

Hospital chief executive Mel Pickup and chairman Allan Massey welcomed 5 Boroughs partnership NHS Foundation Trust chairman Bernard Pilkington to the hospital and publically signed the pledge board.

By signing up to the campaign people can actively show that there is no place for stigma and discrimination in modern society. 5 Boroughs Partnership NHS Foundation Trust aims to sign 100,000 people up to the campaign. The hospitals have joined illustrious names such as Stephen Fry, who has pledged his support.

Mel Pickup said: "We're delighted to show our support for the campaign on behalf of the hospitals and play our part in stamping out stigma. Mental health problems can affect anyone and at the hospitals we work closely with 5 Boroughs Partnership in many ways in providing hospital care to many people who also have mental health as well as physical problems. Our staff are very much committed to stamping out stigma."



Hospital Chief Executive Mel Pickup signs the pledge watched by chairman Allan Massey (right) and 5 Borough Partnership chairman Bernard Pilkington.

# Your Membership Survey 2011.



Warrington and Halton Hospitals NHS Foundation Trust now has over 9,600 public members. Since we became a Foundation Trust in December 2008 we have been slowly developing ways of engaging with and using the skills and

opinions of our members.

Our membership strategy for the next three years is called Active Community Engagement. This survey aims to get some of your views on the ideas in the strategy so we can further develop it.

Please complete the survey and then send it back to us in the enclosed pre-paid envelope. You can also fill it in online if that's easier. Visit [warringtonandhaltonhospitals.nhs.uk](http://warringtonandhaltonhospitals.nhs.uk) and look for the members' survey link in the middle of the page.

## 1 You and your governor

As a Foundation Trust, we have 16 public governors who represent the areas in which our members live. We want to know more about what you want from your governors so that they can better represent you.

**1. Overall as a public member do you want more opportunities to meet and interact with the public governors who represent you?**

Yes  No  Unsure

Please add any other comments

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**2. What kind of opportunities would you be interested in to interact with your public governors?**

Not interested    May be interested    Interested    Very interested

Regular drop in sessions at the hospital - where you can meet your governors face to face and raise issues

Group meetings with your governor held in your constituency area giving an update on hospital issues and a chance to raise questions

Focus Groups looking at particular aspects of hospital care and services where you can discuss issues and ideas in groups

Completing opinion surveys and polls on services and issues to give your governor information on your views

Being able to contact your governor by letter/email and get a speedy response if issues that affect you arise



## 3 Volunteering

We know that many of our members just want to be informed and receive information on the hospitals through our newsletter, but there are also other members who want to be more involved and give their time and ideas to the hospital.

1. Would you be interested in volunteering at the hospitals?

Yes  No  Possibly

2. If it was possible and the right training was provided, what kind of volunteering opportunities might you be interested in? (tick all boxes that are of interest)

- Welcoming - helping patients and visitors find their way around the hospital
- Patient advice - supporting our PALS service in listening to patients and providing advice and guidance (working with trained officers)
- Readers Panels - helping the hospitals proof read and advise on patient information leaflets (can be done from home)
- Reading to patients - particularly elderly patients on the ward
- Charity/fundraising for the hospital charitable fund
- Carrying out surveys with patients on their hospital experience
- Physical tasks - gardening/painting/tidying to improve the hospital environment etc
- Helping us recruit more members (in hospital or in the community)

Please tell us other ideas you'd be interested in

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## 4 Events for Members

Last year we put on our first membership events and attendances have been very encouraging. We want to know a bit more about the kind of events you'd be interested in attending and what you'd like to know more about from the hospitals.

1. What kind of events would you be interested in attending. Please rate the following ideas.

	Not interested	Interested	Very interested
Medical information talks on conditions, treatments and hospital services from our doctors and nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifestyle talks with practical advice on health and wellbeing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A hospital family open day event with stands and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tours of specific departments at the hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise classes - such as Yoga or Pilates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organised walks (in local countryside for example)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give us any other ideas on events you would like to see us stage or topics you are interested in.

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Continued overleaf.



# New arrivals for maternity services

Maternity services in Warrington have changed to fit the needs of our 3,300 expectant mums from across Warrington and Halton each year. We want our members and your families to know a bit more.

