



**Warrington and Halton
Teaching Hospitals**
NHS Foundation Trust

Being a governor

A handbook for foundation trust governors





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Welcome and introduction

Thank you for your interest in being / becoming a governor of Warrington and Halton Teaching Hospitals NHS Foundation Trust.

We have created this handbook as an easy reference guide to all that is involved in being a foundation trust governor.

Foundation trust governors have two key responsibilities:

- Hold the non-executive directors of the Trust board individually and collectively to account for the performance of the overall Trust board of directors
- Represent the interests of the NHS foundation trust members and of the public in their constituencies.

A foundation trust governor is a voluntary role and a full induction and training will be delivered upon election/appointment.

Reasonable travel expenses will be reimbursed on production of receipts and an expense claim form.

We remain available to offer any support or guidance during your term, or if you are considering standing as a governor in the next election.

Kind regards,



Norman Holding
Lead Governor

Public Governor Warrington North



Keith Bland
Deputy Lead Governor and Chair of the Governor
Engagement Group

Public Governor Warrington North

About the Trust

The Trust comprises two acute (secondary) care hospitals across two sites in the boroughs of Warrington and Halton and provides services across a number of community hubs. Services are delivered by our workforce of around 5,000 staff, many of whom live in the boroughs we serve.

The Trust is part of the Cheshire and Merseyside Integrated Care System which is known as NHS Cheshire and Merseyside. This is one of 42 systems created nationwide on 1 July 2022, to replace over 100 Clinical Commissioning Groups. Within this context Warrington and Halton operate as place-based partnerships which aim to develop a plan to address the broader health, public health and social care needs of the local population and design the delivery of integrated services to address these. These partnerships are known respectively as 'Warrington Together' and 'One Halton' and involve the NHS, local authorities, community and voluntary organisations plus local residents and people who use health and social care services.

Services provided at Warrington Hospital include:

Emergency Department (A&E), surgical services, general medicine, children's services (paediatrics), cardiac care and cardiac catheter lab, stroke care, cancer care, elderly care, maternity, gynaecology, neonatal, orthopaedic trauma, critical care and ophthalmology. Support services include: occupational therapy, pathology, physiotherapy, pharmacy, dietetics, outpatient services, diagnostic services, radiology and a range of specialist nursing services.

Services provided at Halton Hospital include:

Nightingale building: general surgery, urology, endoscopy, step down care, cancer care, programmed investigations unit, renal dialysis, chemotherapy and cancer support, a full range of outpatient services.

Also located here are Halton Clinical Research Unit and Runcorn Urgent Treatment Centre which provides care and treatment for illness and injuries that are not life or limb-threatening but require urgent attention. Open 8am to 9pm, seven days a week.

Captain Sir Tom Moore building: orthopaedic surgery, urology and gynaecology surgeries, cancer surgeries, post-anaesthetic care unit. Support services include: breast care centre, occupational therapy, physiotherapy, dietetics, outpatient services, diagnostic services and a range of specialist nursing services. The pre-treatment unit (pre-operative and swabbing service) is located on the Halton site.

Community Hubs

Through a network of community hubs, virtual service offers and mobile facilities we also provide a range of outpatient services in the local community. This is a step towards ensuring services are delivered in the right place to improve access to quality care and address health inequalities.

Examples Include:

- Bath Street Health and Wellbeing Centre, Warrington
- Halton Health Hub at Runcorn Shopping City
- Mobile Screening Services
- Virtual wards – using advances in technology and infrastructure to enable patients to receive the care they need at home rather than in hospital
- Virtual consultations – offering video outpatient appointments to enable flexible and responsive care



Our Mission

We will be outstanding for our patients, our communities and each other

Our Vision

We will be a great place to receive healthcare, work and learn

Our Aims



QUALITY

We will always put our patients first, delivering safe and effective care and an excellent patient experience



PEOPLE

We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future



SUSTAINABILITY

We will work in partnership with others to achieve social and economic wellbeing in our communities

Our Values



Working Together



Excellence



Inclusive



Kind



Embracing Change

Our objectives 2023-2025

We have three strategic aims framed around Quality, People and Sustainability. Supporting these are 12 strategic objectives which will be realised through a set of associated priorities, programmes and plans.



QUALITY

We will always put our patients first, delivering safe and effective care and an excellent patient experience

1

Patient safety

We will enhance our patients' safety and develop a learning culture where quality and safety is everyone's top responsibility.

