

Your Hospital News

Spring 2016 Edition

University Hospitals of Morecambe Bay NHS Foundation Trust
Free newsletter for our members

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This publication is delivered free to all public Members of University Hospitals of Morecambe Bay NHS Foundation Trust

News from across the Trust

Talking about death in a café

“What would you like to accompany your cappuccino? Cake, pannini, end of life care?” Not quite the conversation that you would expect from your average barista. Then again, who used the word barista 30 years ago?

Times change, and that is what the Dying Matters Week in May is all about. To stick my professional chaplaincy hat on: ‘For everything under heaven, there is a season - a time to be born and a time to die.’ Sadly, we rarely talk about this most common of human experiences anymore. Good mental and emotional health – not to mention spiritual health – is based on openness and honesty to deal with life’s issues.

This is especially true when they are difficult and painful, and I’ve noticed as a healthcare chaplain what a great sense of freedom such conversations can bring to a person.

Many people communicate via social media these days but where do serious, reflective conversation take place? Cafés! That’s why we will be running Death Cafés, titled ‘My Last Orders’. At these Cafés, we will be using material called Grave Talk - a set of cards with questions such as: ‘would you wear bright colours to a funeral?’, to kick off some brilliant, and sometimes, life changing conversations.

Our ‘My Last Orders’ Cafés (details below) will take the important conversation to where it is most needed – in the community, and provide people time and space to talk through the crucial issue.

- 10 May 2016: Forum 28, Barrow-in-Furness, from 12pm - 2pm
- 11 May 2016: Town Hall, Kendal, from 10am - 3pm
- 12 May 2016: Storey Institute, Lancaster, from 10am - 4pm

Ian Dewar
Chaplain, Royal Lancaster Infirmary

Best experience offered to patients with cancer at UHMBT

Analysis from iWantGreatCare (iWGC) at the end of 2015 showed that our Trust delivers the best experience to patients with cancer out of the entire iWGC network.

iWGC did an in-depth analysis of patient feedback from over 100,000 cancer patients cared for by the 45 Trusts who are part of the iWGC Quality Network. The best experience delivered to cancer patients was found to be from our teams, with patient ratings for both inpatient and outpatient care consistently showing that the experience was better than for any of the other NHS Trusts studied.

Feedback from patients described the compassionate, efficient care provided by staff across UHMBT for patients with some of the most serious illnesses.

Ground-breaking partnership with BAPIO

We recently formed a ground-breaking partnership with the British Association of Physicians of Indian Origin (BAPIO). The first of its kind in the UK, the partnership will help us realise our ambition of becoming truly inclusive by creating a culture in our hospitals that recognises, respects, and values diversity.

The partnership is focused on developing UHMBT as a role-model trust, where all staff would:

- Feel supported, respected and happy at work
- Have opportunities to fulfil their full potential
- Have opportunities for career progression
- Feel there is complete transparency
- Have positive relationships with management colleagues

Ramesh Mehta, President of BAPIO, said: “I am delighted that UHMBT is taking commendable steps to support the equality and diversity agenda. The partnership will assist in development of cultural sensitivity amongst staff, and in turn improve staff morale and patient care. This will be a role model for other trusts to follow.”

Numbers of volunteers increased across our hospitals

In 2014, we made a commitment to support and encourage our volunteers who not only enhance the care offered to patients, but also support staff across our hospitals, and improve the lives of those within the local community. Currently, we have 350 volunteers working across the Trust in roles such as: meet and greet, receptions, information desk, patient support, gardening, hospital radio and chaplaincy. This is compared with 115 volunteers back in 2013.

Volunteers play an essential role in the way we provide care. If you are interested in volunteering at the Trust, please email Volunteers@mbht.nhs.uk

UHMBT Flu Fighter team shortlisted for two national awards

Our Flu Fighter team has been shortlisted for two national awards, following achieving the national target of at least 75% of frontline staff being vaccinated.

