

New Horizons

FREE
NEWSLETTER
FOR OUR
MEMBERS

Trust plans improvements in response to Care Quality Commission report



It's now several months since we received our Care Quality Commission (CQC) Hospital Inspection report, and while the rating of "inadequate" was an enormous disappointment to everyone here, we now need to focus our attention on making the required improvements.

Our rating means we are now in Special Measures, so we will be revisited for a full inspection within the next 12 months. When the CQC returns to us, I want them to see, first-hand, the improvements that take us from inadequate to good and outstanding. In the meantime, as we work our way through the actions, it is important that staff feel confident that they are seeing improvements on a daily basis. I am looking to receive feedback from staff, patients and governors and from our partners so that they too can see evidence of that improvement.

We have refreshed our overall Quality Improvement Plan to make our response to the inspection report the focus of its first year, followed by continuing development to build really excellent services.

The key elements are closely linked to the main areas identified by the CQC: improved staffing levels; more effective communication with staff; better performance information for improvement; improved nurse record keeping;

continued improvements in reporting and learning from incidents; and improving the availability of case notes and test results in our Outpatient departments.

As part of the Special Measures agreed with our regulator Monitor, we want to "buddy" with other Trusts. I am a great believer that we can always look to the best and learn from the success and improvement journeys that have taken place in other Trusts. To this end we have already visited nearby hospitals and brought back some great ideas.

We have also established an Improvement Board which will draw on a range of expertise and give us additional support and challenge and I hope build confidence amongst our partners, about the work we are doing.

We still have a great deal to do, but this is an exciting and productive time for everyone here at your hospital Trust. I meet staff everyday who talk to me about what they are doing, individually and in their clinical teams, to deliver the improvements needed. I have every confidence that with the right support, our staff will deliver.

I hope that our Foundation Trust Membership, and in particular our Governors, will continue to play their part on our journey. Thank you for your continued support.

Jackie Daniel
Chief Executive

Welcome from the Chair



Hello and welcome to our latest edition of New Horizons.

My name is John Hutton and I was appointed as the Interim Chair of the Trust after John Cowdall stepped down earlier this summer. John was, and remains, a tireless advocate for transparency in our health services, and I would like to thank him for the legacy of openness and honesty which I know is continuing to grow and develop.

I have been a Non-Executive Director and Deputy Chair of this Trust for the past two years. Previously I was the Deputy Chair at York Teaching Hospitals NHS Foundation Trust.

This experience, as well as the strength and enthusiasm of everyone in the organisation, has helped me to lead the Trust Board while we recruited a new permanent Chair.

I'm delighted to tell you that following a rigorous process we have appointed Pearse Butler to become our Chair. Pearse is a highly-experienced NHS leader with eighteen years' experience as an NHS Chief Executive in a variety of organisations including Royal Liverpool Children's Hospital (Alder Hey), the former Cumbria and Lancashire Strategic Health Authority, and Royal Liverpool and Broadgreen University Hospitals.

We had a field of excellent candidates, and the recruitment process was led by our governors and involved staff and patient representatives. I am confident that Pearse will fully reflect and promote the patient-focused vision and values of our organisation, and look forward to his leadership of our Trust Board.

Prof John Hutton
Interim Chair



Win a night for two at
Castle Green Hotel
to find out how, see page six



The Care Quality Commission – Our Plan for Improvement

How did the Care Quality Commission rate us?

ACCIDENT AND EMERGENCY:

Furness General Hospital: **GOOD**

Royal Lancaster Infirmary: **GOOD**

Westmorland General Hospital: **N/A**

MEDICAL CARE:

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **INADEQUATE**

Westmorland General Hospital: **N/A**

SURGERY

Furness General Hospital: **GOOD**

Royal Lancaster Infirmary: **GOOD**

Westmorland General Hospital: **GOOD**

INTENSIVE / CRITICAL CARE

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **GOOD**

Westmorland General Hospital: **N/A**

MATERNITY AND FAMILY PLANNING

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **REQUIRES IMPROVEMENT**

Westmorland General Hospital: **GOOD**

SERVICES FOR CHILDREN AND YOUNG PEOPLE

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **REQUIRES IMPROVEMENT**

Westmorland General Hospital: **N/A**

END OF LIFE CARE

Furness General Hospital: **GOOD**

Royal Lancaster Infirmary: **GOOD**

Westmorland General Hospital: **N/A**

OUTPATIENTS

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **REQUIRES IMPROVEMENT**

Westmorland General Hospital: **REQUIRES IMPROVEMENT**

OVERALL TRUST AND SITE RATINGS:

Trust: **INADEQUATE**

Furness General Hospital: **REQUIRES IMPROVEMENT**

Royal Lancaster Infirmary: **REQUIRES IMPROVEMENT**

Westmorland General Hospital: **GOOD**

What have we been asked to improve?