2

Clinical effectiveness

We will ensure practice is based on evidence so that we do the right things in the right way, to achieve the right outcomes for our patients.

3

Patient experience

We will place the quality of patient experience at the heart of all we do, where 'seeing the person in the patient' is our norm.

4

Research, development and innovation

We will work in partnership on high quality clinical research for the benefit of patients, public and staff.



PEOPLE

We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future

5

Looking after our people

We will prioritise the safety, health, wellbeing and experience of our people to ensure work has a positive impact.

6

Innovating the way we work

We will embrace new ways of working to attract and retain an engaged, responsive, diverse and flexible workforce to care for our patients.

7

Growing our workforce for the future

We will support personal and professional development, ensuring equal access to opportunities, and nurturing, growing and developing diverse teams.

8

Belonging in WHH

We will enable staff to have a voice through the development of a just and learning culture.



SUSTAINABILITY

We will work in partnership with others to achieve social and economic wellbeing in our communities

9

Working in partnership

We will work collaboratively to provide sustainable, high quality acute services and to support prevention and integrated care in the community.

10

Working responsibly

We will continue to address health inequalities, creating social value for our communities, and progressing our Green Plan ambitions.

11

Sustainable estate and digitally enabled

We will provide our services in a fit for purpose estate, supported by the realisation of digital opportunities.

12

Financial sustainability

We will develop and delivering financial sustainability plans with our staff, system partners and stakeholders.



Our future plans

Our vision for the future of the Trust is to be a great place to receive healthcare, work and learn. We are committed to providing high quality, safe, and sustainable services, delivered by staff who are trained and supported to deliver their best work. We will work with our partners, across all levels of health and social care, the voluntary sector and the independent sector, to achieve this and meet the needs of our local population.

Our three strategic aims framed around Quality, People and Sustainability and 12 supporting objectives underpin our vision.

Our future vision is encapsulated within our New Hospitals programme, which seeks to create modern, compliant, cost effective and future-proofed estates, allowing us to change and adapt how and where we deliver care to set the foundations for the future of Warrington and Halton. The government has announced it is prioritising hospital trusts with urgent health and safety risks associated with RAAC (reinforced autoclaved aerated concrete) roofing in its latest funding round, however, we are committed to working alongside key stakeholders and partners to identify further opportunities to develop our aspirations so that we can meet the evolving needs of residents, tackle health inequalities, and support the regeneration of our towns and communities.

We are continuing to make progress by investing wisely in existing estate to support long-term plans and making the most appropriate and effective use of the clinical space we have. Successes include funding secured with partners to open community hubs, refurbishment of clinical areas and replacement of ageing equipment.

We have commenced construction to enable delivery of additional services at both Halton Hospital and the Halton Health Hub through the national Community Diagnostic Centre Programme. This involves the creation of state-of-the-art imaging and diagnostic suites to reduce waits and improve access to diagnostic services, whilst enhancing our offer to local residents and those within Cheshire and Merseyside. Our strategy to deliver the new hospitals programme is unique in that it will support the regeneration of the towns of Warrington and Runcorn, whilst tackling health inequalities, deprivation and supporting new growth, development and prosperity of our local communities.

