Our amazing NHS is 70 years old this year and it is with pleasure that our equally amazing WHH Staff share their pride in being part of this national treasure through this commemorative edition of Your Hospitals.

The Princess Royal, Patron of the Royal College of Midwives visits our Maternity Service of the Year.
We really have got our celebrations off to a fine start as we were honoured to receive HRH The Princess Royal to Warrington Hospital’s Maternity unit in May, in her capacity of Patron of the Royal College of Midwives, recognising the Unit’s exceptional achievement in being named Maternity Service of the Year by the last year.

We’ve had a few more celebrations too as our teams have been recognised on the national stage reaching the finals in the prestigious Patient Safety Awards in the Infection Prevention and Control and Perioperative and Surgical Care categories. We won’t know until the summer just how successful they are but to be acknowledged among the very best in the country is testament enough!

Since the last issue of Your Hospitals we have continued to push forward with our investment in technology and we will soon add an Electronic Medicines Prescribing module to our electronic patient record system Lorenzo. This has significant patient safety benefits which will continue long after our patients have left our care as we join PharmOutcomes, a system that enables hospital Pharmacy to inform community pharmacies when a patient has been admitted to hospital and send medication updates at the point of discharge.

We have also embraced technology to capture our patients’ experience in the national patient survey, the Friends and Family Test, which has hugely increased feedback through the use of text messaging and automated voice calls. More importantly, the platform is live and ward or service specific so we can monitor feedback in real time – enabling us to make swift interventions based on very recent experiences.

If you read the newspapers you won’t have missed the unveiling of the initial design and plans for the Halton Hospital and Wellbeing Campus in March 2018 to a wide range of staff, patients, elected members, local residents, members of the public and interest groups and their feedback and input welcomed. While our bid for £40m capital to NHS England was not successful during the Spring round of capital funding we intend to refine and resubmit our bid in time for the Autumn 2018 round. We remain fully committed to building a state-of-the-art integrated primary, secondary and mental health facility complemented by rehabilitation and community wellbeing facilities for the benefit of patients, staff and people of Runcorn.

Work on a new hospital for Halton naturally turned discussions to the ageing facility that is Warrington Hospital, where some parts of the building are more than 100 years old and where annual maintenance costs significantly eat into scarce budgets. In March a large fire in the roof of Kendrick Wing, the oldest part of the hospital and home of Ophthalmology and many support services, left a considerable part of this wing of the hospital out of action and this will be the case for some months. Once again our staff rose to the challenge and after an extremely efficient and safe evacuation of all patients and staff, our teams worked around the clock to ensure we had the Ophthalmology service temporarily relocated and up and running just 84 hours later, with all affected patients rebooked.

As we recognise 70 glorious years of our NHS we are providing a real commitment to our patients, our communities and our staff as we embark on an organisation-wide change journey.”

We are grateful to Warrington Borough Council, the Overview and Scrutiny Committee, our MPs, staff and our local community for their continued support of our desire to provide a modern, purpose-built hospital for the people of Warrington. This includes discussions about the potential siting of the new hospital – which may indeed include the existing site. While it is very
early days we intend to maintain momentum – particularly given the aspirations of the town and the planned, significant growth in population, housing and business laid out in the Council’s Local Delivery Plan.

Finally, as we recognise 70 glorious years of our NHS we are providing a real commitment to our patients, our communities and our staff as we embark on an organisation-wide change journey called ‘Getting to Good, Moving to Outstanding’. We have updated our strategy to reflect our ‘Outstanding’ ambitions and our mission is changing to ‘We will be OUTSTANDING for our patients, our communities and each other’. We are remediating our shortcomings, we are investing (where appropriate) in our aging estate to ensure it is an acceptable environment to treat patients; we will launch our WHH Quality Academy, we are embedding the highest quality and safety of care at every level and throughout every staff group – so that everyone knows how and is empowered to make a difference for our patients – every time.

We believe this is the single most important thing we can do for our patients in this wonderful 70th NHS year and we have every confidence that with the support of our amazing Team WHH we can all take the Trust to where it deserves to be – Moving to Outstanding.

Happy Birthday NHS

Mel and Steve


Our Council of Governors is seeking the views of our Foundation Trust Members and the views of our communities on our updated ‘strategy on a page’.

Please do write to them and let them know what you think so they can advise the Trust Board on its adoption.

You can contact our Governors at:
Warrington and Halton Hospitals NHS Foundation Trust Foundation Trust Office, Kendrick Wing, Warrington Hospital, Lovely Lane, Warrington WA5 1QG.
Telephone: 01925 662139
E-mail: whh.foundation@nhs.net

You can also join us at our Annual General Members Meeting on Thursday 13th September 2018 at Halton Hospital Education Centre 4-6pm.

G E N E R A L  D A T A  P R O T E C T I O N  R E G U L A T I O N S

GDPR If you have received this newsletter by post it is because you have, in the past, joined the Foundation Trust as a Member and in our Trust Constitution we have set out the ways that we will keep you informed of the progress and achievements of the hospitals. We are therefore contacting you as you have a legitimate interest, as a member, in the Trust. Should you wish to discontinue as a member please contact the Trust using the Council of Governors’ details opposite and we will be pleased to honour your wishes.
The Annual WHH Thank You Awards 2018

Our ninth annual Thank You Awards took place in March following nominations from teams, individuals who wanted to recognise their colleague’s achievements, managers and, most importantly, members of the public who took the time to write in to thank the teams and services that they or their families have used.

We received hundreds of deserving nominations which were whittled down to a shortlist who attended the awards evening, among 250 staff and our amazing volunteers joining the fully-sponsored event held at The Park Royal hotel, Stretton. And the winners are:

Team of the Year (Sponsored by Hill Dickinson)

Winner: Outpatients and Medical Records

The Outpatients and Medical records team are the hidden heroes of the Trust. Without this team clinics simply wouldn’t be able to run. The department is often a person’s first impression of the organisation and help them to manage their health to avoid unnecessary hospital admissions.

They work across boundaries tackling concerns and issues, ensuring case note availability and accurate timely patient letters. They embrace change and make huge improvements to provide solutions - all the time keeping our patients at the heart of everything they do.