The Flu Fighter team has been shortlisted in the 'Most improved flu fighter campaign' and 'Innovative flu fighter campaign' categories of the Flu Fighters awards 2015/16. These national awards look to celebrate NHS staff's hard work and give recognition for all their efforts on local flu fighter campaigns.

We vaccinated a total of 78.11% of frontline staff against a national target of 75% - thank you to everyone involved.

Maternity Matters in Lancaster!

Our second Maternity Matters in Morecambe Bay event took place in Lancaster on 22 January. It saw around 40 members of the public coming to speak to our staff and partner health organisations about their experiences of local maternity services, and how they want be involved in the future of the service.

Information was gathered in various different ways from notes written on table cloths and feedback forms, to a 'Wall of Conversation' that was produced by a graphic illustrator as people were talking.

Themes that were identified on the day included:

- High quality information about pregnancy and birth
- Advice on smoking, drinking and weight
- Fitness and strength for pregnancy and birth
- Clear and empathetic communication needed
- Time to debrief after birth
- Active birth rooms
- Accommodation and facilities
- Miscarriage support and compassion
- Access to clinics
- Visits to maternity ward
- Planning and support for birth and postnatal period
- Accessibility and consistency of services

- Informed choices
- Continuity of care

The feedback, themes, and the 'Wall of Conversation' are now being reviewed to make further improvements in our hospitals.

The video capturing stories on the day can be found at:

www.uhmb.nhs.uk/media-centre/uhmb-tv

New MRI scanner opens at FGH

The brand new MRI scanner at Furness General Hospital opened its doors fully to patients at the beginning of February, following a £900,000 investment. The new Siemens scanner offers the latest technology, provides better image detail - allowing for more accurate diagnosis, and has improved software meaning the potential for a wider range of examinations to be performed.

It also offers a better experience for patients, with features such as: reduced noise when in operation; a wider 'bore', making it less claustrophobic; and a new sky design ceiling which helps reduce anxiety.

Waiting and changing facilities in the scanner area have also been upgraded to improve patient comfort and efficiency in the department.

Long serving staff rack up nearly 2,000 years' NHS service!

We hosted our Long Service and Staff Achievement awards on 5 February, to celebrate staff who have worked in the NHS for 25, 35 or 40 years, or those that had done some form of learning in the past 12 months.

When we counted up all the years' service of those eligible for a Long Service award, it came to massive 1,939 years' service between them all!

It is important to step back and take this time out to celebrate and formally recognise the achievements of all our staff. Well done to everyone who received their Long Service or Staff Achievement Awards – it is very much deserved.

Staff and communities pull together during Storm Desmond

Local communities really came together during Storm Desmond in

December 2015 to support and help each other, and this was also true within our hospitals. We saw so many examples of our staff working closely with others to make sure that people could get to or from work, and most importantly, that our patients still received high quality care despite what was going on outside.

Staff really stood up to the challenge with many working flexibly and in some cases, long hours. Others did extraordinary things, such as members of our catering team at the Royal Lancaster Infirmary who cycled or waded in from Morecambe to get in for 5am to make sure patients continued to receive their food on time, and on one day, even sold a week's worth of food in five hours! Members of our Pharmacy team also went out delivering urgent medication to patients on a bicycle!

We'd like to say a huge thank you to everyone for their efforts during what was, and continues to be for some, a very difficult time.

Maternity expert joins the Improvement Team at UHMBT

Together with Monitor, the regulator for health services in England; we are pleased to welcome Gill Walton who has joined us as Maternity Improvement Director.

Gill, an experienced Director of Midwifery, has joined the Trust for a period of up to six months. She is working alongside the existing Improvement Director and the Trust Leadership Team to help ensure the required maternity improvements identified by the Care Quality Commission last year are fully implemented, and that the quality of services continues to improve in a sustainable way.

Gill will remain as Director of Midwifery at Portsmouth Hospitals whilst undertaking this part time, specialist role. Gill has led several maternity change programmes, and is a member of both Professional Advisory Groups at Nursing and Midwifery Council and the Royal College of Midwives.