The vision for our hospitals

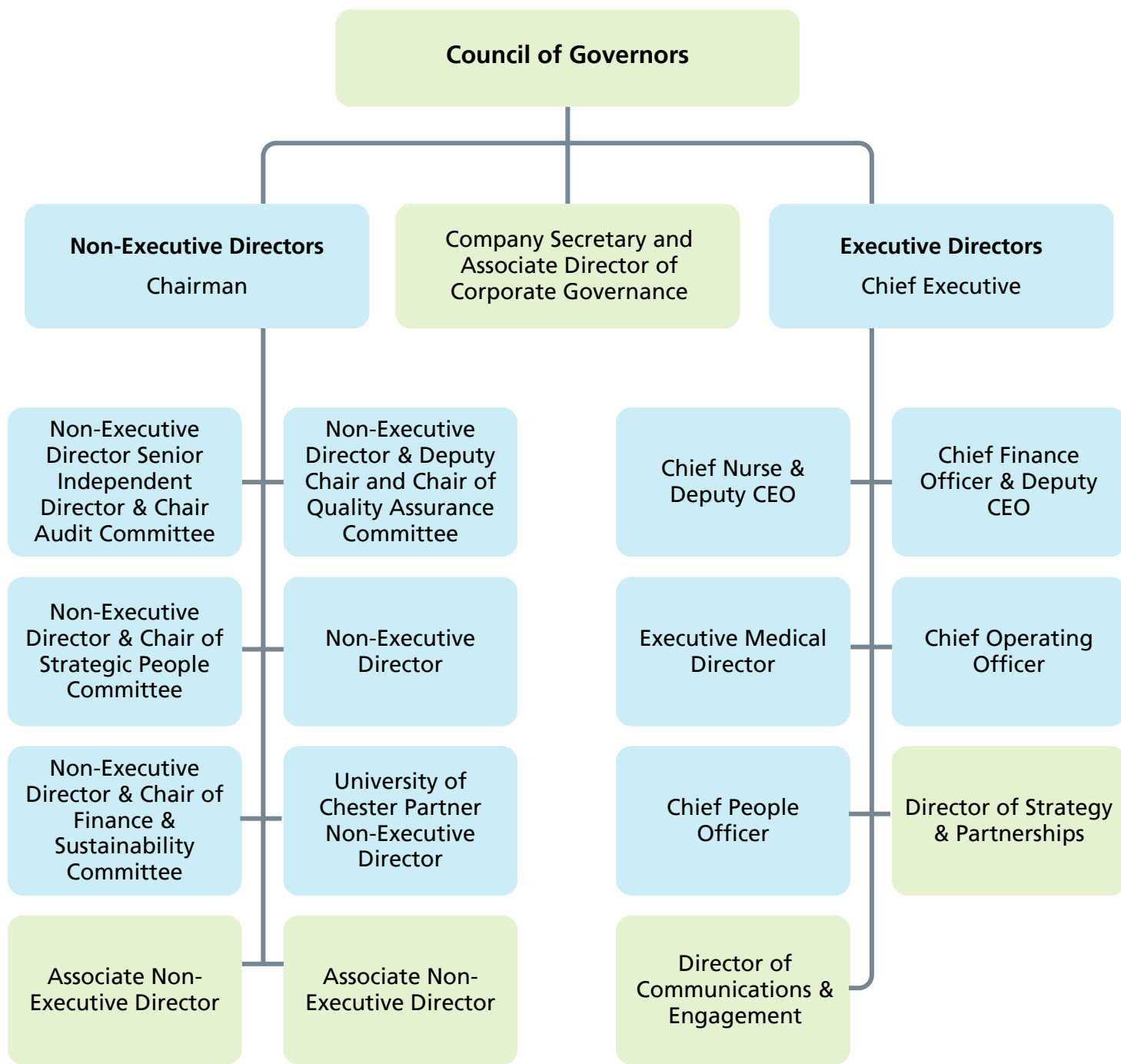
Warrington Hospital: To create a new and future-proofed hospital, replacing ageing and outdated facilities with a modern, sustainable, compliant estate which reflects the town's population growth (fourth biggest population increase in the north west since 2001), with a focus on unplanned and emergency care.

Halton Hospital: To redevelop the Halton Hospital site (through an extension to the newest estate, Captain Sir Tom Moore Building) to create a hospital and wellbeing campus with a focus on planned care.



How the Trust is organised

Trust Board



Voting members



Non-voting members

Care Groups

Planned Care Group

Digestive Diseases	Surgical Specialties	Women's & Children's
<ul style="list-style-type: none"> Gastroenterology General Surgery Upper Gastro-intestinal Surgery Colorectal Surgery Endoscopy Breast Surgery Anaesthetics Liaison Pain Management Pre-operative Assessment Wards A4, A5 Gastro, A5 Elective, B4 Planned Investigations Unit Theatres Post- Anaesthesia Care Unit CT Room 	<ul style="list-style-type: none"> Trauma & Orthopaedics Ophthalmology Urology Ear Nose & Throat Surgery Audiology Maxillofacial Surgery Orthodontics Wards A6, B3, Captain Sir Tom Moore 	<ul style="list-style-type: none"> Midwifery Obstetrics Gynaecology Colposcopy Paediatrics Neonatology Antenatal Day Unit Antenatal Clinic The Nest Birth Suite C23 Gynaecology Assessment Unit Ward C20 Neonatal Intensive Care Unit Wards B10 & B11 Children's Outpatients