Patients’ Choice Award (Sponsored by Widnes Vikings)

Winner: Bernie Quigley

Bernie is a Community midwife nominated in this category by three of her ladies. Bernie has been there to support them through their pregnancies, IVF, rainbow babies and so much more. Each nomination has a common thread describing Bernie as caring, supportive, reassuring, hardworking, funny and frankly amazing. Bernie treats every family as individuals looking after their individual needs and helping them along their journey. Bernie is a true role model who always has her patient’s best interest at the heart.

Excellence in Patient Care Award (Sponsored by NHS professionals)

Winner: Child Health

The teams achievements include; being the only Trust in the North West to have a resident Paediatric Consultant in A&E, reducing unnecessary hospital admissions and providing a more efficient service; introducing a transitional care service on the post-natal ward allowing term babies requiring additional care to stay with their mother and introducing child friendly theatre gowns. Their focus is the child and the family and through this innovation improvements are constantly being made.

Supporting Excellence Inpatient Care Award (Sponsored by Network Warrington)

Winner: Complaints and PALS Team

The Complaints and PALS Team have had a tremendous year not just in terms of improved performance but following new appointments, restructures and reorganisation they have transformed themselves into an effective team. They have worked under extreme and sometimes overwhelming pressure, to improve the service, reducing complaints open for over 6 months by 98%.

The team are tireless advocates for our patients and the public ensuring that we respond to concerns raised by them and assuring them that we will learn from their concerns.

By reducing the number of complaints the team has ultimately allowed the trust to respond to patients, families and carers concerns in real time and learn lessons before momentum is lost.

Mistakes have the power to turn us into something better than we were before and this team now give the trust a firm grounding on which to develop, learn and grow.

Thank you to everyone who nominated in the awards and congratulations to all the winners!
Outstanding Contribution Award

The Palliative Care team support patients who have a life limiting disease with a shortened prognosis (typically 12 months). They provide symptom management, psychological support, social and spiritual assessments for the patient and support to the family and friends. The team make sure that the patients are offered time to ask questions about their illness, discuss fears and worries and work closely with the doctors and nurses caring for the patient to manage their symptoms. In the recent CQC inspection the team were rated OUTSTANDING across all areas, which is an amazing achievement. The improvement in the care offered to our patients and their families in the last two years has been monumental and is a credit to the team and its leadership.

Outstanding Contribution through Leadership (Sponsored by Park Royal Hotel)

Winner: Ali Crawford

Emergency Department Matron Ali has been instrumental in the phenomenal improvement of our emergency department, both in terms of improving our patient care, waiting times, hand over times and sepsis recognition and treatment. Ali is described as an inspirational and effective leader with fantastic communication skills; she demonstrates compassionate care and is an influential and charismatic day-to-day presence.

Star of the Future (Sponsored by Diagram Design)

Winner: Nathan Jones, Biomedical Scientist

Nathan is a newly qualified Biomedical Scientist who works within the Haematology and Blood transfusion Department in Pathology. Nathan is described as proactive and a true team player, going above and beyond, even on the Friday night before Christmas, when an ill patient had very low platelets and required a platelet transfusion. Not usually kept in stock, an order was placed at 4pm that could take up to 3 hours to arrive. Nathan put Santa (and a long drive to North Wales) on hold to ensure our patient got the best possible care. He leads by example and encourages others to do the same – he is a true WHH role model.

Volunteer of the Year (Sponsored by Wellbeing Enterprises and Halton and St Helens VCA)

Winner: Tony Weetman

With 7 individual nominations Tony Weetman is a very popular man! He volunteers in the Complaints and PALS team and is described as empathetic, hardworking and always there for our patients and service users, totally immersed in patient-centric care. He is a real team player, supporting the team through massive change and helping them develop and grow. Nothing is too much trouble for Tony with colleagues describing him as a shining example and a role model to them all. He is a true gentleman who always goes the extra mile.

Excellence in Innovation, Improvement & Efficiency Award (Sponsored by the Innovation Agency)

Winner: Lorna Smith, ENT Nurse

Lorna is a fantastic ENT nurse who used to work in intensive care. Lorna realised that there was a gap in community care for patients who had undergone tracheostomy surgery and set about devising a tracheostomy ‘passport’, linking hospital and community services. The passport provides important information for every care giver about the individual patient and their needs, the aim being to reduce the amount of hospital admissions for patients who are suffering with blocked tracheostomy tubes. With the improved inter-disciplinary care patients can expect earlier discharge and an improved overall patient experience.

Employee of the Year (Sponsored by Weightmans)

Winner: Louise Ainsworth, IM&T

Louise was nominated by a colleague from outside the Information Management & Technology Team who wanted to recognise the fantastic work that she does across the organisation. They say that Louise is an unsung hero and without her expertise and knowledge, many of the projects across the trust would not have been possible. Although people might not even know Louise has been involved in the project, the speed and provision of accurate information enables decisions to be made with sufficient information and allow the Trust to push on with key improvements. She has an ability to manage conversations between people with differing views, allowing meetings to flow to more positive outcomes. When picking a team, Louise would be first on the list.
Our Amazing

WHH VOLUNTEERS

WHH VOLUNTEERS SUPPORT PATIENT WELLBEING

We need Volunteers!

As a WHH volunteer you will be able to help in many practical ways, whether that’s on our wards as a Ward Buddy, doing invaluable admin roles, assisting behind the scenes with friends and family tests or helping out the team at outpatients and clinics. Whichever role you decide to do, you will be an ambassador for patient wellbeing, and will be improving the lives of our patients on a daily basis.

All WHH Volunteers have an understanding of the 5 Ways to Wellbeing, an evidence based initiative to decrease mental health problems and help people to flourish. These five actions; Connect, Be Active, Keep Learning, Take Notice and Give are used as principals to help patients to feel happier, more positive and to get the most out of their lives, even whilst in hospital.

As a WHH volunteer you will receive training and support from the Volunteer Team to be able to deliver Wellbeing techniques and learn about social interventions. You will learn how to have a positive solution focussed conversation with a patient about their own wellbeing and use your training in a variety of ways dependant on your role.

