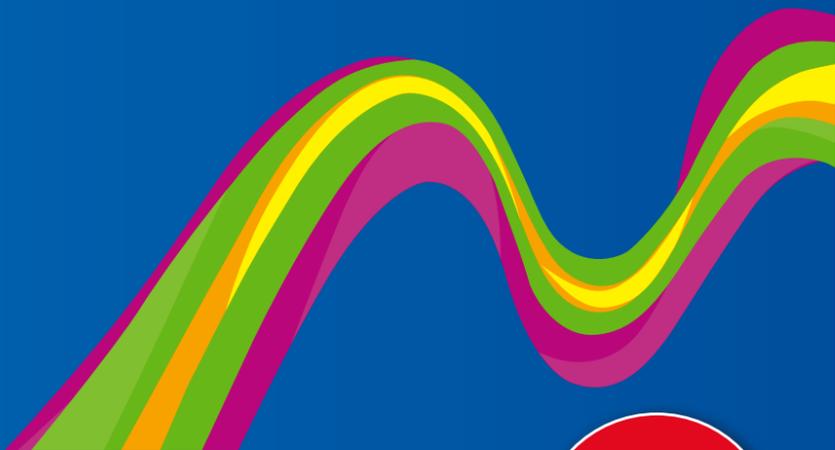


New Horizons



Welcome to our Spring Edition

Welcome to New Horizons – our way of keeping in touch with you - our members.

In our last edition, in winter, we asked you to provide us with your e-mail addresses – and in future we will use those that are sent to us to send an electronic copy of this publication, which will help us keep our costs down.

We have also introduced a new style – and we hope you like the changes we have implemented.

We've also acted on the feedback you gave us in the surveys we included in our last edition, and will continue to listen to feedback you send us and ensure we continue to provide you with the information you want.

In this edition, we take a look at our annual awards ceremonies which were held recently, some new developments in services across the Trust, and the very latest feedback from the better care together process – which longer term members will recall is the strategy being developed for health services across our area.

If you have any feedback at all please do contact us on 01539 746675 or e-mail Communications.Team@mbht.nhs.uk.

FREE
TO OUR
MEMBERS



*Who were our Health Heroes of the past year?
See page three for details*



Welcome to our new-look Spring edition of New Horizons, which comes at an important time for University Hospitals of Morecambe Bay.

As we look back on the financial year 2013/14, it's inspiring

to see just how much has been achieved over the past year, thanks to the hard work of all our staff, as well as the support and feedback of all the people we serve and work in partnership with.

In the last year, we have recruited 344 clinical staff, including 120 additional nurses, and for more than eight consecutive months in the last year, more than 95% of patients were seen, and treated within four hours in A&E. For every month of 2013/14, more than 95% of patients received outpatient treatment within 18 weeks of referral, and more than 99% of patients awaiting diagnostic tests received them within six weeks, exceeding national standards.

This was the first time some of these important national standards had been consistently met for a number of years, demonstrating just how far we have come.

We have listened to, and acted on, what our patients and staff have told us about the environment of our hospitals, building new, attractive café areas at the entrances to both Royal Lancaster Infirmary and Westmorland General Hospital, as well as introducing free public-access wifi at all our hospital sites.

And we have done all this while achieving our cost improvement programmes.

We are in the middle of a journey of improvement, so over the next year we will be doing even more through our new policy of "over-recruitment" to make sure we have stable, cost-effective clinical staff, further improvements to our hospital environments, and a drive towards making our key services available seven days a week.

We'd like to take this opportunity to say thank you to all of you for your support over the last year – we know we can continue to count on you as we move into the next exciting chapter.

*John Cowdall - Chair
Jackie Daniel - Chief Executive*

Catering Team Feature on National TV

The work of University Hospitals of Morecambe Bay NHS Foundation Trust's catering team featured on national television earlier this year.

Celebrity Chef James Martin's Operation Hospital Food ran at the end of February and showed a visit he made to Royal Lancaster Infirmary in November last year.