Unplanned Care Group

Medical Care	Urgent & Emergency Care	Integrated Medicine & Community
<ul style="list-style-type: none"> Critical Care Medicine Cardiology Respiratory Medicine Cardio-Respiratory Investigation Diabetes & Endocrinology Nephrology Rheumatology Neurology Dermatology Acute Care Team Intensive Care Unit Acute Cardiac Care Unit A3 Acute Respiratory Unit B18 Ward C21 	<ul style="list-style-type: none"> Emergency Medicine Acute Medicine Emergency Department Same Day Emergency Care Unit Runcorn Urgent Treatment Centre Acute Medical Unit A1 Ward A2 Patient Flow Team 	<ul style="list-style-type: none"> General Medicine Care of the Elderly Palliative Care Frailty Assessment Unit Ward A7 Ward A8 Ward A9 Forget me Not Unit B12 Stroke Unit B14 Ward B19 Ward K25 Discharge Suite Integrated Discharge Team

Clinical Support Services

<ul style="list-style-type: none"> Haematology Microbiology Clinical Chemistry Histopathology 	<ul style="list-style-type: none"> Imaging Radiology Breast Screening Infection Prevention & Control 	<ul style="list-style-type: none"> Outpatients Pharmacy Therapies
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Corporate Support Services

<ul style="list-style-type: none"> People: health and wellbeing, staff engagement Digital Services Estates and Facilities Corporate Nursing & Clinical Education 	<ul style="list-style-type: none"> Finance: finance, procurement, commercial development, learning and OD, occupational health, human Information, clinical coding) Medical Education 	<ul style="list-style-type: none"> Communications & Engagement and WHH Charity Strategy and Partnerships Clinical Governance and Quality Corporate Governance
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What is a foundation trust?

A foundation trust is an NHS organisation which gives greater opportunities for people, patients and staff who have a genuine interest in the Trust to have more of a say about the way in which services are provided.

Foundation trust status is only awarded to hospitals who have shown they demonstrate the highest clinical standards, quality leadership and a great record of patient responsiveness and safety.

A foundation trust invites people to become public members (service users, carers, local people) and staff members. Staff become members automatically on employment with the Trust. Members elect governors to represent them.

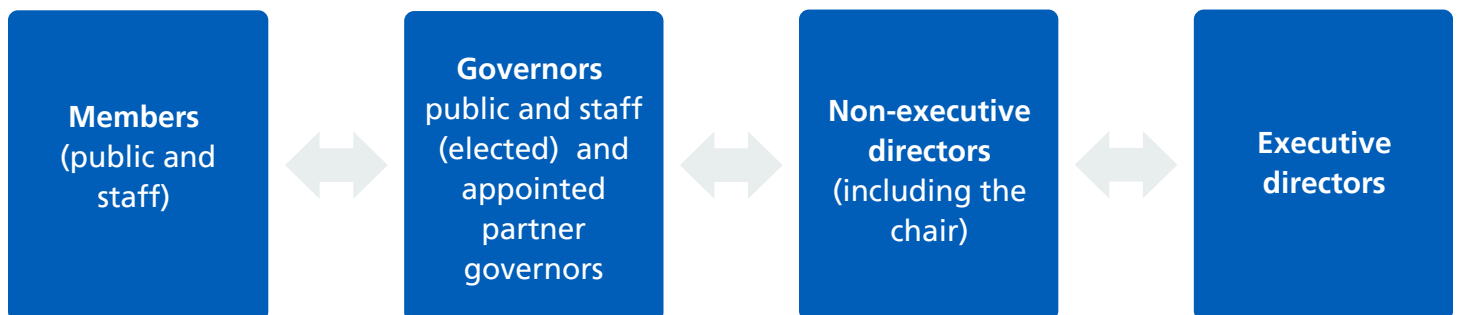
The difference between NHS foundation trusts and NHS trusts

Foundation trusts:

- Are not directed by government
- Have greater freedom to decide (with governors and members) on the way services are run
- Can retain their surplus and borrow to invest in new and improved services

Foundation trust governance structure:

Each appoints the next



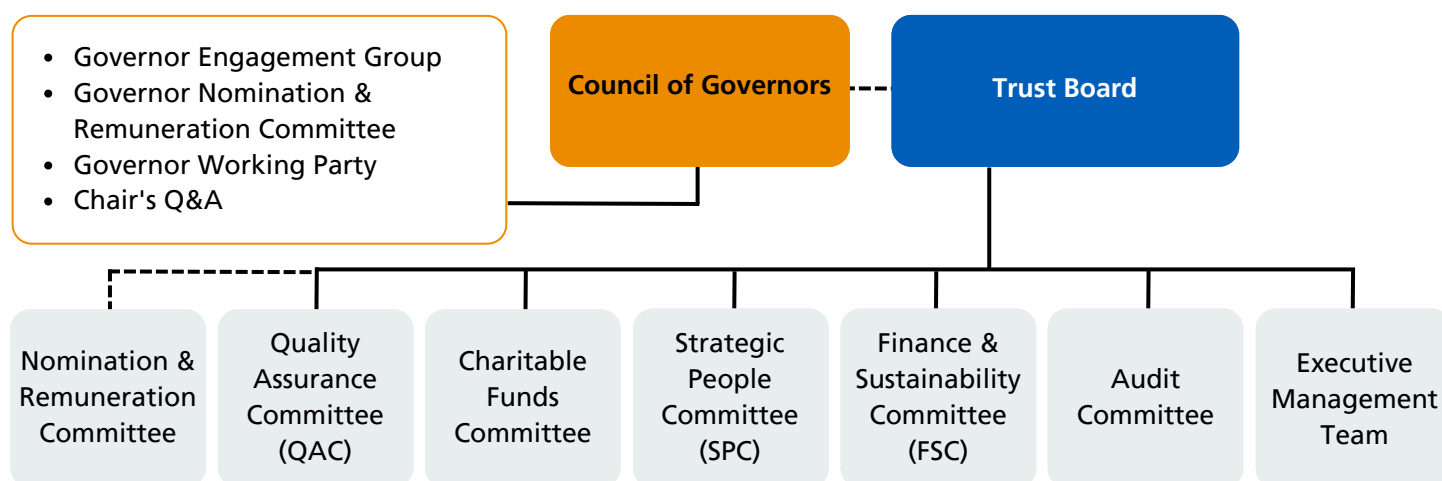
Each answers to the previous

Governance structures

The Trust has an established governance structure with the following committees, each chaired by a non-executive director, with the exception of the Nominations and Remuneration Committee and the Charitable Funds Committee, which are chaired by the Trust Chairman.

- Nominations and Remuneration Committee (A statutory committee for all foundation trusts)
- Audit Committee (A statutory committee for all foundation trusts)
- Charitable Funds Committee
- Finance and Sustainability Committee
- Strategic People Committee
- Quality Assurance Committee

Each committee has a nominated governor observer, who attends the meetings and provides a committee observation report to each quarterly Council of Governors meeting.



The role of the Board of Directors

The role of the Board

A foundation trust Board is a unitary board, as such every member has a joint responsibility for every decision of the board. The Board of Directors is made up of executive directors and non-executive directors.

The executive directors are employees, led by the chief executive and responsible for the day-to-day management of the foundation trust.

The Board is responsible for ensuring that the day-to-day operation of the Trust is as effective, economical and efficient as possible and that all areas of identified risk are managed appropriately.

The Trust Board has overall responsibility for the strategic direction of the Trust, taking into account the views of the Council of Governors. Executive and non-executive directors have an open invitation to attend meetings of the Council of Governors. The Chair of the board of directors is also the chair of the Council of Governors. They are responsible for ensuring that the Board and council work effectively together and that they receive the information they need to undertake their respective duties.

The role of the non-executive director (NED)

- Establishing clear objectives to deliver the agreed plans and strategy and regularly review performance against those objectives
- Ensuring the effective implementation of Board of Director decisions by the chief executive and the senior management team
- Ensuring the long-term sustainability of the foundation trust
- Analysing and contributing positively to the strategic development of long-term healthcare plans for the community
- Ensuring that financial controls and systems of risk management are robust and that the board is kept fully informed through timely and relevant information
- Promoting the highest standards of corporate and clinical governance in compliance with the NHS Foundation Trust Code of Governance



Council of Governors duties

The overriding role of the Council of Governors is to:

- Hold the non-executive directors individually and collectively to account for the performance of the Board of Directors
- Represent the interests of the NHS Foundation Trust members and of the public

Governors have a number of statutory duties, these are:

- Appoint (remove) the chair
- Appoint (remove) the non-executive directors (NEDS)
- Decide remuneration and broader terms and conditions for the chair and non-executive directors
- Approve (or not) the appointment of the chief executive officer
- Appoint (remove) the external auditors
- Receive the accounts at its Annual Members' Meeting

The Health and Social Care Act added the following duties:

- **Represent** - the interest of foundation trust members and the public
- **Hold to account** - Hold NEDs individually and collectively to account for the performance of the Trust Board, including appraisal of the chair.
- **Approve** - significant transactions, including merger, acquisition or dissolution.
- **Constitution** - discuss and approve amendments to the Trust constitution
- **Ensure** - that the Trust is not distracted by non-core, non-NHS work



Council of Governors duties

Holding NEDs to Account

- Appointing or removing - The Chair, Non- Executive Directors and the Auditors
- Questioning/Challenging - Non-Executive Directors on how the Board is delivering on the goals identified in the forward plan and strategy
- Inviting - Members of the Board to meetings

Trust Auditors

Trusts must appoint an external auditor to audit its annual report and accounts and other matters that arise.