This could include:
- Encouraging patients to keep active whilst in the hospital, preventing PJ paralysis.
- Sitting and talking or reading with patients to prevent loneliness or isolation.
- Encouraging patients to discuss their interests and passions to lift their mood.
- Using interactive tools to help patients keep their minds active.
- Inspiring patients to indulge in doing something nice for themselves and reminding them that self-care isn’t selfish!

As an ambassador for wellbeing you will have the opportunity to take part in exciting events, roadshows and activities within the hospital, encouraging people to think about their health, make pledges and join in with different wellbeing initiatives.

If you feel that you have the compassion and enthusiasm to be a wellbeing ambassador in the form of a WHH Volunteer please sign up to our volunteer portal on volunteer.whh.nhs.uk or if you require more information get in touch at whh.volunteer@nhs.net

Giving the Gift of Life

WHEN ANNE MAHONEY DIED SUDDENLY AT THE AGE OF 67, HER FINAL ACT WAS TO SAVE THE LIFE OF A YOUNG MAN SHE HAD NEVER MET.

MEET A PALS VOLUNTEER

NAME: Tony Weetman

HOW LONG HAVE YOU BEEN A WHH VOLUNTEER?: About nine months

“I have always been immensely proud of the NHS and admired the dedication of all the staff who often work in very challenging circumstances.

After I retired, I found that I had some regular time which I decided I could use to help a community cause and immediately thought of Warrington Hospital.

After discussions and an interview with the Volunteer Team I discovered that there was an opportunity to join PALS as a Support worker and so jumped at the chance. My thinking was that it was a position where I could put to use some of the experience and skills developed during my career in education.

Initially I knew very little about what my role would entail but since becoming involved I have found the position to be very varied and extremely rewarding. Generally, I work two days a week and my duties include responding to telephone enquiries/voicemails, addressing patient concerns and trying to provide resolutions to a wide variety of problems or issues, whilst making sure data is recorded correctly so that full time staff can act on patient concerns.

I have to communicate and liaise with many different departments and staff throughout the hospital but more importantly make sure the patient experience is a good one. This can be challenging and demanding but the team I work with are highly supportive, friendly and always willing to assist and advise. I have never been asked to perform duties I did not want to do or were out of my depth. However, I can say that I enjoy meeting challenges and find this a satisfying aspect of my role.

My department has also devoted considerable time to training and I have been provided with specific training on using the hospitals computer systems. I can wholeheartedly recommend the Volunteer experience to anyone thinking of becoming involved and would suggest that you will never find a more satisfying and rewarding opportunity.”

If you feel you would like to hear more about our amazing WHH Volunteers, know someone looking to volunteer for a worthwhile cause or if you would be interested in developing your own volunteer role within your own area or department; please contact our volunteering team on: 01925 662 855 or via email on: whh.volunteer@nhs.net
For many years, the grandma-of-nine had been ‘adamant’ that she wanted to donate her organs to those in desperate need of a transplant after her death.

Anne, from Orford, arrived home from work one night in April 2016 and suffered a massive stroke and a bleed on the brain. She was rushed to Warrington Hospital, but doctors were unable to save her. But Anne’s family knew what her final wish would be.

Daughter Vicky, from Great Sankey, said: “Everything happened in the space of about four hours, from getting a phone call from my sister at 9pm to just after midnight when we knew she was really poorly. Mum had been adamant for years that she wanted to donate her organs. She was always of the opinion that she wouldn’t need it anymore, so they could take whatever they needed.”

In line with her wishes, Anne’s family took the decision to donate her tissues and organs. Anne’s liver was successfully transplanted into a young stranger.

Vicky said: “I think we were lucky, because that dilemma of whether she wanted to donate her organs or not was taken away from us. She was so settled and peaceful – she just went to sleep and then she went and did what she did. We knew she’d gone and she wasn’t coming back, but it is a comfort to know she helped someone.”

Anne’s family and staff at Warrington Hospital are now urging members of the public to talk about organ donations with their families, ahead of the planned implementation of an ‘opt-out’ consent system in England.

Dr Andy Higgs, clinical lead for organ donation, said: “It’s an awful thing to happen, but it would have been even worse for Mrs Mahoney’s family if she hadn’t made her views very clear.

In the UK, three people are dying every day for want of an organ transplant. You can’t say that anyone is lucky in circumstances like this, but Mrs Mahoney made it a lot easier for her family at what is an awful time.”

Vicky added: “We’re very proud of mum for what she did. It was a hard process to go through but you’re giving the ultimate gift – you’re giving somebody else their life.”

Reproduced courtesy of The Warrington Guardian.

**You’re giving the ultimate gift…**

“...for what she did. It was a hard process to go through but you’re giving the ultimate gift – you’re giving somebody else their life.”

WHERE PATIENTS CAN OPT OUT

Patients can opt out of the reminder service if they wish by replying to the text or by informing staff when they attend for their next appointment. Reception staff will continue to check that patients’ contact preferences are recorded at each visit.

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**WHH GOES WIRELESS**

PATIENTS AND VISITORS COMING TO OUR HOSPITALS WILL NOW BE ABLE TO CONNECT TO FREE WIFI.

The Trust have launched it organisation wide after being selected as one of 16 national pilot sites, receiving a £200k grant from NHS Digital to commission it. NHS Wifi provides a secure, stable, and reliable Wifi capability, consistent across all NHS settings. It will allow patients and the public to download health apps, browse the internet and access health and care information.

Patients and visitors will be able to connect to the network when arriving on site by searching for “NHS Wi-Fi” on their mobile devices. They will then be prompted by a series of screens to register. The only restriction at present is streaming, this is not an available option.

The new FREE wifi will support patients who have downloaded the hospital miCheckin App.

miCheckin is safe, secure and confidential. It allows you to:

- Self-check-in for your appointment via your phone once on site
- Receive notification of appointments*
- View appointments*
- Receive appointment reminders
- Update your personal details**
- Receive real time hospital messages
- Self-check-in will be introduced as a phased roll out of clinical areas
- **You are unable to update GP details – this must be done directly with your practice.

*Self-check-in will be introduced as a phased roll out of clinical areas
**You are unable to update GP details – this must be done directly with your practice.

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**TEXT REMINDER SERVICE GOES LIVE**

The Trust has introduced an automated appointment reminder service for patients with outpatient appointments and for admissions.