The Care Quality Commission report made a number of recommendations to the Trust to address the issues they found when they visited us.

The Trust has published an action plan to ensure it makes the improvements necessary. These fall into six broad categories:

- Increasing and sustaining staffing levels
- Making performance information clearer and more in depth
- Improving nurse record keeping
- Raising frontline staff engagement through increased, effective communication
- Thorough incident reporting and keeping a record of lessons learnt
- Developing the availability of case notes and test results in our Outpatients Departments

Our plan is updated every month and provides an update of the progress made, together with supporting evidence.

The actions we were asked to take were:

- Ensure staffing levels and skill mix in all clinical areas are appropriate for the level of care provided.
- Continue to actively recruit medical and specialist staff in areas where there are identified shortfalls.
- Improve the nurse record keeping on the medical wards.
- Improve incident reporting. All staff must be aware of their responsibilities to both report incidents and implement remedial action and learning as a result.
- Ensure that appropriate action is taken in response to audits where poor practice is identified.
- Ensure the timely availability of case notes and test results in outpatients departments.
- Ensure that performance information is consistently and systematically collected and collated in order to support service improvement.
- Review the numbers of elective caesarean sections carried out in the maternity services at Furness General Hospital.
- Review staffing to ensure that the allied health professional workforce (dietitians, physiotherapists and other professionals who are not doctors or nurses) is developed at the same pace as the nursing and medical workforce to meet the growing demand for services.
- Consider investment into diagnostic and imaging services (x-rays, scans and other tests) to respond to increased demand.
- Improve communication with staff on the wards.
- Review the opportunities to engage the workforce in the 'better care together' initiative to modernise health services across the hospital and the community so staff are aware of the future of the services they work in.

Local health professional to oversee improvements



Glenys Marriott has been appointed as the Independent Chair responsible for overseeing the programme of work to deliver the further improvements needed following the Care Quality Commission hospital inspection.

The Trust has set up an Improvement Board, chaired by Glenys, and including local commissioners, governors, County Councils and the patients' champion, Healthwatch.

She is currently the chair of Headway South Cumbria and the founder chair of the Cumbria Neurological Alliance.

Glenys worked originally as a social worker and both as chief executive of a Cheshire health authority and later as chairman of a major teaching hospital trust in the North-East.

There were several areas of the Trust which were highlighted as performing well and providing safe services for our patients. Inspectors visited all areas of the Trust and some of the comments they made are below:

Most patients, relatives, carers and staff spoke positively about the staff and told us they were kind as they delivered care. Comments included

- // The nurses are very helpful //
- // The staff are good and caring //
- // The girls do a marvellous job //

On the elderly care and stroke ward staff were caring and compassionate. We found that the nurses and medical staff worked exceptionally hard to meet the needs of patients and were respectful and caring when speaking with them.

Medical Care, Royal Lancaster Infirmary

// Overall, people we spoke with were satisfied with the service and support they received. They had been fully informed at all stages of assessment and treatment whilst in the A&E department. They felt staff were caring and compassionate and worked hard to meet their needs. //

Accident and Emergency Services, Furness General Hospital

// Paediatric services were caring and child-centred, the wards were well-appointed with a good supply of toys and play equipment. //

Children's and Young People's services, Royal Lancaster Infirmary

// Staff worked well as a team and there was good communication and support between medical and nursing staff. Patients and those close to them felt involved in their care and treatment. //

Intensive/critical Care Services, Royal Lancaster Infirmary

// All the women and relatives that we spoke with told us the quality of the care they received was of a good standard and that staff worked hard to ensure that their needs were met. //