Expectant mums across Warrington and Halton are benefiting from new changes to how maternity care is delivered at Warrington Hospital. From the moment you find out that you are pregnant, we are here to guide you through your pregnancy, labour and postnatal care. You can refer yourselves directly to the Community Midwives on 01925 662092 as soon as that positive comes up on your test.

The hospitals have changed the way care is delivered by introducing the Pregnancy Parentcraft pathway, which has been designed to ensure that all expectant women are given the opportunity to access health education and parenting advice throughout their pregnancy.

The sessions offered will include an 'early bird' class, so as soon as you discover you are pregnant and have booked in with the team you will be offered a group session at your local children's centre. The topics that will be covered here will be antenatal screening tests, common ailments of pregnancy and how to manage them and healthy eating during pregnancy.

This will be followed on by your 'booking

appointment' at 8-12 weeks. You will meet with your team midwife and will have the opportunity to ask further questions on your pregnancy. From 24 weeks (you can book in for these after your 20 week scan) you can attend a series of parent education classes, which will include healthy Mum, healthy baby, healthy lifestyles and an introduction to infant feeding support.

From 30-32 weeks of pregnancy you can access your own team's **parentcraft classes** (these can be booked from 28 weeks); information at these classes will focus on all aspects of labour, delivery and post natal care.

**Want to have a home birth?** We have made changes to our service to ensure that more women have the option, to give birth at home in familiar surroundings. We have a midwife on call specifically to attend home births. Previously, it would depend on staffing levels on the delivery suite as to whether we could facilitate a home birth.

**Giving birth in hospital?** Our maternity wards have moved to a newly refurbished ward on the 1st floor of Croft Wing. This brings all our services together on one floor,

just down the corridor from the Delivery Suite and opposite the neonatal unit.

The Community Midwives are also offering mothers a choice of where to have their **postnatal care**. Your initial visit will be at home the day after you have left hospital with your baby and then the midwives are offering you a flexible post natal clinic service. You will now be able to book an appointment to see a midwife at your local health centre. The clinics will be held in the mornings and afternoons to offer you more flexibility.

The Children's Centres also host **breastfeeding clinics** run by the Bosom Buddies offering support and advice on every aspect of feeding. Information on their meeting times can be found on [www.warrington-pct.nhs.uk](http://www.warrington-pct.nhs.uk) or on the information boards at the Children's Centre or by contacting the Community Midwives on 01925 662092.

**For more information on any aspect of your pregnancy or how to book on to any of these classes call the Community Midwives on 01925 662092.**



Over 3,300 babies are born each year at the trust.

## New visiting hours for the Maternity Ward

In February 2011 we introduced new visiting hours on the maternity ward.

These hours are in response to a recent patient feedback survey and will allow us to spend more time on direct patient care.

The new visiting hours will be:

- Partners and children from 10:30am – 10:00pm.

Family and friends (children must be over 12 years of age), with a maximum of five per bed:

- Afternoon: 3:00pm – 4:00pm
- Evening: 6:30pm – 7:30pm

If you have any queries please contact the maternity ward C23 on (01925) 662258 or 662088.

# A night in the life

Alyssa Harrison is a foundation trust member who is training to be a journalist at Chester University. She spent a night in Accident and Emergency at Warrington Hospital and promised to write an article for Your Hospitals to help explain some of the work that our team carry out.

The 72-year-old man barely moves as we enter the cubicle. Wrapped in a blanket and coughing, he looks unkempt, seems dazed and has aches in his chest. It is suspected the patient has pneumonia. He is examined by Dr Roy Bhati, Associate Specialist and lead at clinician in A&E during this shift.

As Dr Bhati inquires about his alcohol intake the story emerges. Barely lifting his head, the man reveals that he drinks a quarter of a bottle of scotch a day. Before we leave the room, he is incontinent and nurses will now be required to clean him before he can be treated.

It is a Saturday evening, and this is just one of several patients I have observed during my time at Warrington Hospital's accident and emergency department. Over the course of eight hours I follow Dr Bhati, who has worked in A&E here for ten years, and is keen to show me the range of cases they deal with on a typical weekend shift.

He says: "There is a five to seven per cent increase in people attending A&E on a yearly basis. Nowadays, GP's offices are not as accessible on the weekend, so people often rely on us."