Patients whose mobile numbers the hospitals holds will now receive a text reminder in the days before their appointment/admission. The two-way automated message will allow patients to confirm, re-book or cancel their appointment by responding to the text.

Where patients require hospital admission they will receive a reminder text only and a contact number should they need to cancel.

Where patients’ mobile phone details are not recorded or where they do not have a mobile phone, they will receive an automated phone call to their landline. If they do not respond to a mobile or landline message then a reminder letter will be posted out.

Responding to a text message will cost patients their standard text message rate. The service operates via a secure NHS approved connection between us and the third party company (Healthcare Communications). No patient details (name, address, hospital number, gender), extend beyond these points. The third party company do not have access to view your information, as it is stored on a secure server. It is impossible for you to be identified from the message.

It is hoped that this enhanced, multi-option service will help to reduce the number of DNAs (Did Not Attend) which in 2016-2017 reached over 57K missed appointments. This meant that patients who were on waiting lists lost the opportunity to be seen earlier by taking up a cancellation. Each missed appointment costs the NHS approximately £160 and therefore the overall loss to the Trust in just this one year was over £1million.

New Chief Operating Officer Chris Evans said “We are delighted to introduce this enhanced service for our patients which we hope will help them to attend or provide a timely prompt to reschedule or cancel, allowing us to release the appointment to another waiting patient.”

Patients can opt out of the reminder service if they wish by replying to the text or by informing staff when they attend for their next appointment. Reception staff will continue to check that patients’ contact preferences are recorded at each visit.”
Meet our Queen’s Nurse:

LESLEY MILLS

IN 2016, LESLEY MILLS, OUR DIABETES CONSULTANT NURSE RECEIVED ONE OF THE TOP NURSING AWARDS IN THE COUNTRY, THE QUEEN’S NURSE TITLE, A ROYAL STAMP OF EXCELLENCE FOR HER WORK.

She was awarded in recognition of the outstanding care, leadership and innovation she has provided in the area of diabetes. The award is bestowed by the community nursing charity The Queen’s Nursing Institute. The title is not an award for past service, but indicates a commitment to high standards of patient care, learning, and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities and a shared professional identity.

Lesley has specialised in diabetes for twenty three years now, having been a nurse for over 30 years. She is leading the way with the diabetes nursing service and changing the way it is delivered within secondary care. Lesley runs joint obstetric and diabetes antenatal clinics, nurse led sexual dysfunction clinic for men with diabetes and carries out clinics in the hospital and community setting. Her key priority is to keep patients out of hospital and in the community, supporting the person with diabetes and their families. Lesley has been innovative working with the local prison service to offer a clinic within the prison, to ensure continuity of diabetes care during their time in prison.

We catch up with Lesley to find out how being awarded the Queen’s Nurse Award has impacted on her role within the Trust.

“Following my award ceremony in London, I have gone on to present at the regional Queen’s Nurse Conference in Liverpool 2017, which focussed on my clinics within the prison. It was really interesting, as the other Queen’s Nurses are all from different backgrounds and none work within the diabetes setting or within prisons, so it was really interesting to them.

“I have written further papers on Diabetes and pregnancy management and prevention of DKA, which I wrote with one of the psychiatrists from Kings College.

“It has been a really nice honour and lovely to be recognised for the work that I am doing here at Warrington and within the community. The difference in my working life is that patients and health professionals do ask about it. The first question I often get is "Are you really a Queen’s Nurse?" It is a great conversation starter and for a lot of them who I have looked after for a long time tease me and say "No, you’re my nurse!"

There are currently 820 Queen’s Nurses in England, Wales and Northern Ireland. They are the pioneers of nursing excellence and are often called upon to contribute to policy and practice development, and as experts who are shadowed by some of the most senior figures in healthcare policy.

Lesley was also recently shortlisted in the ‘Patient’s Choice Award’ category in our recent Thank you Awards after being nominated by several of her patients for the care she has given them.

“She made me feel normal!”

THESE ARE THE WORDS OF 10 YEAR OLD MEGAN ALCOCK AFTER VISITING THE VISUAL PROCESSING DIFFICULTIES CLINIC (VPD).

Meg, from Great Sankey had been experiencing headaches and wasn’t enjoying reading; she had visited the Opticians and the GP and everything seemed ok. But after school referred Meg to the Visual Processing Difficulties Clinic.

Mum, Joanne explained “Megan didn’t enjoy reading; she kept fidgeting and moving around and only read for a little bit. It was a struggle to keep her attention when reading. She had suffered with headaches at different times in her school years and then she asked one of her friends in assembly if the font looked different on the screen as she could see like a shadowing effect that was making it difficult to read, her friend said no. So we went to the Opticians first to get her eyesight checked and her sight was ok. When she complained of headaches when she was younger, they said everything was alright it was more likely dehydration. We also liaised with school and they referred Meg to the Visual Processing Difficulties Clinic”.

Kath Whitfield, lead Orthoptist said, “We assess children who are struggling to read because of visual disturbances which may need exercises rather than glasses. We see children who struggle to keep their place when reading, skip, add or reverse words; struggle to remember information or the sequence of information and other aspects of vision related learning. Some children may need a coloured overlay to help them to see the words more clearly and we can advise the schools and parents about this. Some children may have difficulties with their visual perception skills and we will diagnose, treat and provide advice for parents and teachers”.

“If your child is over the age of 7 and you are concerned about their reading skills then please contact the department for advice we are always happy to help. All of the schools in Warrington and Halton are aware of the service and we receive between 30-40 referrals per month. The satisfaction from schools and parents is outstanding.”
I’m a Stroke Survivor and Still Golfing!

Vincent, 74 from Culcheth suffered a stroke on 29 December 2017. He experienced his hand and arm going dead as he explains,

“I couldn’t use my hand or arm for quite a while, the feeling came back eventually but my fingers still felt numb, so my wife Joanne took me into A&E at Warrington. They kept me in 3 or 4 days, and then feeling started to come back. When I came home though I got a chest infection, which turned into pneumonia, so it wasn’t the best start to 2018!”

Vincent had been playing golf for over 30 years before cancer saw his arm removed in October 2017. Vincent is a member at Birchwood Golf Club and the pro and his friends who play there aim to work with him after his course to get him back on the green there. Vincent had also suffered from cancer for 6 years, which led him to have his arm amputated in October 2017.