He praised the work of our catering services and now our new patient menus, launched this spring, feature a James Martin special on each day.



James Martin (right) pictured with Royal Lancaster Infirmary head chef Lee Till and Furness General Hospital head chef Andy Bickle. Photograph courtesy of the Lancaster Guardian.

Vascular Services Update

Members will be aware that the NHS has decided nationally to provide vascular services from centralised specialist centres in the future. Despite us and one local Overview and Scrutiny Committee appealing against the decision, it was agreed by the Health Secretary last year.

We have therefore been working with Lancashire Teaching Hospitals NHS Foundation Trust (LTH) on plans for the transfer of vascular services to ensure the work continues smoothly for patients.

A launch date of November 2014 has been agreed between the two organisations, with a staged approach.

In April 2014, the out of hours emergency work, which formerly was sent to Blackpool, was transferred to LTH, and from 1 June 2014 it is anticipated that out of hours emergency work will transfer from UHMB to LTH.

In terms of the transfer of elective (including daycase) and outpatient work, no final plans have been agreed but it has been indicated that the likely transfer of this work will be March 2015.

We will now work with our patient representatives to ensure those who use these services have their needs fully met by the new system.

Patient Survey

The latest inpatient survey conducted for patients treated by the Trust shows significant improvements compared to a similar survey two years ago.

The survey of 850 patients treated as inpatients in 2013 across our hospitals also showed we were significantly better than the average of other NHS Trusts in 12 categories.

The improvements were shown in the waiting times in the emergency departments, the cleanliness both in hospital rooms and in toilets, the explanation to patients of results following surgery, and in the hospital discharge process.

The response rate was slightly above the national average, and we will use feedback to further improve services on behalf of patients.

Shining Stars Celebrated During Awards Season

Staff, governors, fundraisers, and volunteers across the Trust have been honoured for their achievements, long service and excellence at a series of staff award ceremonies.

The staff achievement and long service awards took place in the hospital restaurants at the RLI and FGH in February, and recognised those staff who have worked in the NHS for either 25, 35, or 40 years and those who had completed extra training in the last 12 months.

Our Your Health Heroes awards took place in March, at the Abbey House Hotel, in Barrow-in-Furness, in recognition of the staff, volunteers, governors and fundraisers across the Trusts five sites.

Winners were announced in 14 categories during the ceremony - some honouring those on the front line of hospital life, others highlighting the efforts of those hard at work behind the scenes.

The evening proved a roaring success for the Trust, with staff, governors, volunteers, and fundraisers taking home glittering glass trophies.



The winners were:

Innovation award

Ian Fleming, Deputy Divisional Finance Manager and Joe Emmerson, Head of Medical Devices

Patient Safety award

Melanie Woolfall, Advanced Practitioner - Acute Care, RLI

Student / trainee of the year

Lauren Young, Cadet, FGH

Behind the scenes award

Kath Clark, Ward Clerk, ward 2, FGH

Volunteer of the year

North West Blood Bikes Lancs and Lakes

Fundraiser of the year

Jeff and Marielyn Rowson

Supporting the organisation award

Shahnaz Asghar, public Governor, Barrow and West Cumbria

Registered Professional of the year

Katie Davies, Occupational Therapy Team Leader, RLI

Midwife of the year

Anne Wallhouse, Community Midwife Team Leader, RLI

Nurse of the year

Erica Janta, Colorectal Surgical Care Practitioner, RLI

Doctor of the year

Mr Prabas Misra, Consultant Obstetrician and Gynaecologist, FGH

Team of the year

Stroke Early Supported Discharge team, North Lancashire

Special Achievement award

Mr Gilbert Ozuzu, Consultant Ophthalmologist, RLI

Chief Executive's award

Andy Bickle, Head Chef, FGH



Well done to everyone who was nominated, regardless of whether or not they received the winner's award – all very much deserved. Thank you to everyone that attended the awards ceremony and also those finalists that couldn't attend. You are all a real credit to the Trust.