Arriving for my shift at 3pm, I am given a tour. Upon entering reception, patients give their details and take a numbered ticket, so they are seen in order, with the ticket recording their time of

arrival. This permits staff to monitor how long a patient has been in the department.

The minors, majors and RESUS rooms are the three key areas of A&E. With the paediatric ward treating children and young people up to 19 years old. In minors, people are treated for fairly small injuries and given x-rays if required.

I spend most of my shift on the majors ward. Those who require more in-depth treatment are brought here, including emergency cases arriving by ambulance. With 13 cubicles in total and with targeted times for patients to be seen and treated, it's a stressful ward, but one which must run like clockwork. The red emergency phone on majors, Dr Bhati explains, is so that ambulance crews can bring patients to the department, they can call through about those who will need seeing urgently in RESUS on arrival. The more severe injuries or illnesses are dealt with here as quickly as possible. When the first patient is called in via the red phone, staff are quick to react.

On his way to RESUS, is a 25-year-old man who has injured himself playing rugby for a local team. After going over on his left ankle, it has come out of the socket, and can be seen protruding under the skin. Dr Bhati must pop the ankle back into place - meaning he will need anaesthetic.

Still covered in mud from his game, and wearing his kit, he must now be undressed and sign a consent form so Dr Bhati and the team can work on him. He is given morphine for the pain, and ketamine so that he cannot feel the procedure. He becomes delirious and begins to shout 'Where am I?' as his ankle is put back into place with a loud crack. Dr Bhati now gets to work plastering his leg. The whole procedure is over fairly quickly, and as the effects of

the ketamine begin to wear off, he cannot remember what has taken place.

Despite the commotion caused, his leg is plastered successfully, and there is not much time between patients, as Dr Bhati shows me back through to majors. A tracking

be seen, treated and discharged from A&E within four hours of their arrival. Despite the coalition government phasing this system out, staff try to keep turnover of patients regular, and caring for as many people as possible, remains a priority.



An ambulance crew bring in a new patient to the department



A student nurse prepares to treat a patient



Every patient is logged on a screen so staff can assess where their care is up to at any time



the red phone alerts cases coming in

system on the wall displays ages, names, which areas patients are in and the time they are expected to leave. In 2004, the government set up four hour targets, which required that 98% of patients

A 69-year-old man has returned to A&E for the second time in a week. Chest pains have got the better of him, and he has been short of breath. He suffers from glaucoma, type 2 diabetes and

# of A&E



arthritis. An x-ray and some questions about his medical history find that the nerves in his spine are being affected by his arthritis and he is sent to the Clinical Decisions Unit (CDU), where patients stay short term while it is decided whether they need to be

from severe stomach pains. She arrives on a trolley and is taken straight into RESUS. She is curled up in a foetal position and is moaning in agony. She has been vomiting blood for several hours, and has a history of stomach ulcers. She is given morphine to

old woman with arterial fibrillation (problems with the rhythm of her heartbeat), I am led through to the 72-year-old man with suspected pneumonia. Last October, a survey showed that 96 patients who had cost the taxpayers more than £1 million in regular alcohol related trips to A&E. This man appears to fit the bill, and although his daily drinking habits may not have caused his illness, it will most likely have aggravated it.

Dr Bhati is accustomed to seeing these types of patients. "Whenever you see the effect of alcohol on the news, they show students having a laugh and drinking, but they don't show this," he says. "We do see lots of older people who, because of drinking and smoking, are prone to more illnesses."

Throughout the shift, contrary to the image created by the media, there is only one instance of a young patient visiting the department as a result of alcohol. A 24-year-old man has been having pains in his arms and legs, and friends have called him an ambulance. Now, with no money for a taxi, and only his mother's phone number, who is not answering, it is down to the staff to arrange his trip back to Widnes. It is not a night out that has got out of hand, but the daily consumption of five litres of cider, that has led him here. Even though his pain is self-inflicted, Dr Bhati still considers it the duty of the hospital to prevent him from hurting himself further.

He says: "We will now have to use NHS resources to send him home. He's still under the influence, so if we send him back out there and he slips over in the road, we would look bad. We're supposed to be a caring institution."

Sister Sharron Neilson, who is working the shift with us, is also dismayed by what she sees.

She says: "I don't have a problem

with the way people spend their time. It's personal choice.