“I had cancer for 6 years and had 5 major operations on it, the last one was in May last year and then in the September the cancer came back, this time it was very aggressive and it was in my elbow to the wrist. There was nothing else they could do, so the conclusion was to take my arm off.”

Vincent has found since having his arm amputated that his 30 years as an engineer comes in to play, as he has had to learn to adapt everyday things we take for granted,

“I have learnt to cope with it; it is very different and very strange. You take a lot of things for granted. Simple things like opening a milk bottle, when you get these plastic cartons and you get them out of the fridge and try and take the cap off the bottle keeps turning round. I have had to learn to improvise, so I have got these sticky mats and it stops it moving, so I can get the cap off.

“Another thing I found difficult was buttering bread, the bread just kept moving around the bread board. So I use the meat tray now, I stick the bread on the spikes. It keeps it still whilst I butter it, it does have holes in it afterwards, but at least it’s buttered.

“I am always thinking how can I make things easier to cope with, the only thing that I haven’t sussed yet is the shower bottle – getting it from the bottle to my hand to put it on my hair. I have to put it on the chair, squeeze it, catch it and then put it in my hair.”

Golf has always been a passion of Vincent’s and his biggest worry post amputation and then stroke was would he be able to play again.

“I had two ambitions and they were; to drive and play golf again. I took my driving assessment and passed with flying colours and now the challenge is to play golf again.”

The Stroke Association with survivors trying out the first Get into Golf!

The Get into Golf course has been essential in Vincent’s rehabilitation and has kept him positive about his playing future:

“The Get into Golf course has been really enjoyable. I thought it was going to be difficult playing one handed, as I haven’t done that before. But it has been okay. I am finding it pretty strange, but I am hitting the ball and I think I am hitting it pretty well too. I am trying to keep it easy and not expect too much, but so far it is going pretty good. Keep calm and get on with it! I am really enjoying it. My aim is to play this summer, a round of 18!”

The satisfaction from schools and parents is outstanding

Meg said, “When I came to the clinic I told Kath everything and Kath really understood and we did lots of different tests, so she could see all the different things that I struggled with. She gave me games to practice at home to help strengthen my eyes. I have noticed a huge difference and the games to practice at home to help strengthen my different things that I struggled with. She gave me everything and Kath really understood and we

Joanne said, “She was amazed when she came out from the clinic, as Kath was using an overlay too and she said “She is just like me!” It helped her to see that she was not on her own.”

Please contact Kath at the visual processing difficulties clinic on Kathryn.whitfield@nhs.net if you require advice. Please note that referrals are made via school SENCo’s who have the correct referral forms.

Please speak to your child’s school for further information. Please also note that this clinic was previously known as the specific learning difficulties clinic.

The clinic was recently shortlisted for Team of the Year in the recent Thank you Awards, whilst Kath Whitfield was shortlisted in the Patient Choice category after being nominated by Meg.

Golfing pro Ged Walters showing grip techniques with Vincent

The Stroke Association with survivors trying out the first Get into Golf!
A MIDWIVES’ TALE

To be a midwife is one of the most privileged roles within the NHS in our opinion, as you are part of one of the most incredible experiences in a women’s life and you are there to help and how you support that women is never ever forgotten.

Maryjo Waldron, labour ward manager and Lisa Davies, antenatal clinic manager are part of a wider NHS family; a family of five sisters all working within the NHS.

Maryjo explains, “My mum told me that the job of a midwife was a role that I would never be made redundant from if I wanted a career.

“Our older sister works as a nurse at Halton Hospital and did her SEN training there and she has been at the Trust all of her career and she is 52 now.

“I knew I never wanted to nurse as I wasn’t interested in illness or sick people, but midwifery was about health and care, so midwifery it was. I went to college and then got a place at university to train. I qualified in 3–4 years.”

When Maryjo qualified, two more sisters decided to venture into midwifery; Lisa and Annemarie both did their access course together and then Annemarie went to Edge Hill, whilst Lisa went to Liverpool John Moores.

Lisa said, “I needed a job that was worth getting out of bed for in the morning and Maryjo loved her job and that inspired me.”

Maryjo explains her love for midwifery, “It is not a job to me, it is a way of life, and I would still do it if I won the lottery. I could never not have patient contact or work with women who are going through pregnancy.”

Lisa had her family before she decided that midwifery was for her, her youngest Ethan was 10 days old when she started her access course. Our sister Kate also works in the NHS, she did the old YTS scheme and is now a HR manager.

Maryjo and Lisa also share a special bond of having their children on the same day, as they both explain. At the time they both still lived at home with their parents. Their due dates were a month apart with Maryjo expecting her second child and Lisa expecting her first. Maryjo had gone over and Lisa wasn’t quite there yet, or so she thought.

“Mum had joked the day before can you not have them both on the same day, it would save two trips to the hospital. So that is what we did!”

“Mum went off to work that morning and I was sad I was clearly already in labour by the time Maryjo got up. I wasn’t coping too well, as my boyfriend had gone to work.”

Maryjo recalls “I woke up and thought there is nothing to this.”

Lisa laughs, “Maryjo is the most laid back person even in labour. This was her second child and her first labour was 25 hours and she didn’t plan to spend that length of time in hospital again, so about lunchtime she tells me we will do x, y and z; like clean the house and then go to the hospital about tea time. And I was like NO, this is dreadful and I begged her to get hold of mum.”

“So I phoned my mum”, said Maryjo, “I said we are fine and we will be fine until you get home from work at tea time.”

But their mum didn’t feel that something was right and headed home to find both her daughters in the throes of labour and phoned for an ambulance, as Maryjo explains, “She phoned up and said I have two daughters in labour and I need you to get me an ambulance now.”

Lisa recalls, “Neither of us had our bags packed, Maryjo is very last minute in everything she does and I wasn’t expecting for another month, so hadn’t started either. So whilst we were waiting for the ambulance Mum was running round the house throwing loads of things in bags for us, so at least the babies would have some clothes when they came into the world.”