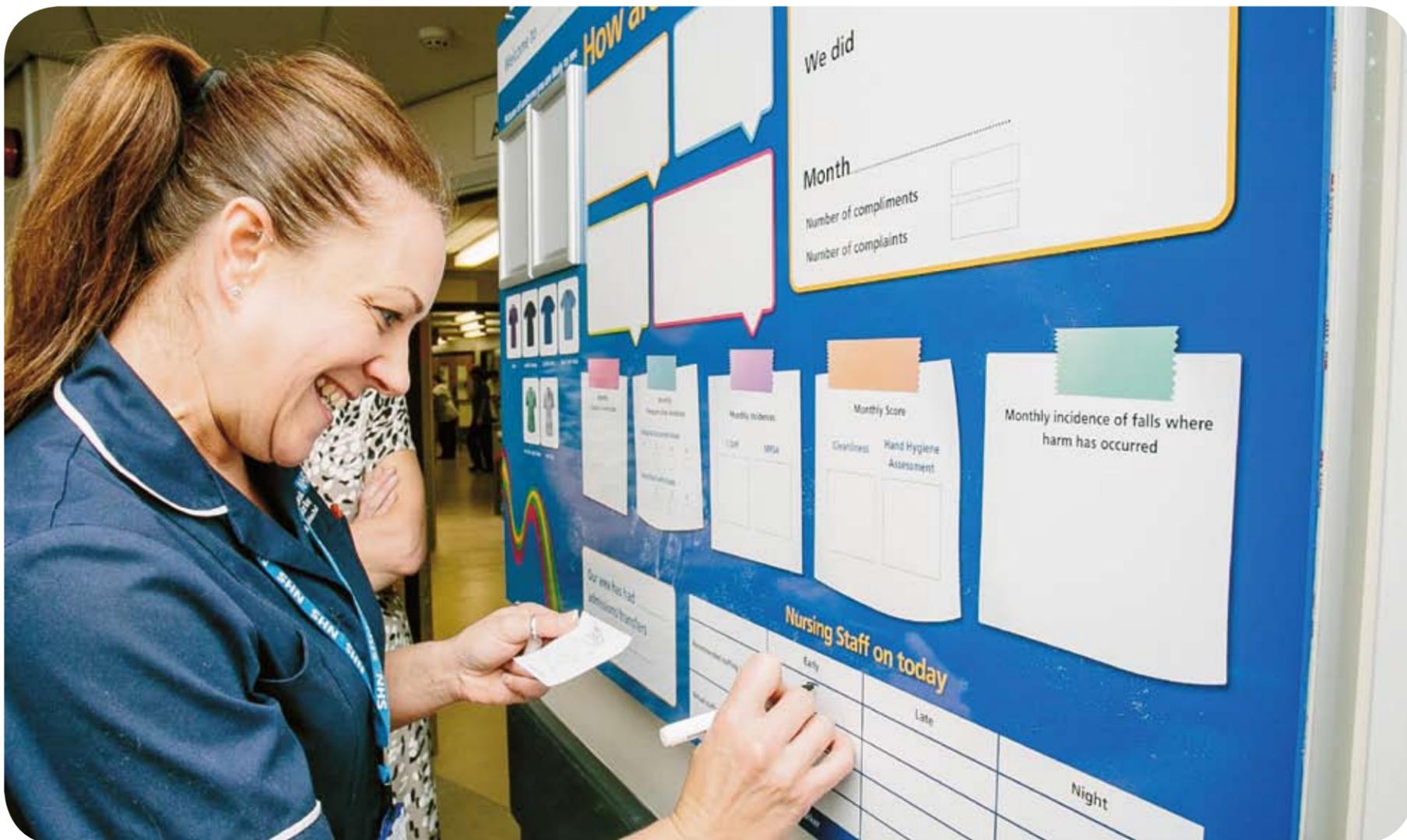
Maternity services, Furness General Hospital

// The outpatient areas were clean and well maintained and measures were taken to control and prevent infection. The outpatient department was adequately staffed by a professional and caring staff team. //

Outpatients Services, Westmorland General Hospital

// There were effective systems and processes in the surgical ward and theatres to provide safe care and treatment for patients. //

Surgical services, Furness General Hospital



Ward Boards have been introduced outside all our wards to give information to patients and their visitors on staffing and infection rates.



You may have already read that our Medical Director George Nasmyth has announced his decision to retire. Following a recruitment process we have appointed one of the country's top doctors as our new Medical Director.

Dr David Walker (pictured right) is currently Deputy Chief



Medical Officer for England, and supports the Chief Medical Officer in her role as independent adviser to government on medical matters.

He has been a medical consultant since 1996 and is a member of the Royal College of Physicians and the Faculty of Public Health. He has excellent knowledge and experience of the UK health system from working at a senior level across different regions of the country. He also brings with him a unique insight into healthcare from other parts of the world after working on four different continents.