Staff showcase their improvement work at second LiA Pass it On event

Over 80 staff joined us at our second Listening into Action (LiA) Pass it On event on 29 January at the Castle Green Hotel in Kendal.

Staff leading projects presented their achievements and held market stalls to showcase their journeys over the past 20 weeks. Schemes included improving patient experience for the hard of hearing and

streamlining and improving Phlebotomy services at the Trust.

Introducing the event, Jackie Daniel, Chief Executive, said: “This is what happens when you support staff to flourish in their roles.

These are fabulous achievements, of which we should all be very proud; but what really excites me is the prospect of what’s still to come. With many more schemes already launching this year, we can look forward to more pioneering ideas and ways of working that will benefit the people we care for.”

Listening into Action (LiA) is a key element of the improvement approach that we adopted as a Trust in winter 2014, and has proven models of change. The aim of LiA is to fundamentally shift how we work and lead by putting clinicians and staff at the centre of change for the benefit of our patients, our staff and the organisation as a whole.

We have an exciting year ahead of us. We recently launched our Wave 3 and Wave 4 Schemes which see 24 new schemes working hard over 20 weeks to develop their ideas and make improvements in their areas.

We regularly upload videos, blogs and case studies about staff improvements on our website www.uhmb.nhs.uk/about-us/lia so you can keep up to date with the progress our staff are making to improve services across our hospitals for patients, staff and the local communities.

If you would like more information on Listening into Action and Improvement at the Trust, please contact us on 01524 512179 or Listening.IA@mbht.nhs.uk.

THINK! Why A&E?

A&E is for serious and life-threatening emergencies **only**.

We want to make sure that our Accident and Emergency departments (A&Es) are kept free for those people with serious or life-threatening injuries or illnesses, and we need your help...

Did you know there are a range of local health services available to you when you are feeling unwell? Depending on the seriousness of your symptoms, you could get help faster and easier by using another service, and you could even save lives!

The local health services available in Cumbria and Lancashire are below, along with example of the types of illness, injuries and ailments that they can help with, and details of where you can find out further information.

Self-care

These can be treated with plenty of rest and a well-stocked medicine cabinet that includes painkillers; cold and flu remedies; plasters; and a thermometer.

Minor illnesses, ailments and injuries, include the below:

- Hangover
- Grazed knee
- Cough
- Sore throat

Find out what we should all have in our medicine cabinets at home on the NHS Choices website at

www.nhs.uk/Livewell/Pharmacy/Pages/Yourmedicinecabinet.aspx

Local Pharmacy

Pharmacists offer a range of health services. As well as dispensing prescriptions and other medicines, your pharmacy can provide free, confidential expert advice and treatment for a variety of common illnesses and complaints, without having to book a GP appointment.

They can help with things such as:

- Diarrhoea
- Runny nose

- Painful
- Cough
- Headache

Find your nearest pharmacy by using the service finder on the NHS Choices website at www.nhs.uk/service-search.

GP Surgery

If you have an illness or injury that won't go away, make an appointment with your GP.

They provide a range of services by appointment, and when absolutely essential, can make home visits. If you need to see a GP outside of the surgery's normal opening hours, telephone the surgery and your call will be forwarded to the GP out-of-hours service.

Your GP can help with things such as:

- Back pain
- Stomach ache
- Ear pain
- Vomiting

Find your GP Surgery's details by using the service finder on the NHS Choices website at www.nhs.uk/service-search.

Walk-in Centre

These centres provide consultations, guidance and treatment for minor injuries and illnesses such as the below, as well as emergency contraception and sexual health advice.

- **Itches**
- **Strains**
- **Cuts**
- **Sprains**

Find the details for your nearest Walk-in Centre by using the service finder on the NHS Choices website at www.nhs.uk/service-search.

NHS 111

NHS 111 is a free telephone service, available 24 hours a day, seven days a week.

You should call 111 if you urgently need medical help or information, but your situation is not life-threatening.

Need help fast?

Not well?

Call now!

When you dial 111, you will be directed to the best local services to make sure you get fast and effective treatment.