"But this young lad has chosen to spend a lot of money on alcohol, he should be able to get himself back and forth."

When another drunken man is wheeled in on an emergency trolley, it becomes apparent that these scenes are a regular occurrence in A&E. For what has been a fairly quiet Saturday night, the level of alcohol related patients below the age of 50 has been minimal.

This man is 60-years-old. He has been drinking all day and his girlfriend called the police when he became abusive. He then collapsed on the floor and ambulance crews were called, who were then verbally abused by the man before he was brought in. There is a moment of light-hearted humour when nursing staff suggest the man, from Widnes, share a taxi with the young man who can't get home.

Once Dr Bhati has examined the patient, notes must be made on that case, making reference to their medical history, and treatment they received. Despite being an effective way of recording patient care, it is a job which requires a lot of focus.

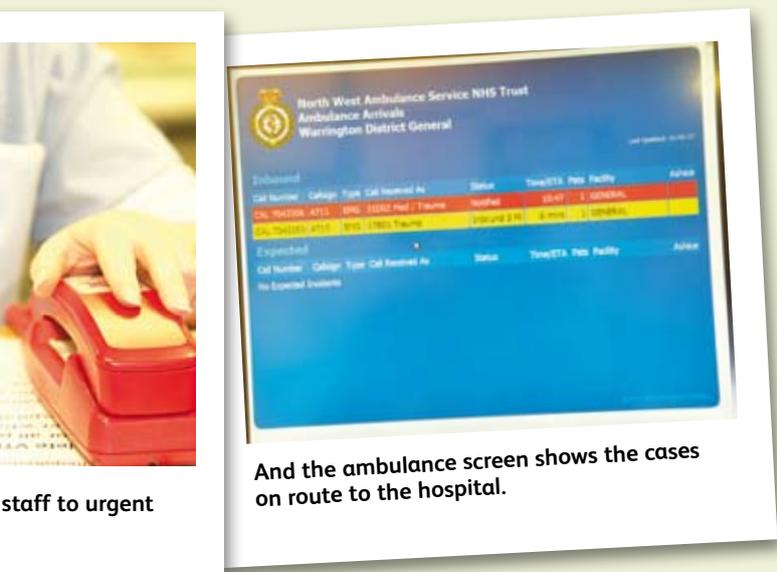
He adds: "If it wasn't recorded and something were to go wrong, how would we find out what had happened? When people are watching from their cubicles, it looks like I'm just sitting here. But it's all about the patients."

To an outsider, accident and emergency can seem like an overwhelming and hectic place to be. For Dr Roy Bhati and the team though, it is a regular weekend treating members of the public who, self-inflicted or not, rely on them in times of emergency. Whether patients choose to care for themselves is in their hands.



Each patient takes a ticket on arrival and are triaged in priority order

Doctors and nurses discuss a case in the paediatric A&E area.



And the ambulance screen shows the cases on route to the hospital.

staff to urgent

admitted. He is later sent home with medication.

The second time the red phone rings, the paramedics call in a 43-year-old woman who is vomiting blood, and is suffering

ease her pain and a blood sample is taken to establish whether her haemoglobin levels have changed, an analysis machine allows instantaneous blood test results.

After seeing to an asthmatic 29-year-old man, and a 66-year-

# Governor goes back to school to our engagement programme



Peter Cotton (centre) with other medical speakers and pupils from Lymm High.

As an NHS Foundation Trust, Warrington and Halton Hospitals is looking at ways of working with people of all ages. We are looking at having a regular youth page in Your Hospitals and have begun a programme of work with local schools.

It has started with Peter Cotton, Public Governor for Lymm, Grappenhall and Thelwall working with his local school, Lymm High School, to start up a programme of Partnership between the school and the Foundation Trust.

Peter's initial presentation was to a group of 6th form students who had expressed an interest in health and medical matters and was organised by Ian Hughes - Head of Key Stage 5, who is responsible for university applications. The initial meeting was in September with Mr Hughes joining, plus some 30 students including Head Boy Charlie Coughlan, who is applying to study medicine at university.

Charlie and Peter are both passionate

## Sowing the seeds

### How your hospitals are already helping the health professionals of the future

We asked two of the pupils from Lymm High School who are looking to move into medical careers to tell us a bit about why they want to do it – and how the hospitals have helped them.