Please Send Us Your email Address

We aim to ensure that as much money as possible is spent directly on patient care.

Did you know that it costs approximately 48p to print and post New Horizons to each member?

Hence, we are urging members who have an email address to contact the Membership Office and change their communication preference to email rather than post. In order to reduce costs, any member who has previously provided us with an email address in the past will now automatically receive all future correspondence (with the exception of ballot papers) via email, unless they specifically contact us to state otherwise.

If you would like to provide the Membership Office with an email address, or you would like to clarify the communication preference you selected upon becoming a member, then please contact the Membership Office on

01229 404473

or email: FTmembershipOffice@mbht.nhs.uk

If you provided us with an e-mail address and do not receive an electronic copy at the next issue, please let us know and we will ensure we amend our records.



Our Lead Governor Writes....

Welcome to the latest edition of New Horizons.

For the information of any new members, I am the lead Governor for the Trust, and a public governor for the South Lakes and North Cumbria constituency of the Trust. I was a General Dental Practitioner in Kendal for some 20 years and for a time was also vice Chair of Cumbria Family Health Services Authority.

I am thoroughly enjoying my time as lead governor and have welcomed many of the advancements the Trust has made in the past year. The NHS is in a time of constant change and striving for improvement and I am gratified – as a user of health services and a member of the public – that there is so much continuing commitment in our local hospitals.

Our recent inspection by the Care Quality Commission (CQC) – who spent almost a week with us – was an important visit for the Trust. We are one of the earliest Trusts in the country to receive a visit under their new process which seems to be less of a tickbox exercise but more interested in outcomes and while I personally feel the Care Quality Commission should not be needed – as all health services should provide outstanding care - unfortunately we have all seen instances where care falls short of what patients expect.

At the time of writing this we do not know what the CQC report will say – we know that while we have seen a great number of improvements across the Trust, there is still work to do. However should the CQC highlight any other areas of improvement we will, of course, ensure we take action.

Trust members are also part of this process and I would encourage feedback from you when you are recipients of good practice so that credit can be given or if you have concerns. I am pleased that the Patient Advice and Liaison Service (PALS) has been re-established at Westmorland and Lancaster to enable quick resolution of any concerns without resorting to the bureaucratic complaints procedure.

The Council of Governors will ensure that the current programme of work to improve our hospitals continues – and we make the Trust one which provides high quality and safe care for all our patients.

John Sellar

Lead Governor

Please help us by providing feedback by contacting the Foundation Trust membership office - details on how to contact us are on page eight.

Better Care Together

Members may have seen newspaper headlines recently about the future of our hospitals and services. These have been generated by speculation arising from the “better care together” review of NHS services across south Cumbria and north Lancashire.

Residents in the area have had the chance to give their views on the future of local health services during a series of public events held in localities across Morecambe Bay this spring.

The events considered out-of-hospital care such as GP practices, pharmacies and other community services, as well as healthcare in hospital.

Last year the ‘better care together’ review focused primarily on services within hospitals. Following extensive discussions with the public, together with advice from leading doctors, nurses, other healthcare professionals, feedback from NHS staff and key stakeholders, the review has been widened to consider care outside of hospitals and how it links with in-hospital care.

It is envisaged that a series of recommendations from this review will be presented to NHS England for approval in the summer. Any proposals which require major changes to services would then require formal consultation.

To find out more you can visit:
www.bettercaretogether.co.uk



Coming soon! Patient Information Readers' Panel

Have your say on Patient Information Leaflets given out by the Trust. This could be general information, or specific to an illness, injury and/or treatment.

It involves giving a small amount of your time, in the comfort of your own home, to review information leaflets for content, relevance and whether the information is understandable, clear and concise.

If you're interested in getting involved and for more information, please email or send your name, contact address and email address to the Patient Information Officer, Communications Office, Springville House, Royal Lancaster Infirmary, Ashton Road, Lancaster, LA1 4RP.