The sisters arrived at the hospital and within half an hour things had progressed. Lisa was the first to deliver with her mum by her side, as she explains, “mum was with me even though Maryjo was more advanced when we got to the hospital. I delivered first and whilst the paediatrician was in the room assessing the baby, there was a knock on the door.

“It was Maryjo’s midwife, who asked my mum to come next door to calm Maryjo, who was trying to get dressed to go home! She is the most laid back person, but when it came to pushing a baby out, she didn’t want to, so they needed mum to come and tell her she had to do it.”

Maryjo recalls, “The paediatrician honestly thought my mum was a doula who went room to room helping women on their own in labour to deliver.”

By this point the whole family had descended on the hospital,

“They had all come for the entertainment of both us being in labour at the same time and to get it all over in one sitting!”

HELP CELEBRATE THE ACHIEVEMENTS OF ONE OF THE NATION’S MOST LOVED INSTITUTIONS

ON JULY 5TH, THE NHS WILL TURN 70 YEARS OLD. HOW ARE YOU CELEBRATING IT?

www.nhs70.nhs.uk
#NHS70
Dr Tracey Cooper, Head of Midwifery at Warrington Hospital has been awarded an MBE in the New Year’s Honours List for her services to midwifery. Dr Cooper joined Warrington and Halton Hospitals NHS Foundation Trust as head of midwifery in January 2017.

Dr Tracey Cooper attended Buckingham Palace, March 15 and was presented with her award by Prince Charles.

“When I spoke to him, he said ‘well done’ and chatted to me about a party he’d been at the night before celebrating the NHS,” Tracey recalls.

“He asked me how things were on the ground and how staffing levels were. I just said ‘I’m sure you’re aware there are some issues sir, and it’s quite difficult at times. Strangely, I wasn’t actually nervous about it. I just wanted to really enjoy it and make sure I took it all in and make the most of the experience.

“I felt a huge sense of pride – it was just a fabulous occasion. When you’re in line seeing people go in before you, it’s a very emotional moment. I just thought ‘I can’t cry in front of Prince Charles’ and had to pull myself together.”

With more than 25 years midwifery experience working across all areas of midwifery and in many different birth settings, her many other achievements include her commitment to midwifery led care. She has developed and set up midwifery led units, both alongside and freestanding in the North West and West Midlands.

Tracey also makes significant and important contributions to the professional lives of midwives across the UK. She contributes to guidance and professional policy locally and nationally. She also contributes to national guidance for maternity services including work on care for high risk women, and birth standards for healthy women and babies.

She is also a Care Quality Commission specialist advisor and sits on the British Journal of Midwifery editorial board. Tracey also uses her skills and knowledge internationally. She has been working to assist midwives in Bulgaria to develop midwifery led services in the country, where maternity services have traditionally been led by doctors.

Tracey gained a PhD in 2011 at University of Central Lancashire, looking at Women and Midwives Perceptions of the Midwife’s Role. She received a Fellowship from the Royal College of Midwives Zepherina Veitch Memorial Lecture in Oxford in June.

Dr Cooper said: “I have always tried to ensure all women have the best childbirth experience possible, which has been my motivation for developing services and supporting midwives to give high quality care in all settings. I am thrilled and honoured that my contribution to supporting my profession and the maternity services has been recognised in this way.”

Pat explains why she had 15 children, “I blossomed when I was pregnant, I loved it and enjoyed giving birth. It might have been different if I’d had a difficult birth, but all mine were easy births.”

It all started in the summer of 1969 when Pat said “I do” to Archie and then went off to Blackpool on her honeymoon. “I remember turning to Archie on our honeymoon and saying ‘I want four children.’ I came from a family of 1, whilst Archie was from a family of 11.”

Nine months later came along John, followed by Michelle exactly 12 months later, (with a day separating them), then came Carl. After advice from doctors, Pat had hospital births with David, Emma, Michael, Stuart, Danielle, Graham, Lee, Charlene, Nathan, Slobhan, Megan and then Kieran. When Kieran was born at 32 weeks by caesarean section, he spent six weeks on the neonatal unit and has been in the care of the hospital teams on and off over the years, as he was born with Down Syndrome and breathing problems. The breathing problems settled, but in 2016 Kieran spent months in ICU with pneumonia, missing his favourite time of year: Christmas. He has made a full recovery and now only uses oxygen at night.

Pat recalls, “We decided not to have any more after I had Kieran, as I was in hospital for six weeks before he was born and we decided that was enough, as I had experienced a miscarriage before coming pregnant with Kieran. I think it was my body’s way of telling me to stop.”

Her children have blessed her with 26 grandchildren and counting, ranging from 7 weeks old to 20 years old. One of her grandchildren George spent time on the neonatal unit after being born with cystic fibrosis, but is continuing to be cared for by the Child Health Respiratory Team and is thriving and attending mainstream school and gets round with the aid of a walker.

Most of her children have stayed close to home with two living in the same street as her. John and Stuart have spread a little further; Brighton and Stoke, but regularly take trips home to mum. Sadly, Archie passed away from a brain aneurysm at the age of 60.

Looking back fondly on their upbringing Pat says she has found the boys easier to bring up than girls: “if boys have a row they sort it out easier,” she said. “But on the whole, all of them are laid back like me. They all certainly know how to share, and they have all helped each other growing up.”

“My mum was a huge support to me, it must have been a shock to her though as she only had me. But she admirably helped take care of the children. I never used to tell her I was pregnant, I couldn’t, I used to hide my bumps with baggy jumpers as long as I could. I was scared of my mum!”

“The best time of year for me is Mother’s Day; it is more special to me than Christmas and my birthday.”

Pat looks back at her experience of childbirth in the NHS and how it has changed, “I wasn’t born in hospital, I was born in Dr Gornell’s home on Victoria Road in Grappenhall; my mum was under the care of him and at that time it was quite common for doctors to have their own nursing homes for birth. From having the first three at home, I think the biggest change I noticed is the length of time you have to stay in bed, you are no longer confined! In the home births you had to stay in bed for a couple of days and the midwives used to come out every day to check on you and baby.”
The NHS from 1948 to today

The National Health Service is turning 70 on 5th July 2018. How much do you know about one of the nation’s most loved institutions?

WHAT A HISTORY
On 5 July 1948, the NHS was launched by the then Health Secretary, Aneurin Bevan, at Park Hospital in Manchester (known today as Trafford General Hospital).