#### Charlie Coughlan, Head Boy, Lymm High School

This year, I have taken the massive step of applying to university...and for the most daunting course of all - Medicine! I want to test and challenge myself in the future, but most of all, I want to help people. Medicine is the most rewarding and satisfying vocation for me.

However, I wouldn't have been able to apply in the first place without getting some quality work experience at Warrington and Halton Hospitals. In August last year, I was lucky enough to spend a week across a whole range of specialities; from paediatrics to surgery, and endoscopy to emergency care, I was able to witness first-hand the fantastic service that the doctors, nurses and support staff provide at Warrington and Halton. I was inspired to pursue

a career in Medicine and recently received an offer from Oxford. If you are interested in getting involved in healthcare, please don't hesitate to contact the Trust; they are so accommodating and helpful and I wouldn't be where I am today without their help.

#### Viki Arthur, Year 12 Lymm High School

When people ask why you want to be a doctor everyone has the same answer to help people. It might be a cliché or unoriginal, but it's honest. I think I'll also get a lot more from becoming a doctor; I'll have the answers, I'll be in control of situations and I'll be researching into science and human biology daily, which is why I want this career.

Warrington hospital is helping by allowing me to take part in a valuable work experience this coming summer, which I'm looking forward to. This is perfect for me as it allows me to get a taste of my future career locally as well as learning new things. The regular updates I receive from the Trust also help to keep me up to date with medical issues and events that might interest me and that I can get involved with.



Charlie and Viki with Ian Hughes from Lymm High

If you or relatives are interested in work experience are outlined on the hospital website [www.warringtonandhaltonhospitals.nhs.uk](http://www.warringtonandhaltonhospitals.nhs.uk) Working For Us section and there's a work experience page.

If you can't access the web then please contact the Public Governor, Peter Cotton, at Warrington and Halton Hospitals Foundation Trust on 01925 662813 (email [eva.evans@warringtonandhaltonhospitals.nhs.uk](mailto:eva.evans@warringtonandhaltonhospitals.nhs.uk)).

# launch

about the young people, aged 12 and over, becoming involved with the hospitals and with the assistance of Mr Hughes it is planned to gradually increase awareness of the Trust and its objectives to the 2000 pupils and 200 staff. The school has a Citizen Plus programme for all 6th formers and Peter, with hospital support, was involved in a half day Seminar on 10th December ensuring students were aware of the health risks associated with alcohol, drugs and sex. It is hoped to get involved with a number of assemblies and events planned for 2011. Lymm High have also agreed to act as ambassadors and mentors for the development plans for the hospitals to engage with other schools and further education colleges in the area.

If you work or are involved with a local school and would like us to link in with your programmes, please contact us via the membership office on 01925 664222.



h.

ence at the hospital then all of the opportunities  
warringtonandhaltonhospitals.nhs.uk Look in the  
ence section.

ct Eva Iszlai, Work Experience Coordinator at the  
zalai@whh.nhs.uk). We'll do our best to help.

# Dedicated radiographer lands top award



**Paula (centre) has been named national radiographer of the year.**

A dedicated radiographer at Warrington Hospital has won Radiographer of the Year after being nominated by her colleagues. The award is given by the Society of Radiographers to a Radiographer who has made a significant contribution to the profession.

Paula Evans, Clinical Lead for plain imaging at the Trust was nominated for her work in

leading the way in improvement by being innovative and setting up new initiatives and systems of work to smooth the patient's pathway through the department.

Paula, 35 from Appleton started her career in plain imaging at Warrington Hospital in 1997 after graduating from Liverpool University, having spent her placements at Warrington. Paula also won the Northwest Radiographer of the Year before going through to the final for the UK.

Paula commented,

"I love it here it is a great department with fantastic people and even though winning these awards at the moment is rather overwhelming it means a lot to our department and to me.

"Patient contact is the best bit of the job, but the team I work with are important as you couldn't make ideas happen if it was not for their backing to take them forward and make them work. So without them I would not have been nominated or won this award."

## Please do not feed the ducks!

Ducks flying into the quadrangles within the grounds of Halton hospital has occurred for many years. Although the sight of newly hatched ducklings is a pleasure to witness, the associated infection risks give cause for concern.