Alternatively, contact Sharon Woodhouse on 01524 512476.

Celebrating International Day of the Midwife

Maternity themed cupcakes were on the menu on Monday 5 May as our hospitals celebrated International Day of the Midwife. Our catering teams delivered the cakes to maternity and labour wards at all three hospitals for women, families and staff.

The day is promoted by the International Confederation of Midwives and is held every year on 5 May across the world. Display tables were also placed in the main receptions at FGH, WGH and the RLI with information about the midwifery service, and staff were on hand to answer questions.

Sue Smith, Executive Chief Nurse, said: "Midwives play a crucial role in maternal and child health and the International Day of the Midwife is an ideal opportunity for our midwives to widen their knowledge of the discipline, as well as spreading the word about the profession and telling people a little bit more about their roles in the community."

Women who have recently given birth at our three maternity units also added their voices to the recognition for the role of midwives. Claire and Geoff Clarke from Kendal had their baby girl Elise on 18 April 2014 at Helme Chase in WGH and were then transferred to the RLI. Claire, said: "At both Kendal and Lancaster, we felt the standard of care was exceptionally high. All the staff supported us brilliantly. In particular, the midwives' friendliness, professionalism and positive attitude were a great source of assurance to us."

Vicki Radeva, from Bowness on Windermere, had her baby boy David on 29 April at Helme Chase in WGH. She said: "The whole experience has been excellent. I can't say thank you enough to the midwives involved who were all amazing and very supportive, helpful, kind and caring."

Nicola and Adam Williamson, of Ulverston, have had three children at FGH with the latest addition, Lorcan Terence, arriving on May 1. Nicola, said: "I've had my three boys here and each time it has been fabulous. The midwives do a great job. You can tell you love their job - they are always smiling are very efficient and attentive and will do anything for you."

The role of midwives was also recognised at the recent Your Health Heroes awards held for staff across the Trust. Anne Wallhouse, Community Midwife from the RLI was presented with the Midwife of the year award at the ceremony.

Anne received numerous heartfelt nominations from her colleagues, one of which said: "Anne is an individual who prefers to let others take the credit for positive results. She does not get the recognition she deserves for the work she puts in 'behind the scenes' and we feel it's time her commitment and dedication are recognised."

Roadshows

We held three Roadshows at Kendal, Barrow and Lancaster in March 2014. We had the following stands:

- Resuscitation challenge
- Outpatients - including the check in booths and appointment reminder service
- Nursing from across the divisions
- IT – including Lorenzo and any new developments
- Membership office
- Charity office
- Recruitment – come and work for us
- Hearing screening
- Surgery – new developments in surgical techniques
- Catering
- Volunteers

The Roadshows were a great success allowing members of the public to speak first hand to members of our staff. Thank you to everyone who attended.



NHS Change Day

Staff at the Trust made 1,000 pledges to patients as part of the celebrations of NHS Change Day.

Stands at all our hospital sites were held on the day and staff throughout the hospitals pledged to make changes and displayed them on pledge walls.

All the trust executive directors made a public pledge as part of the day - as below:



Jackie Daniel

Chief Executive

Jackie has pledged to spend time with the Trust's Volunteers during 2014. Jackie fully appreciates that the important work our Volunteers do is often the first impression that a visitor has of our Trust. Jackie is keen to further develop the Trust's work in this area.

Aaron Cummins

Director of Finance and deputy Chief Executive

Aaron has made a commitment to spend a weekend or night shift with one of our clinical colleagues at each of our sites during the rest of 2014.

George Nasmyth

Medical Director

George has committed that he will visit outpatient departments and operating theatres across the Trust, observing doctors' work to ensure they meet the highest standards of patient care possible.

Sue Smith

Executive Chief Nurse

Sue has pledged to spend one day per month working as a nurse on our wards doing whatever jobs need doing to ensure patient experience is enhanced in that area.