He has also been an executive director in the NHS for 12 years, eight as a Medical Director.

Dr Walker holds a number of academic appointments and was a visiting scientist at the Centers for Disease Control in Atlanta, Georgia, USA. He has published widely in the fields of health protection and disease surveillance methodology. He is also the chair of the UK National Screening Committee.

Stroke Services hit the heights

Stroke services at Barrow and Lancaster are among the best in the North-West according to the latest figures from a healthcare quality organisation.

University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) is rated in the top three out of 22 hospitals in the rankings from the Advancing Quality programme.

It measures seven key performance targets including how long it takes for patients to be admitted to specialist stroke units, how well they are swallowing; their brain activity; and whether they have had swift access to physiotherapy and occupational therapy.

The stroke ward at Furness General Hospital now offers a seven-day-a-week service and around ten per cent are given a clot-busting treatment called thrombolysis.

Telemedicine – out-of-hours diagnosis via videocall from the emergency department – means patients can be quickly assessed for suitability for the clot-busting drug, which dramatically increases their recovery rate.

Trust scores above average in environment visits

The Trust has received scores above the national average in the recent Patient Led Assessment Care Environment (PLACE) visits.

- Furness General Hospital (FGH) is above the national average for the standard of food it provides, the privacy, dignity and wellbeing it offers to patients, as well as its general condition and appearance
- Royal Lancaster Infirmary is above the national average for the standard of food it provides, the privacy, dignity and wellbeing it offers to patients
- Westmorland General Hospital (WGH) is above the national average for the standard of its cleanliness and the privacy, dignity and wellbeing it offers to patients.

Under the PLACE programme, a team of patients, service users, local Healthwatch members, and staff, assess the privacy and dignity, food, cleanliness, and general building maintenance at the hospital. It is based entirely on the care environment and does not cover clinical care.

The Furness General Hospital catering team were finalists at the Hospital Service of the Year awards.

Their work to improve menus with celebrity chef James Martin, improving the Children's Wards menu in consultation with children from Victoria Junior School in Barrow and their newest project 'meals on wheels' which provides freshly-made meals to the local community all helped them to their nomination for team of the year.

Vision and Values

Staff, governors and volunteers have all helped to shape a new vision and values which have now been adopted by the Trust.

The values aim to demonstrate the Trust's commitment to its patients, workforce and the wider community.

Under the strapline of **"a great place to be cared for; a great place to work"** and an emphasis on continuously improving the patient experience, the vision and values are shown below.

VISION

We will constantly provide the highest possible standards of compassionate care and the very best patient and staff experience. We will listen to and involve our patients, staff and partners.

VALUES

Patients: Our patients will be treated with compassion, dignity and respect. Their experience is our most important measure of achievement.

People: Our staff and volunteers are the ones who make a difference. They understand and share our values and this is reflected in their work.

Partnerships: Our partnerships make us strong. By investing in them, we will deliver the best possible care to our communities.

Performance: Our performance drives our organisation. Providing consistently safe high quality care is how we define ourselves and our success.

Progress: Our progress will be improved through innovation, education, research and technology to meet the challenges of the future.

Partnerships

Our partnerships make us strong.
By investing in them, we will deliver
the best possible care to our communities.

Lead Governor John Sellar writes...



The Care Quality Commission (CQC) inspection was in early February but was not published until late June. The findings on those days led to the Trust being judged as inadequate and being placed in 'Special Measures' for a year.

After all the hard work over the last year the frontline staff had every right to be disappointed but should take heart that throughout the report the inspectors commented on the good standard of care being provided.

The Trust has now produced an 'Action Plan' which it submits to the CQC and this is being submitted in the very near future and meanwhile Monitor (another regulator) is also overseeing the implementation of these improvements.

Looking to the future, the 'Better Care Together' (BCT) programme is beginning to take shape and this will lead to changes in the delivery of some health provision to reduce the need for emergency admissions of patients to hospital through the better management of people with chronic conditions closer to home but integrated with hospital care whether as an inpatient or through outpatient clinics and a 'seamless' movement out of hospital back to home life with support where needed.

Your Council of Governors will continue to convey your views to the Board of Directors but needs to be assured that it is getting things right.