Since 2005, media attention relating to avian influenza more commonly referred to as 'bird flu' and the threat of an influenza pandemic has captured the interest of public health professionals on a global scale. Despite the diversion of attention to 'swine flu' following the identification of a new influenza virus in Mexico during 2009, the threat of a pandemic from avian influenza remains.

Migratory birds, including ducks can carry a number of microorganisms (germs) in addition to influenza viruses. Some of these germs can be an infection risk to humans.

Ducks foul the quadrangles with faeces (droppings) and to ensure this is not unsightly, requires removal. In addition

to the risk of influenza, contact with bird droppings can lead to infections from food poisoning bacteria such as salmonella, campylobacter and E. coli.

Providing food and water (bowls/paddling pools) for the ducks that fly into the quadrangles at Halton hospital creates several ways in which infection risks are increased. Putting down food sources will attract rodents e.g. rats, to the food (and the ducks' eggs). Rodents bring additional risks from infections such as Leptospirosis also known as Weil's disease.

At any zoo or wildlife sanctuary, signs are prominently displayed requesting visitors do not feed the animals. It should be noted the ducks are wild fowl. In-line with wildlife sanctuaries the Trust is adopting the same approach as in previous years and is repeating the request – please do not feed the ducks.

Lesley McKay, infection control matron

Sun	Mon	Tue	Wed	Thu	Fri
			1	2	3
3	4	5	6	7	8
9	10	11	12	13	14
15	16	17	18	19	20
21	22	23	24	25	26
27	28	29	30	31	

# Your Health events

We have a range of member events planned over the coming months with talks on a wide variety of topics. If you want to attend any of these events, please email [foundation@whh.nhs.uk](mailto:foundation@whh.nhs.uk) or call us on 01925 664222 to book a place!

We will be organising the exact times based on what you tell us in the membership survey in the middle pages of this edition of Your Hospitals.

• **A good night's sleep – sleep disorder service** – May 3rd at Warrington Hospital

A guide to the sleep disorder service to link in with national snoring day. Find out more about these services and how the hospital

can help with some of the more complex sleep disorders.

• **Your Guide to Women's Health** – May 5th at Warrington Hospital

Linking in to the International Day of the Midwife, we're providing a talk on the services that we provide for women at the hospitals in our maternity units and gynaecology units.

• **Stroke Awareness** – May 10th (Stroke Awareness Day) at Warrington Hospital

This is a repeat session of the popular stroke services event held in December where you can get to know your stroke services session and how to identify the risks of stroke

from our nurses, doctors and therapists.

• **Nursing Today** – May 12th or 13th (venue to be confirmed)

It's International Day of the Nurse and this event looks at the role of nurses today, led by director of nursing David Melia, and featuring the different nursing roles.

• **Bug Busting – Infection Control at the hospitals** – June 15th (Warrington) and June 16th (Halton)

Find out more about how we are working to reduce the incidence of hospital infections and what you can do to help the hospitals.

## Your contacts and useful numbers at the hospitals



### Membership and Governors

To contact us about any membership queries or to contact your Public Governor please:

Telephone the membership office on:

☎ **01925 664222**

Write to your governor care of:

Membership Office  
Warrington Hospital  
Lovely Lane  
Warrington WA5 1QG

Email us at:

✉ [foundation@whh.nhs.uk](mailto:foundation@whh.nhs.uk)

Don't forget, member news and information is also available on our website:

✉ [www.warringtonandhaltonhospitals.nhs.uk/members.asp](http://www.warringtonandhaltonhospitals.nhs.uk/members.asp)

### General hospital information

Warrington Hospital switchboard – ☎ **01925 635911**

Halton General Hospital switchboard – ☎ **01928 714567**

General hospital enquiries – ✉ [enquiries@whh.nhs.uk](mailto:enquiries@whh.nhs.uk)

Accident and Emergency is available 24 hours a day, 365 days a year at Warrington Hospital for serious and life threatening conditions.

At Halton General, the minor injuries unit is open from 9am to 10pm every day for treatment of less serious injuries including sprains, fractures, cuts and eye problems for local residents.

For general health advice and information contact NHS Direct on ☎ **0845 4647**. Your GP will also run an out of hours service for health problems which may not need urgent A&E care out of hours.