Juliet Walters

Chief Operating Officer

In addition to her routine clinical walkabouts, Juliet will take time out once a month to work in clinical areas in order to fully understand the roles and challenges of staff and what she can do to help. Part of this will include meeting patients and find out what they need from our services, how we meet their expectations and what we need to do to improve.

David Wilkinson

Director of Organisational Development and Workforce

David will ensure that each month he encourages four new people to join the organ donation register to help promote the work of NHS Blood and Transplant.

Mary Aubrey

Director of Governance

Mary has pledged to spend more time on the frontline and once a month will visit different wards and departments across the Trust with Governors and will engage with patients to find out how we can make a real difference to their experiences through our work and continue to improve the health care in our hospitals.

Staff Receive Award for Best Practice in Dementia

The 'Best practice in dementia course' is a six month, level 2 course designed by the Dementia services development centre based within Stirling University. It has been specifically targeted for clinical support workers who practice within a hospital environment caring for people with dementia.

16 candidates were recruited from the surgical wards at FGH and attended a two hour session every two weeks with the alternating weeks being used for self-directed study. The candidates each received a personal file containing the required study booklets which had a mixture of information, guidance, scenarios and reflective exercises all designed to inform and enhance their care delivery.

Each candidate was congratulated and encouraged to pass on their knowledge to colleagues, challenging practice as appropriate.

Membership Office Updates



Pauline Robinson

In our last issue we included a questionnaire which asked you what you wanted from our website and from this publication.

It also gave you the opportunity to comment on any aspect of the Trust and the services we provide.

Over 500 forms were returned and some still being returned! For all those who supplied their email addresses the summer edition of our newsletter will be sent via email. This is a great cost saving exercise for us. If you haven't returned the questionnaire and would like to receive your future Newsletter via email, please don't hesitate to contact the Foundation Trust Office clearly indicating your name, home address and email address. Again, if your email address should change in the future, please don't forget to let us know.



Mr Freudmann

The questionnaires returned to us have been extremely interesting and allowed us to alter our newsletter and website so members of the public can read what is interesting to them. We have looked at all the responses and have realised in most areas you told us you were happy with the majority of responses received from members being happy with the amount of "Treatment" "Development" "How we are performing" "General News" "Governor activities" "Staff News" and "Research".

We reported a little too much on Volunteers and Charity/fundraising and "New Staff".

We are getting things more or less right with our website with not quite information about our "Treatments" "How we are performing" and "About our Consultants"

We have read all your additional comments – thank you very much for your positive comments and also the not so positive ones. We have read them all and are taking them on board. Several members mentioned they would like to read more information about Westmorland General Hospital and if we could feature a particular department, eg Chaplaincy. You would like more information on performance and research too. Statistics for missed appointments and changed appointments and the problems we are experiencing with the appointment system in general. Information on nursing too.

We can't answer everyone individually but we are looking at each and every one of them and will take account of them all. We have received so many comments that it will be difficult to please everyone. We won't be able to please everyone, but some of the comments received, and our actions, are outlined below:

Members seminars sound interesting but not all members live near hospital or have their own transport. Would it be possible to give a report on these events in future issues of New Horizons?

We have reported back a few of the highlights in this publication

Why are younger volunteers not encouraged. There are many areas where they could gain work experience. This is also a learning area which is not covered

We are encouraging volunteers from the age of 18 to join our Trust; we have in place a new volunteer strategy which includes inspiring younger people

The newsletter should be email only. The cost of printing must be enormous.

Thank you. We would like to replace the paper copy with a modern e copy – but recognise that not everyone has access to email. Anyone who would like to receive this via email please email the Foundation Trust Office. FTmembershipOffice@mbht.nhs.uk

Patients' comments and an insight into what happens when you go into hospital.

A great idea – watch out for future editions

Follow up appointments need to be looked at.