Better Care Together who we are and what we do



The NHS and local authority organisations involved in the better care together programme have submitted their "better care together Strategy" to NHS England and Monitor and this is currently under review. Better care together is being led by organisations including Cumbria Clinical Commissioning Group, Lancashire North Clinical Commissioning Group and the University Hospitals of Morecambe Bay NHS Foundation Trust. The strategy describes proposals for the future provision of health and care services across Morecambe Bay.



We have shared our emerging thinking at a number of major engagement events with patient, public, stakeholders and clinicians in recent months.

As part of the development of the strategy, local clinicians including GPs, nurses, hospital surgeons, physicians and social care practitioners have spent the last 6 months working on new "models of care" which will help to make sure all patients get the right care in the right place at the right time. The majority of proposed changes are about the way that primary, community and social care services work together to provide the best possible care for patients. Wherever possible this will be within a local community or neighbourhood. It is proposed to strengthen these community-based services across Morecambe Bay in order to reduce the number of avoidable admissions to hospital as well unnecessarily long stays in hospital. This will improve quality of care and convenience for patients, particularly for the elderly and people with young children, who often prefer to recover at home, as well as being far more cost-effective for the NHS pound in the medium and long term.

There are no proposals to close or privatise any of the three hospitals at Barrow-in-Furness, Lancaster or Kendal. The "better care together Strategy" proposes that core services including maternity will be retained on all three hospital sites and A&E services at Furness and Lancaster.

The better care together Strategy contains a number of options about how planned (non-urgent) surgery could be organised on fewer hospital sites. Any changes would be designed to drive up quality standards, reduce costs and make it easier to employ and retain the specialist permanent staff needed to provide the best possible health results for patients.

Since the submission on 30 June, NHS England and Monitor have asked us to carry out some additional work to provide more detail about how our proposals would work in practice with a particular focus on several issues e.g. workforce, information technology, estates and buildings etc. We will be focusing on this over the next few months. We are currently developing a detailed plan which will map out exactly what changes we believe could be implemented over the next 2 years.

Meanwhile we are also seeing some early benefits of better care together. For example, having received feedback from patients and clinicians, we are extending a pilot from north Lancashire into South Cumbria which offers GPs the opportunity to contact hospital consultants for specific advice about the care of individual patients, without the patient always having to be referred to a hospital clinic. There are also "ward boards" outside each ward detailing staffing numbers and explaining the different staff uniforms, the launch of customer care standards across University Hospitals of Morecambe Bay and the latest infection control campaign: "Is it me?", "Is it you?" or "Is it them?"

We can confirm that no decisions have been made at this point in time, and any major proposals for changes to health services would be subject to a formal public consultation, the details of which would be agreed with the Joint Health Overview and Scrutiny Committee for Cumbria and Lancashire.

We will continue to engage with all our stakeholders to keep them up to date as the work progresses and in the meantime if you have any questions about the programme please do not hesitate to use the 'contact us' tab on the better care together website <http://www.bettercaretogether.co.uk/> or call the better care together communications and engagement team on 01524 518 638.



Award for Non- Executive Director

ONE of our Non-Executive Directors has been honoured by the Queen with an MBE.

Anne Garden, who is also Head of the Medical School at Lancaster University, has been a Non-Executive Director for two years.

Anne, who was brought in to set up the Medical School at Lancaster and has worked there for 8 years, now lives in Arnside. She grew up in Aberdeen.

She said she was "overwhelmed" by the honour.

Anne will receive her MBE at Buckingham Palace in the next few months.

Foundation Trust Office News

To contact the Foundation Trust Office on any of the issues below please contact Heidi Bowron, Foundation Trust Office, Furness General Hospital, Dalton Lane, Barrow in Furness, Cumbria. LA13 9UR. Tel: 01229 404473. Email: FTmembershipOffice@mbht.nhs.uk. www.uhmb.nhs.uk

Emailing our Members

We have now begun sending out issues of this newsletter electronically to those members who have supplied us with an email address. This is more convenient for members, and also more cost-effective to the Trust. Using an e-mail address also means you can keep in touch with the Trust on a more regular basis.

If you would like to send us your e-mail address we will enter you into our **PRIZE DRAW**.

We are offering a prize to anyone who has already supplied or who will supply us with their email address. We will "draw" the name of the lucky winner, and the Castle Green Hotel at Kendal has kindly donated the prize of "Spice up your Sunday" – one night's dinner, bed and breakfast for two people on a Sunday evening.