A&E / 999

A&E departments treat patients with serious and life-threatening illnesses and injuries, so you should only call 999 or visit A&E when your situation is critical. Using a more appropriate service will save you time- and could save lives.

Examples of things that you should go to A&E for include:

- Chest pain
- Choking
- Blood loss
- Blacking out
- Broken bones

Please keep A&Es and 999 free to see and care for patients with serious, life threatening illnesses and injuries.

We would like to thank our colleagues at Blackpool Clinical Commissioning Group, NHS Fylde and Wyre Clinical Commissioning Group and Blackpool Teaching Hospitals NHS Foundation Trust, for allowing us to use their campaign, materials and artwork free of charge.

For more information and to view the special THINK! Why A&E? video, please visit: whyaande.nhs.uk.

Focus on...Quality

Hello my name is Sally Young and I am the Trust's Quality Assurance Matron. I wanted to take the time to tell you all about the work we have been doing to provide assurance that all staff deliver high quality care, whilst also highlighting what works well, and identifying where further improvements are required.

As part of our Trust's Quality Assurance Framework, we have recently introduced the Quality Assurance Accreditation Scheme (QAAS). QAAS is based on a concept by Salford Royal Hospital, and is in line with the relevant national standards and requirements.

As part of the scheme, wards and departments will work towards achieving 'exemplar ward or departmental' status over an 18 month to two year period. This will help us to demonstrate a sustained improvement that can be monitored over time.

QAAS uses an online tool, and each ward or department visited is rated red, amber or green on a range of different measures including cleanliness, training records, and risk assessments. The outcome of the visit then determines the frequency of future visits.

Wards or departments that achieve Good (green) on three assessments will be invited to prepare a portfolio of evidence to present to our Quality Improvement Panel and consideration will be given to them being awarded QAAS accreditation.

Wards or departments that achieve amber or red will be given an appropriate level of support to improve their rating, including an improvement plan with clear objectives and leads.

To date the following visits to seven wards or departments across the Trust have taken place, and some common themes for improvement have been found, including:

- Call bells not always being in reach for patients or answered in a timely manner
- Patient bed panels and ward boards not always up to date and correct
- Documentation not always completed correctly
- Patient risk assessments not always completed correctly and reviewed in a timely manner

- Evidence not always there to show that equipment is cleaned on a regular basis

We have been back to visit all of the wards or departments since the initial visit, and improvements have been seen in each area. I will be sharing an update from our QAAS visits towards the end of each month on our Fresh Thinking website so please take a look at www.freshthinking.uhmb.nhs.uk

Sally Young
Quality Assurance Matron

Morecambe Bay Hospitals Charity

Generous donations to Dermatology department

We'd like to say a huge thanks to Michael and Davina Simm who donated £816 to the Dermatology Department at the Royal Lancaster Infirmary. With Gift Aid, the grand total was £1,020. They are pictured presenting the cheque to staff.

HEFF donate £20,000 worth of equipment to Furness General Hospital

Furness General Hospital is celebrating after the Hospital Equipment Fund For Furness (HEFF) generously donated new equipment to the X Ray Department, Intensive Care Unit and Clinical Decisions Unit, totalling nearly £20,000.

The new equipment includes:

- An Air Pal Reusable Wide Lateral Transfer Platform and
- Connecting Air Hose which is a safe, comfortable and dignified method of transferring and positioning patients. It also enables staff to perform lateral transfers with relative ease and with minimal risk of injury
- A Hamilton T1 Intensive Care Unit Ventilator which is compact and provides optimal ventilation therapy to patients, using improved technology, which ensures patient safety and accurate examination
- Two examination couches
- A Dinamap Welch Allyn Spot Checker to monitor vital signs

HEFF works hard to raise funds year on year with support from the local community, and we cannot thank them enough.

MedEquip4Kids donate distraction toys for children

Thanks to a kind donation from MedEquip4Kids, the Emergency Department at Furness General Hospital now has new sensory equipment to distract children when they are being examined and treated. The donation included a ceiling projector, fibre optic lights, a disco ball, a light box, and colourful spot lights.