The Patient Public Group are looking into these, and have been asked to review the letters

I agree printing information to members is expensive and would be much cheaper by email and therefore anyone else like me not on computer would not get this info but in saving money would be better for the Trust and I would agree not to receive post and not a trust member if this is passed.

We will always have the option of posting information to our members if they have no computer access

Chaplaincy work

We are currently recruiting into two chaplaincy posts one at FGH and one at RLI

I have just been in hospital. Why have you cut back on two things - I notice first the little plastic bag taped to your table and the Saturday meal down to just bear minimum - not good enough Our menus are currently being reviewed



Trust meetings at FGH are difficult to attend from Lancaster. Suggest all at WGH

Trust Board meetings are held on rotation across our sites, we hold some at Barrow, some in Kendal and some at Lancaster

The challenges and accomplishments of departments which a spotlight on manager/team of each in turn.

We plan to run a spotlight on a service feature very soon

Patient and public involvement focus groups that can be attended/surveys to send back

We have a newly developed patient and public involvement group - please contact barry.rigg@mbht.nhs.uk for more information

I would like the info to be accurate - 2 mistakes in this one!

We are currently developing a patient / public reader panel - would you like to be part of this? If so contact barry.rigg@mbht.nhs.uk

No mention of Chaplaincy work. On the front page of New Horizons the word God has a small letter - he does seem to be left out of any developments. Are executives and leaders too afraid to examine spiritual development in recovery?

We are currently recruiting into two chaplaincy posts one at FGH and one at RLI and have taken on board requests to include chaplaincy updates in this publication

Are you monitoring patient experiences and what are the results?

Yes, we have our Friends and Family Test results published regularly, we receive comments via the NHS Choices website and receive patient stories each month at the Trust Board

The latest newsletter is the best yet but still doesn't seem to have a lot of information on Governors. Members need to feel the magazine is worth opening - I know members in this area who don't even open it? Perhaps a Governor/NED led publicity event in this area meant help. Stiff competition!

We have recently piloted a governor listening event and hope to publicise more activities from governors. They already join us at recruitment and gaining view events, more info can be found on page five

Hospitals aren't clean

Our hospitals are inspected by a team of patients as part of the patient lead assessment of the care environment, we continue to improve our cleaning standards via staff training, information and instruction. In addition our recent patient surveys showed we are better than average in terms of cleanliness

The food at WGH was terrible. I think things need to be sorted. Unfortunately they are short staffed but cut out all this paper work

Sorry to hear the food was not up to standard, the catering team are working hard to review new menus and have taken on board comments from TV chef James Martin

Membership Office Updates

Since we published our winter edition of New Horizons, we held our first FT members seminars -

Creaky Hips and Squeaky Knees

Cancer - Myths and Reality

Operation: Hospital Food

The Role and Value of Volunteers

A big thank you to everyone who attended. We were really pleased with all the comments you raised.

Here were some of them:

"Interesting - Informal in a professional way. Excellent."

"Pleasantly surprised to sample the food from the new menu. It was delicious."

"A well informative seminar with plenty of time for questions and answers."

"Good discussion. Well presented and delivered"

We are now holding the seminars below. Places will be booked on a first come, first served basis. Don't miss out – book your place now by registering online 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 event 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 Member, please let the Membership Office know. They may also be able to come along.

Living Well with Dementia

Dianne Smith, Matron for Dementia Services

Commencing at 6 pm

Wednesday 10 September - Furness General Hospital

Monday 29 September - Royal Lancaster Infirmary

670,000 people in England are living with dementia. An estimated twenty-one million people in our country know a close friend or family member with dementia (42% of the population). One in three people aged over 65 will have dementia by the time they die. And as life expectancy increases, more and more people will be affected. It is estimated that 25% of hospital beds in the NHS are occupied by people with dementia, rising to 40% or even higher in elderly care wards.

Here at UHMBT, we strive to give person centred dementia care tailored to the individual needs of our patients, involving families and significant others in the planning and decision making process of care delivery. Come to our seminar to find out more.