The Trust's Auditors are:

- MIAA - Mersey Internal Audit Agency
- Grant Thornton – External Auditors

Governors work with the Audit Committee to appoint and remove the external auditors for the Trust.

Further Training

Training will be provided to Governors at induction and throughout your term on the following:

- Register and Declarations of Interest
- Fit and Proper Persons Requirement
- Data protection
- Media and Social Media
- Freedom to Speak Up
- Meeting etiquette

Governors are **not** expected to:

- run the organisation
- push personal agendas
- get involved in operation matters or deal with complaints
- direct or manage staff
- act as an advocate for individual patients but can advise where they can access this support
- get favourable treatment of support



Responsibilities and encouraged participation

The Trust constitution also outlines the following responsibilities for each individual governor:

- Ensure that they do not miss two consecutive Council of Governors meetings in any financial year
- Attend governor constituency meetings
- Attend at least one governor observation visit in any financial year
- Use social media responsibly upholding Trust values in line with the Nolan Principle

Constitution can be found here:



At WHH we encourage our Governors to:

- Attend monthly Chair's Briefing Meeting, which are also attended by non-executive directors
- Attend governor-only meetings, prior to quarterly Council of Governor meetings to plan agendas and questions
- Attend quarterly Governor Working Group meetings
- Attend activities in your local communities and at the Trust, to support the development and delivery of services
- Observe Board and committee meetings
- Abide with Governor Code of Conduct
- Respect confidentiality
- Welcome and support fellow governors
- Be keen to develop strong links between the Trust its communities
- Be committed to learning and keeping updated
- Be able to ask questions in a constructive, not confrontational manner
- Be willing to read relevant documents, papers and attend relevant meetings

Governors Code of Conduct

Governors are required to adhere to the Governors Code of Conduct:

- To act in the best interests of the Trust and adhere to its values and code of conduct
- To regularly feedback information about the Trust, its vision and its performance to its constituents and stakeholder organisations that either elected or appointed them

Governor constituencies

There are 28 seats within the Warrington and Halton Teaching Hospitals Council of Governors. Our governors represent the views of members and are responsible for engaging with members and the public primarily within the constituencies they represent.

Governors fall into three constituencies:

- Public governors – are individuals who volunteer their time to represent their communities – they are elected by the Foundation Trust membership of those communities.
- Staff governors – are employed members of staff of the Trust who put themselves forward to represent their particular professional group and include Medical and Dental, Nursing and Midwifery, Support Services, Clinical Scientists and Allied Health Professionals, Estates, Administration and Managerial.
- Partner governors - are appointed by invitation to join the Council of Governors by the Trust and are usually representatives of significant health and social care, local government, third sector partners or specific community groups.

Those constituencies are split as follows:

Public governors (17 seats)

- Warrington North - 5 seats
- Warrington South - 5 seats
- Halton - 5 Seats

Staff governors (5 seats)

- Medical and Dental
- Nursing & Midwifery
- Support Staff
- Estates Administration / Managerial
- Clinical Scientists / Allied Health Professionals (AHPs)

Partner governors (6 seats)

- Halton Borough Council
- Warrington Borough Council
- Warrington Sikh Gurdwara
- Warrington and Vale Royal College
- Education Sector
- Private Sector

Details of our governors in each constituency are available on the Trust website:



Key Points of Contact:

John Culshaw - Company Secretary & Associate Director of Corporate Governance

Tel: 01925 662834

Email: john.culshaw@nhs.net

Emily Kelso - Corporate Governance & Membership Manager

Tel: 01925 662 297

Mobile: 07810 638 057

Email: emily.kelso1@nhs.net

Liz Walker - Secretary to the Trust Board

Tel: 01925 662139

Email: Elizabeth.walker4@nhs.net

Norman Holding - Lead Governor

Mobile: 07585 978 358

Email: n.holding18@btinternet.com

Membership

About membership:

Foundation trusts are membership organisations and the membership is one way we engage with the local community.