For the first time, hospitals, doctors, nurses, pharmacists, opticians and dentists were brought together under one umbrella to provide services for free at the point of delivery.

THE LAST 70 YEARS
Over the last 70 years, the NHS has transformed the health and wellbeing of the nation and become the envy of the world.

The NHS has delivered huge medical advances and improvements to public health, meaning we can all expect to live longer lives.

It is thanks to the NHS that we have all but eradicated diseases such as polio and diphtheria, and pioneered new treatments like the world’s first liver, heart and lung transplant.

In more recent times, we have seen innovations like mechanical thrombectomy to improve stroke survival, bionic eyes to restore sight, and surgical breakthroughs such as hand transplants.

The NHS Choices website includes an overview of the milestones of the NHS in England from its launch in 1948 to the present day.

In addition, the Nuffield Trust has produced an interactive timeline which charts the evolution of the NHS from its inception in the post-war years through to today.

As well as celebrating the NHS’s 70th birthday, 2018 also marks the 70th anniversary of the Empire Windrush arriving at Tilbury Docks, London. Many of the passengers took up roles in the NHS, which launched two weeks later.

DISCOVER NHS HISTORY AND SHARE MEMORIES:
@ NHSHistory_ @NHSat70

SUPPORT THE NHS
The NHS plays an important role in our lives. It is there for us in good times and bad, and since its launch it has relied on the public for support. As the service turns 70, we are reminding people about the many ways they can help and support the NHS:

• Volunteer
• Take care of yourself
• Make a pledge to use NHS services wisely
• Get involved in research projects
• Give blood, or join the Organ Donor Register
• Work for the NHS
• Support NHS charities

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The Gift of Giving Back

Pam was so grateful for the care that she had received that she forewent gifts for her 65th birthday in March 2016 and instead asked her friends and family to donate money to go towards much needed equipment for the ward.

Pam’s friends and family managed to club together an incredible £683 – this, along with a personal donation from Pam herself, provided enough funds to purchase the state-of-the-art blood pressure monitor, which has undoubtedly made a huge difference to patients on the ward.

Pam said, “I will never be able to repay the staff on ward A6, nor consultant surgeon Mr B. Taylor and his team for the wonderful care I received. They truly are amazing professionals and are a credit to the hospital and the NHS.”

Daniel Crosby is a local kitchen and bathroom fitter, and also father to a beautiful little boy named Logan who had to spend five days on our paediatric unit whilst being treated for sepsis at just 5 weeks old.

When he wasn’t by Logan’s bedside, Daniel was in the Parents Room taking a well-deserved break. It was there that he noticed that the room was looking very drab and was in desperate need of a makeover. So he took it upon himself to do just that.

“We were so well looked after by all the staff on the ward that I wanted to show my appreciation,” said Daniel.

Daniel made use of his contacts over at B&Q Warrington, who generously donated all of the materials he needed to remodel the kitchen. Then our hospital’s estates team was able to give the walls a lick of paint, as well as fit new flooring with the help of JMBC Building Contractors and Cheshire Contract Flooring & Polyflor.

“Hopefully this will help make the room more comfortable for parents and possibly take a little pressure off the staff on the ward.”

Once the work had been completed, we held a grand reopening where Daniel was the guest of honour. He was joined at the ceremony by several members of the hospital’s executive team, including WHH Chairman Steve McGuirk, as well as staff from the children’s ward and B&Q Warrington, among others.

Kimberley our Chief Nurse said, “We are so unbelievably grateful for this kind and selfless gesture – the difference it has made to the families of our young patients is simply beyond words. Now, parents have the opportunity to take a break and recharge with a cup of tea in a room that is, unlike the previous one, bright and welcoming.”
A ROYAL VISITOR

On Thursday 3rd May, we had the pleasure of welcoming a very special guest to our hospital. Princess Anne came to visit our Maternity Unit at Warrington Hospital to congratulate them on their win for Best Maternity Service at the Royal College of Midwives’ annual awards in 2017.

It was an honour to show the Princess Royal around and she even had a lovely chat with Ruben & Elena, the 7-year old twins who have pledged to run 100k this year to raise money for WHH Charity’s #MakingWaves appeal to build outdoor children’s play area.

The twins have taken part in several fun runs, including the Great Manchester Mini Run and the UKKids Cheshire Duathlon. So far they have managed to run 56k, which we think is absolutely incredible! The running has also helped them with their ADHD.

Princess Anne commended them on their kind spirit and dedication and the twins presented her with a posy of flowers.

We were blown away by the Princess Royal’s kindness. And who knows - maybe next time we’ll be welcoming the newly married Duchess Meghan and Prince Harry into our hospitals!

THE GENEROSITY OF George Lloyd

George Lloyd was a local pensioner living in Halton Village, who came to eat in our Halton cafeteria every day. When George passed away, he left us the most beautiful gift in his Will that allowed us to completely refurbish the restaurant.

In memory of his extraordinary legacy, we renamed it The George Lloyd Restaurant.

GEORGE’S HISTORY

George Lloyd was born in Runcorn in 1934. At 16, George joined ICI as an apprentice fitter at Pilkington Sullivan Works and was later transferred to Castner Kellner Works where he eventually became a Shutdown Planner.

In his younger years, George was a keen member and leader of The Boys Brigade. He was a real football fan and would go to watch a match every Saturday afternoon with his friends. But football wasn’t his only love...

George married Muriel Johnson in 1971. They both loved to travel, but sadly this became difficult when Muriel contracted Parkinson’s disease at a relatively young age. George spent many hours in Halton Hospital visiting Muriel and dedicated his life to taking care of her through her illness, but unfortunately Muriel passed away in 2008.

After Muriel’s death, George came to Halton Hospital every day to have lunch in the dining room with his two friends, Stan and Stuart. The trio was very popular among staff and patients alike, mainly because of their cheery smiles and funny banter – they really uplifted everyone’s spirits.

Sadly, George passed away in 2013, but before he left there was one thing that he felt compelled to do...

GEORGE’S LEGACY

George kindly left a substantial legacy with a wish for it to be spent at Halton Hospital. Not only was George touched by the care and attention that he and his wife had received, but he also considered Halton Hospital to be like a second home.