Dianne Smith

Abreast with Breast

Dr Parmeshwar, Consultant Breast and Oncoplastic Surgeon

Commencing at 6 pm

Monday 13 October - Royal Lancaster Infirmary

Breast cancer is the most common 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 developed 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 also been a massive shift in the surgical approach with more emphasis on the aesthetic and psychological outcomes. There has been a number of new and novel techniques 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 the importance of continuing support after treatment.

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 Your Views

We often work in the community speaking to members of the public about our services and also recruiting new members at the same time. If you would like to meet staff from the Membership Office and also our Governors, we will be at the following venues shortly

19 June	10.00 am	Ulverston Community Health Centre
2 July	10.00 am	Sainsbury Store, Lancaster
30 July	2.00 pm	Main Entrance, Centenary Building, Royal Lancaster Infirmary
27 August	2.00 pm	Main Entrance, Westmorland General Hospital



Governors Janet Hamid, Shahnaz Asghar and Jim Wood pictured at a recent event

Speaker Events

Our Lead Governor also speaks at events organised by local charities and organisations. If you would like them to visit your organisation to speak on "The Role of a Governor", please contact Heidi Bowron, Foundation Trust Membership Officer on 01229 404473, email FTmembershipOffice@mbht.nhs.uk or write to the Foundation Trust Office, Furness General Hospital, Dalton Lane, Barrow in Furness, Cumbria, LA14 4LF. As these have proved so successful, we are now considering dates from September 2014

Projects Kendal, Barrow and Lancaster

University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) is making good progress in its project to improve the patient environment.

Projects Kendal, Barrow and Lancaster (KBL) began in 2012 with patients, the public, staff and governors for the Trust putting their ideas forward to improve the patient environment at all sites operated by the Trust.

In total, there were four areas of improvements suggested as part of the initiative. These areas were estates improvements, technology, way finding, and accessibility.

A host of schemes have now been completed across the Trust, with more in the offing.

Amongst the schemes completed or due for completion soon are:

Trust-wide

- Free wi-fi available for patients

Westmorland General Hospital

- Main entrance refurbishment
- Coffee shop included in entrance
- Outpatient reception refurbished

Royal Lancaster Infirmary

- 2go@RLI café selling Costa coffee
- New enquiries desk
- Refurbished seating area
- Information point for patients and visitors
- New vinyl flooring, lighting, ceilings, entrance matting.
- Refurbished visitor wc's and baby change facilities

Furness General Hospital

- New maternity reception area

Plans to design a new way finding / signage scheme for the Trust is underway. This scheme will be flexible for the future to take into account any site or service changes. The tender for a suitable supplier is being created and meetings have taken place with possible manufacturers. The next step is to undertake surveys and appoint the contractor, which is scheduled to happen later this year. The installation of the chosen system is planned to be in place by late summer.

Improvements to accessibility at our hospitals were also suggested. On the back of these suggestions:

- New automatic doors in the Dermatology corridor at the RLI were installed in May 2013
- The improvements to the pathways at FGH, in particular the walk between the main reception and the Emergency Department, are planned to take place shortly
- The review of lighting in main access areas at WGH is planned to take place between April and June 2014
- The addition of baby change facilities in public toilets across the Trust is planned to take place between April and July 2014

2014 Meetings and Events

All the meetings of the Board and the Council of Governors are now 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

June - Wednesday June 25th 10am, Conference Room, Furness General Hospital

July - Wednesday July 30th 10am, Royal Lancaster Infirmary - room to be confirmed

August - Wednesday August 27th 10am, Boardrooms, Westmorland General Hospital.

Council of Governors

Thursday July 17th 2pm - venue to be arranged

Thursday November 20th 2pm - venue to be arranged

Annual meeting - the Annual Meeting will take place on Thursday September 18th 12noon - venue to be arranged

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:

Summer 2014 - July 28

Autumn 2014 - October 27

Winter 2015 - January 26

Spring 2015 - April 27

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.