The Best Western Plus Castle Green Hotel in Kendal is perched on the edge of the Lake



District, set in 14 acres of garden and woodland overlooking Kendal Castle and Lakeland Fells. Its facilities include a comprehensive fitness and leisure club with a beauty salon, while their food has been awarded 2 AA Rosettes! These are just a few of the many reasons why it was recognised as the Cumbria Large Hotel of the Year in 2014!

This picturesque hotel lies just 10 minutes drive from the M6 and 8 miles from Lake Windermere. So it's the perfect place for exploring other beauty spots

If you would like to enter this prize draw please send your email address to us at FTmembershipOffice@mbht.nhs.uk by 1st November 2014.

Do you know anyone who would like to be a member?

We are always keen to recruit new members.

In May we recruited 41 new members and in June 45 members. It's important to us that we let as many of the public as possible know the work that we are carrying out. By becoming a member you can find out information about what we are doing around our hospitals.

Most people in our community have visited our hospitals. They may have had a birth here, they may have been an outpatient. They may have been an inpatient or they may have visited a loved one in one of our hospitals. Whether it's sad times or happy times – these are your hospitals and your health.

Please encourage as many people as possible to become a member today - contact details are above.

Members' Talks

Places will be booked on a first come, first served basis. Book your place now at www.uhmb.nhs.uk, calling the Membership Office on 01229 404473, or emailing your name, address, contact number and the name, venue and date of the talk you wish to attend, to FTmembershipOffice@mbht.nhs.uk. We will then confirm your attendance with you. If a friend or family member would like to attend and they are not a Foundation Trust Members, please let the membership office know. They may also be able to come along.

Apologies to anyone who wanted to attend the Dementia talk which was cancelled due to unforeseen circumstances. We hope, however, to rearrange the same talk again next year.

Upcoming Talks for early 2015

End of January - Basic Life Support
February - Feb – Skin cancer/sun exposure
March - Infection Prevention
May - Dying Matters

Speaker Events



Our Lead Governor, John Seller, often speaks at events organised by local charities and organisations. If you would like John to visit your organisation to speak on "The Role of a Hospital Governor", please

contact Heidi Bowron via the contact details at the top of the page. We are considering dates from September 2014 onwards.

Abreast with Breast

Dr Parmeshwar, Consultant Breast and Oncoplastic Surgeon

Commencing at 6 pm

Monday 13 October

Royal Lancaster Infirmary

Breast cancer is the commonest cancer affecting women in the Western world and there is an indication that its incidence seems to be on the rise. The life time risk of a women being affected by it in the UK is about 1 in 8. Reassuringly, the treatment outcome is generally good and the mortality from breast cancer has improved in the recent past.

Breast cancer management has evolved enormously in the past 20-25 years with the introduction of the screening programme for early detection and treatment combined with development of new medical therapies. There has been a massive shift in the surgical approach too with, more emphasis on the aesthetic outcomes. A number of new techniques have been introduced to widen the choice for affected women. The multidisciplinary approach to breast cancer management has been one of the success stories in the NHS and now there is an increasing recognition of survivorship issues too.

The seminar will look into the changing landscape of breast cancer management with focus on achievements and aspirations as well as challenges ahead.

Recruiting and gaining views



Here are some of our Governors and Employment Services staff working in the community speaking to members of the public about our services. They also recruit new members at the same time. If you would like to speak to them here are some dates and times when you could meet them:

2 October **9 am**
Ulverston Coronation Hall, Ulverston

19 November **10 am**
Outpatient Department, Queen Victoria Hospital, Morecambe

If you would like to meet them, here are the dates this year when you can.

NHS Discounts Scheme

Don't forget that as a member you qualify for the privately-run NHS Discounts Scheme. Have a look at this site. It entitles you to hundreds of discounts at shops and outlets nationwide. (www.nhsdiscounts.com)

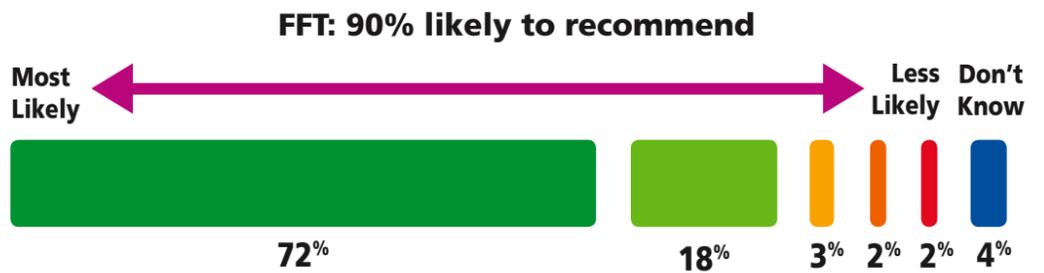
Patients say they are likely to recommend our care

According to the latest results of our Friends and Family Test, 90% of patients are likely to recommend the care they receive from our Trust.