George was such an integral part of this hospital that even on Christmas Day when the restaurant was closed, he was invited to enjoy Christmas dinner with the patients on the ward.

The impact of George’s remarkable gift can be seen all around the hospital through:

- Additional physiotherapy apparatus
- Electronic and bedside patient chairs at CMTC
- Life-changing cardio rehabilitation equipment

And of course, the refurbishment of the dining room at Halton Hospital. This meant so much to our patients, visitors and staff, as the dining room serves as a retreat where they can reflect and unwind.

As a thank you, we renamed it the George Lloyd Restaurant so that his memory can live on in this hospital for years to come.

If you’ve been inspired by George’s story and would like to find out more about leaving a legacy, head to whhcharity.org.uk/inmemory

WHAT WILL YOUR LEGACY GIFT BE?

You could make a lasting difference by leaving a gift to us in your will - any size gift is precious to Warrington and Halton Hospitals.

Leaving a gift in your Will is a loving act of kindness that will live forever.

It could help fund additional facilities and improve the hospital experience for our patients and their families for many years to come, continuing to enhance the excellent care that takes place in our hospitals.

It’s really easy to do, will be free from inheritance tax and is a special way of saying thank you for the care you or your loved ones have received.

FOR MORE INFORMATION VISIT WWW.WHHCHARITY.ORG.UK/LEGACY

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VOLUNTEER SPOTLIGHT

1. How did you become a WHH Charity volunteer?
   Well, I had never volunteered before as I always worked and was raising three kids on my own, so I didn’t really have much time for it. But I decided I had to find something to do after retiring and having taken care of my mother full-time for a couple of years, so I thought why not volunteer? I figured maybe I could use my sign language skills if I volunteered at the hospital.

2. What do you enjoy about your role?
   The work is really varied; I’ve been able to do things that I never thought I’d have the chance to do, such as the Dragon Boat race and the Abseil. There are all sorts of different things you can do – you can visit people who are lonely, do courtesy calling, bag packing, office admin – anything really.

3. What positive impact has volunteering had on you personally?
   Becoming a volunteer has been really good for me, actually. It has made me get out and make new friends, which I wouldn’t have otherwise had the opportunity to do. Also, when you live on your own, you sort of lose the ability to talk to people, so it’s been great for that too – and as you can see I talk quite a lot now!

4. Why are volunteers so important?
   Well in the case of the hospital, you don’t quite realise just how much the NHS is unable to pay for, so the extra bits that the charity provides really does make a huge difference… and the charity needs volunteers to be able to do that.

5. Do you have any memorable moments from your time as a volunteer?
   I was actually a runner-up for the Volunteer of the Year award at the hospital’s annual Thank You Awards last year, which was really lovely.

6. What would you say to someone who has considered volunteering but never actually taken the plunge?
   Just go for it. You don’t need to be an extrovert or be qualified in certain areas, because you can tailor the job to your skills and still be of great assistance. You also don’t need to commit to several hours per week – you can just give your time as and when you are able, so I would definitely say go for it no, matter what age you are.

"Having the wonderful support from our volunteers not only gives great assistance, but also we gain a valued member of our team – of which we hugely appreciate."

Helen Higginson
WHH Charity Manager

Why not follow in Pam’s footsteps and join our family of volunteers? To find out more, get in touch with Helen:

01925 662666
whh.charity@nhs.net
Help us celebrate the 70th Birthday of the NHS!

The National Health Service is turning 70 on 5th July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes – who are there to guide, support and care for us, day in, day out.

Wednesday 4th July

**7Tea Party**

George Lloyd Restaurant, Halton Hospital 2 - 4pm, free to attend.

To kick off our official birthday celebrations, we will be heading back in time to when the NHS was born and having a good old-fashioned 1940s-themed Tea Party. Held at our recently refurbished George Lloyd restaurant in Halton Hospital, expect to see lots of bunting and vintage outfits, as well as enjoy a cup of tea and some delicious baked goods. There will even be a tombola where you could bag yourself some fantastic prizes, with all proceeds going to the Warrington and Halton Hospitals' Charity.

We will also be joined by the incredibly talented Davies Sisters who will be performing live for your entertainment. They'll be singing popular songs from the 1940s, including The Andrew Sisters, Glenn Miller and George Formby. This could be a wonderful opportunity to take a trip down memory lane, so come on down and help us celebrate 70 amazing years of our NHS!

Thursday 5th July

**Staff Party**

It's impossible to celebrate the NHS without commending the incredible and inspiring staff who are responsible for making it the wonderful institution that it is. That's why we're holding a party at Warrington Hospital for all our staff members to take a moment out of their busy day to enjoy a piece of cake and be thanked for their hard work and dedication.

It will also be where staff get to see the winning design of WHH Charity's Design a Cake competition be brought to life. The winner of the contest will also be the one who has the honour of cutting the cake.

**Design a Cake Challenge**

Don't miss this!

**In the Atrium...**

The main entrance of Warrington Hospital will see several stalls set up, including WHH Charity, the Research Team, ODP, Warrington Together and Clarins. Whether it's giving skincare advice or selling tombola tickets, all of these stalls will have various exciting things going on to celebrate.

Passers-by will also be able to listen to the wonderful Sacred Heart School Choir, who will be singing between 10:00 and 11:30am, so make sure to get on down here if you want to join in a good old sing-song.

Not only that, but there will be a dance performance on our Children's Ward by the Shooting Stars Dance School, which will no doubt get our young patients excited and fill the ward with positivity.

**Community 7Tea Parties**

All across Warrington and Halton, local groups, schools and businesses will be doing their part to celebrate the 70th anniversary by holding their very own 7Tea Parties.

The event will look similar to a coffee morning and is a great way to reconnect with friends, peers and colleagues, all whilst engaging with our local community and our wonderful NHS, so get involved by contacting our Charity Office on 01295 662666 or whh.charity@nhs.net for more information.

**Ward Celebrations**

On the day, our wards will be transformed with NHS 70 themed bunting and decorations.

St Barnabas’ Primary School Choir will also be coming down to sing for the patients on our wards from 12.30 - 3pm, which will be a well-deserved treat for patients and their families.

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