Membership is completely free of charge to anyone over the age of 12 who lives locally or who has been a patient with our hospital. You simply need to register with us. Members can be involved by:

- participating in surveys or focus groups
- participating in other opportunities to get involved with the work of the Trust
- electing their governor representative, by voting in governor elections
- standing for election as a governor
- keeping in touch by receiving updates from the Trust

For more information on membership visit our website under About Us / Membership and Engagement.

For membership queries please contact:

WHH.foundation@nhs.net or call 01925 662139

Composition of our membership:

The Foundation Trust membership comprises public and staff members, the figures for membership constituencies as at 31 March 2023, are detailed below:

Constituency Membership 31st March 2023	
Warrington North	2462
Warrington South	2582
Halton (inc Weaver Vale)	3434
Rest of England	1462
Total Public	9940
Staff	4965
Total membership	14905

Membership
application form



**Supporting
governors to
engage in their
communities**



Governor Engagement Group

The Governor Engagement Group provides insight to and oversight of:

- Working with People and Communities Strategy – workplan deployment
- Membership Strategy
- Governor recruitment and promotion of governors in their communities
- Trust membership newsletter
- Governor election campaigns

Governor engagement should:

- Provide a link between the hospital trust and its local communities – establishing mechanisms for consulting with members and partnership organisations, particularly on developments and significant services provided by the Trust
- Act as a source of ideas about how the Trust can provide services which reflect the needs of patients and the wider community
- Listening to and understanding different views of members, public and representing their interests in the Trust

Governors' engagement toolkit:

- Governor Engagement Group meetings and papers
- Posters – to advertise governor activities / events
- Governor election notice
- Governor handbook
- Membership newsletter
- Website and social media – information on governors and engagement activities



'Experts by Experience' / volunteers

People who are willing to share their lived experiences of being in our care (including where the experience could have been improved) may be willing to help us develop our services through joining our Experts by Experience programme.

What does being an Expert by Experience involve?

The input of lay people/experts by experience provides real insight into what patients and public think about services, service change plans and services.

Who can be involved?

Patients, carers, foundation trust members, members of the public, community groups (multi-faith groups, former patients, charities, patient support and advocacy groups) family members; parents, young people, schools, partners etc.

To register an interest in becoming an Expert by Experience:

Email: whh.engagement@nhs.net

Tel: 01925 662835 or 01925 662114

Volunteers

Our team of volunteers make a real difference to the experience of our patients.

We have a variety of volunteer roles, with something to suit a variety of passions, skills or ambitions.

Volunteer roles include:

- Wayfinding
- Discharge lounge support
- Dementia ward support
- Chaplaincy
- Bereavement support
- WHH Charity
- Gardening
- Infant feeding
- Emergency Department support
- Ward buddy

To find out more contact 01925 662855 or email: whh.volunteers@nhs.net

Concerns or Complaints

If you are presented with a complaint, concern or question associated with an episode of care by a patient, carer or patient representative please refer to the following services:

Questions and concerns: please always refer to PALS

PALS (Patient Advice and Liaison Services) is a confidential service to support patients, relatives and carers.

Walk in hours at Warrington Hospital: Monday to Friday from 10am to 4pm

- Email: whh.pals@nhs.net
- Tel: 01925 275512 (in hours) or 01925 662281 (out of hours – voicemail)

We would always encourage patients / carers / advocates to raise matters with our PALS team or with the team providing care, but if an individual wishes to make a formal complaint there is a process detailed below.

Complaints:

Patients and relatives or carers are always advised to raise complaints or concerns on the spot so they can be dealt with as soon as possible.

If this has not been the case or if the complaint is after the episode of care, complaints can be made during the 'walk-in' hours at Warrington Hospital - Monday to Friday from 10am to 4pm

- Email: whh.complaints@nhs.net
- Tel: 01925 275512 (in hours) or 01925 662281 (out of hours – voicemail)



Using social media responsibly

Where people wish to use social media to express opinions that may not be those of the organisation, they should ensure that they do not identify themselves as Trust employees or representatives and furthermore state that their views are their own.

Those using social networking sites should always adhere to the Trust's vision and values, as well as codes of conduct and policies which are part of their professional and employment requirements.

You should be aware that social media sites are open to the public and may be considered public record. You should ensure that any reference made to the Trust, their colleagues, or working practices are professional, responsible and positive, whether posting from work or at home.