The Friends and Family Test was introduced last year and the Trust takes part in a number of surveys to ensure that the care it offers to patients in our hospitals meets their expectations.

Overall around a fifth of all patients fill in the surveys, although the response rate from patients attending A and E is not as high. We are working hard to increase response rates

However the responses we receive are valuable to ensure that the care we offer is at the highest possible standard, and we will continue to analyse the results to show where we can make further improvements.



Results of Governor elections

The results of elections for the role of Governor at the Trust have been announced.

The Trust has a total of 30 governors. This includes 6 staff governors and 17 public governors, who are voted for by members of their constituencies, and 7 partner governors appointed by organisations who work with the Trust.

The Governors provide a vital link between the communities and groups they serve and the Trust Board, which has the statutory responsibility for the management of the organisation.

They also have a number of statutory roles, including providing their view on our forward planning, appointing and deciding the terms of office of the Chair and other Non Executive Directors of the Board, approving the appointment of the Chief Executive, appointing or removing our auditors and receiving our annual accounts, auditors' reports and annual report.

The governor positions up for election were 3 public governors from the Lancashire and North Yorkshire constituency, 1 public governor from the South Lakeland and North Cumbria constituency and 2 staff governors (1 from Medical and Dental and 1 from Management and Administration).

The successful candidates were:

Public - Lancashire and North Yorkshire constituency:

Philip Hodge (re-elected)

Janet Hamid (re-elected)

Colin Hartley

Public - South Lakeland and North Cumbria constituency

Colin Ranshaw

Staff - Medical and Dental constituency

Krishnaprasad Karnad

Staff - Management and Administration constituency

Morgwn Trolinger

In addition a recent vacancy for a public governor in the Barrow and West Cumbria constituency has been filled by David Wilton.

Westmorland Show was a huge success

Hundreds of people came to our tent at the Westmorland Show which was in conjunction with the NHS across the area.

Staff from children's services ran a teddy bear hospital, and the bowel screening service brought a giant inflatable bowel that members of the public could walk through to give them education on how to spot the early signs of bowel disease. There were also stands run by dermatology, breast screening, maternity services, end of life care, and the outpatient services asked the public's opinion on how services could be improved.

The North West Ambulance Service also attended with an ambulance that the public could look around, and the better care together programme attended to give the public an update on the strategy for health services across the area.

The stand was a huge success and we would like to thank everyone who visited us.



Fantastic fundraising effort

Trust public governor, Shahnaz Asghar, has raised £2,200 for the children's ward and cardiac unit at Furness General Hospital.

Shahnaz has been a familiar face in the hospital reception selling tickets to visitors and staff over the past few months. She selected the cardiac unit as one of the recipients after she suffered a heart attack earlier this year and she is also a passionate fundraiser for the Children's Ward.

Shahnaz, who represents the Barrow community in her role as governor, said she was overwhelmed by people's generosity.

"I would like to thank the businesses who provided these brilliant prizes, the public who have bought tickets and the staff at Furness General Hospital. It has been lovely to talk to people and hear them say how proud they are of the hospital."

She also sold tickets at Westmorland General Hospital, Ulverston Health Centre, The Forum in Barrow and at Nuffield Health.

The raffle was drawn by Mayor of Barrow Marie Derbyshire who picked out the prize winners before touring the hospital with Shahnaz and Executive Chief Nurse Sue Smith. The first prize was a £50 voucher for Rusland Pool Hotel with Tesco, Booths and Asda all donating prizes as well as Thorntons and Nuffield Health.



Prostate cancer awareness

On October 16th the Rotary Club of Grange-over-Sands and the University Hospitals of Morecambe Bay NHS Foundation Trust are joining forces and presenting a "Prostate Awareness Event" in the Victoria Hall, Grange-over-Sands from 10.00am to 2.00pm.

The aim of the event will be not only to make members of the public aware of symptoms so that treatment when required can begin as soon as necessary, but to dispel some myths and present a positive picture of the help and support available today.