If you wish to associate yourselves with Warrington and Halton Teaching Hospitals NHS Foundation Trust on your social media site, you are expected to post under your real name. This demonstrates openness, honesty and accountability.

Posts must not contain anything contrary to the Trust's values and the Equality and Inclusion policy. Anything containing racist, sexist, homophobic, sexually explicit, threatening, abusive, disrespectful, or other unlawful comments must not be published. Inappropriate comments relating to protected characteristics set out in current legislation, for example disability, should also not be posted.

Work and work experience at WHH

During conversations people may express an interest in getting more involved with the work of the Trust or gaining experience of the variety of roles and opportunities available within the NHS.

Vacancies:

All Trust vacancies are advertised on the NHS Jobs website.

To search for jobs at Warrington and Halton Teaching Hospitals visit: www.jobs.nhs.uk and search for Warrington and Halton Hospitals in the 'Browse Jobs' section.

Alternatively – search by job keyword and location or postcode under the 'Search Jobs' tab.

Work experience:

The work experience coordinator can be contacted at nch-tr.workexperience.edu@nhs.net. Work experience application forms can be downloaded from the work experience web page above.

Further sources of information:

Working at WHH
information is available at:
www.whh.nhs.uk/workwhh



Work experience
information is available at:
www.whh.nhs.uk/workwhh/TrainatWHH/work-experience-whh



Feeding back and keeping in touch

In all engagement and involvement activity it is important that people who have taken time to give their views and feedback feel that it has been worthwhile.

The following mechanisms for feedback are available to governors to support their engagement activity with members and their community constituencies and will support this insight to inform the Trust's work and future planning:

For non-urgent items:

- Governor Engagement Group / constituency meetings
- For further discussion via a standing agenda item on Governor Engagement Group/Council of Governors

For urgent items:

- Via contacting: whh.foundation@nhs.net or 01925 662139

Reporting mechanisms:

- Patient Experience Sub-Committee (monthly report)
- Patient Equality, Diversity and Inclusion Sub Committee (monthly report)
- Council of Governors (quarterly)
- Governor Engagement Group (quarterly)

There are a range of other ways to keep in touch with the work of the Trust

- Follow us social media
- Visit the website latest news

Other sources of information

Scan the QR codes to access useful information on the Trust website.

**Getting to
Halton Hospital**



**Getting to
Warrington Hospital**



**Patient and
Visitor Guides**



**Feedback, Advice,
Concerns & Complaints**



**Membership
application form**



**Shuttle bus
information**



**Change an
appointment**



**Contacts – switchboard,
appointment booking,
wards and departments**



**Engagement,
Involvement
and Membership**



**Appointment
booking numbers**



Work at WHH



**WHH NHS
Jobs page**



Frequently asked questions (FAQs)

How can patients find out about waiting times at our Emergency Department (A&E)?

Waiting times for Warrington's Emergency Department (A&E) and the Urgent Treatment Centre at the Halton site are updated in real time on the Trust's website.

**Emergency Department
and Urgent Care Centre
Waiting Times:**



How does the hospital support those with specific nutritional/dietary needs?

On admission to a ward patients should communicate any specific nutritional or dietary requirements to the staff. Menu cards contain information asking patients to notify staff of any specific nutrition or dietary requirements so that a supplementary menu can be provided.

Why are patients given a choice of hospital for appointments in some cases?

The arrangements are determined by the commissioning organisations and not all services are offered on choose and book. GPs will refer patients to a service based on the patient's home geography and current waiting times. Some services are provided across two sites, so patients can choose between Halton and Warrington.

Where do patients go for issues relating to primary care?

Members of the public wishing to make a complaint about a primary care service (this includes GP practices, dentists, opticians or pharmacy services) can complain direct to the individual provider.

They can also make a complaint to the commissioner of these services, which for Halton and Warrington is NHS Cheshire and Merseyside, by:

- Telephone: 0800 132 996
- E-mail: enquiries@cheshireandmerseyside.nhs.uk
- In writing to: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY

Why are patients given a choice of hospital for appointments in some cases?

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Where can I find out about community partners?

Any questions you have about contacts for key community partners can be directed to whh.engagement@nhs.net or visit Warrington Voluntary Action's website www.warringtonva.org.uk or Halton and St Helens Voluntary and Community Action www.haltonsthelensvca.org.uk



This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact the Communications Team on 01925 662710

Polish: Niniejsza publikacja jest dostępna w alternatywnych językach lub formatach na życzenie

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