On the day we plan to have a variety of highly-experienced clinical staff available to talk to the public (if necessary this can take place in private) and presentations by a consultant on all aspects of the condition including testing and treatment. There will be information stands where the public can chat with hospital staff and even have the opportunity to talk with people who have already gone through treatment for Prostate cancer or who are going through it now.

All are welcome to attend.

Hello my name is...

Nurses and other frontline staff at University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) have joined a massive social media movement launched by a terminally-ill doctor from the north of England.

The "Hello my name is" campaign was launched by Dr Kate Granger, an elderly medicine registrar from Yorkshire, who became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis earlier on this year. Her campaign on social media platform Twitter has inspired local nurses and other staff.



Dr Granger, 31, has terminal cancer but has made it her mission to get as many members of NHS staff pledging to introduce themselves by name to their patients. She features UHMBT staff supporting the initiative on her website.

This campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly. A confident introduction is the first step to providing compassionate care and is often all it takes to put patients at ease and make them feel relaxed whilst using services.

Members can support Dr Granger's campaign on Twitter by sending her a message at @GrangerKate, including your name and the phrase #hellomynameis. To find out more about the campaign, visit www.hellomynameis.org.uk/home.

The Trust has also circulated "Hello my name is" lanyards for staff to use as a reminder of the campaign.

Double success for dance therapy champion

A neurophysiotherapist from the Trust is celebrating double success for her key role in a project offering dance for people living with dementia and their caregivers.

The project – entitled Dancing Recall; Making Connections – has won the Integrated Working category at the Health Education North West Adult Learners' Week Awards.

The project has also been awarded £34,500 from the Cumbria Community Foundation to develop the work over the next two years in Eden and East Allerdale.

The eight-week programme of dance and movement has been delivered by a trained team of 20 dance practitioners in all six regions of the county. It was managed by Bruce Lawson from Active Cumbria and led by Daphne alongside Susie Tate.

She was presented with her award at a glittering ceremony at Manchester Museum.



New play area

A newly-refurbished and extended children's outdoor play area and a teenagers' room – The Den – has been opened at Royal Lancaster Infirmary.

The refurbishment – which cost £14,000 – has been funded through charitable donations, including a substantial donation from the League of Friends of the hospital, and we are extremely grateful to everyone involved in donating money for the work.

The Den is for older children and includes gaming stations, DVD player and a 50-inch television.

As well as the building work, new toys were purchased. The ward received donations from The Cumberland Building Society bought toys and kindly donated a shed for storage. Leisure Lakes Bikes kindly gave bikes and helmets. RTC Safety Systems designed and laid the play area, generously incorporating hopscotch and colourful inserts at no extra cost.



2014 Meetings and Events

All the meetings of the Board and the Council of Governors are all open to the public to attend as observers. Board meetings start with a case study of a patient's experience at the Trust.

Future dates are as follows:

Trust Board

Wednesday 29 October 2014 – 10am – Lecture Theatre, Royal Lancaster Infirmary

Wednesday 26 November 2014 – 10am – Boardrooms, Westmorland General Hospital

Wednesday 17 December – 10am – Conference Room, Furness General Hospital

Council of Governors

Thursday November 20th 2pm – venue to be confirmed

Future editions of New Horizons

We are intending to rename this publication in the near future and plan to contact schools in the area to see if they would like to work with us on a new name. Future editions will be published as follows:

Winter 2014 – 2015

Spring 2015

Summer 2015

If you would like any articles including in future editions please contact the Foundation Trust office. Details can be found below.

Useful Contact Details

If any family members or friends would like to become a Foundation Trust member, please contact:

Foundation Trust Membership Office

Furness General Hospital

Dalton Lane

Barrow-in-Furness

Cumbria

LA14 4LF

Telephone: 01229 404473

Tuesday – Friday 8.30 am – 2.30 pm.

Other times – an answering phone is available.

Email: FTmembershipOffice@mbht.nhs.uk

If you change your name, address or email address, please let us know.

Patient Advice & Liaison Service

Tel: 01539 795 497

(PALS) can provide help, support and advice.

This is a confidential service for patients/careers and relatives

Patient Experience Team

Tel: 01539 716 621

Level 2, Westmorland General Hospital, Burton Road, Kendal, LA9 7RG

Email: commentsandcomplaints@mbht.nhs.uk

For health advice call the NHS non emergency helpline on 111

You can also get regular updates by liking the University Hospitals of Morecambe Bay NHS Foundation Trust page on Facebook or by following @UHMBT on Twitter.