As you can see, dark rooms and fibre optic lights make hard work for cameras!

News from the Membership Office

Membership talks for 2016

We have some exciting talks planned for our Members during 2016, and the dates for your diary are below. You can book your place on any of the talks by contacting the Foundation Trust office, or online by visiting www.uhmb.nhs.uk/trust/member-seminars

Are you under or over active? - common Endocrine problems of the neck

Talk by: Mr Mark Tomlinson, Consultant General and Endocrine Surgeon, Trust Specialty Training Lead for Surgery and Surgical Lead for Thyroid Cancer

18 April 2016 – Furness General Hospital

This talk will start at 1.30pm

This talk will concentrate upon metabolic hormone problems of the Thyroid and Parathyroid glands. These common problems affect both men and women of all ages. Information will be provided about the symptoms, diagnosis, medical management and modern minimally invasive surgical treatment within the Trust.

Living well with dementia

Talk by: Dianne Smith, Dementia Specialist Matron

16 May 2016 – Royal Lancaster Infirmary

7 June 2016 – Furness General Hospital

Both of the above talks will start at 1.30pm

670,000 people in England are living with dementia, with an estimated twenty-one million people in our country who know a close friend or family member with dementia. 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.

We strive to give person centred dementia care tailored to the individual needs of our patients, involving families and others in the planning and decision making process. This talk will give more information on what we offer and how people can get involved.

Refreshments will be supplied for Members who attend the talks.

New Governors for UHMBT

As we mentioned in the last edition, we have some new Governors who have joined us in recent months. This edition, we are focusing on Alison Dixey, Ben Hignett and Glyn Davies.

Alison Dixey is one of our appointed Governors, and works at CancerCare - a local charity dedicated to helping North Lancashire and South Lakeland families affected by cancer and other life limiting illnesses. She became a Governor because she is passionate about quality health care, and believes she can put her experience of working in the public and voluntary sector to good use for the greater good of the people of Morecambe Bay.

Ben Hignett is the Management and Administration Staff Governor, and works as a Senior IT Engineer, based at Westmorland General Hospital. He is passionate about how the Trust works, and became a Governor to collate views from Members and present those to the Council of Governors, who in turn have a direct link to the Trust Board.

Glyn Davies has been the Estates and Facilities Staff Governor since 2009, and was recently re-elected. He firmly believes the NHS is one of this country's greatest achievements, and it is something he is proud of, and proud to work for. Glyn became a Governor to contribute to expanding, developing and improving services at the Trust.

Email user?

We want to be able to keep you up to date with what's happening across our hospitals more regularly. The best way for us to do that is for you to let us know your email address. Communication via email is fast and effective and you'll also be helping us reduce our printing costs.

Changing is easy! Please contact us via phone or email on the details on this page. We'd also like to hear from you if any of your contact details have changed.

Meet your local Governors

Members from the Foundation Trust Membership Office, as well as local Governors, would like to meet you and hear what you have to say about our Trust - the good and the bad!

Come along to meet us on the dates below:

- **22 March 2016, 9.30am - 10.30am:** Outpatients Department, Westmorland General Hospital, Kendal
- **25 April 2016, 10am - 11am:** Outpatients Department, Royal Lancaster, Infirmary, Lancaster.
- **10 May 2016, 10am - 12pm:** Main Entrance, Furness General Hospital

Want to know more about Membership? Our Governors would like to come along to your society or club to give a 45 minute presentation about our hospitals, our future plans, and how we can work with your group in the future. If you would like us to come and talk to you, please contact the membership office on the details below.

Shahnaz raises £2,500 for FGH!

You may remember before Christmas that Shahnaz Asghar, one of our public governors, was selling raffle tickets and also arranged a 'Santa Dash' to raise money for Furness General Hospital.

Because of the kind members of staff and the public, she managed to raise a massive £2,500!

She decided to split the money between three special areas to her – dementia care, Orthopaedics, and the Childrens Ward. Thank you to Shahnaz and everyone who donated - we really appreciate it!

Membership Office Contact Details

The Membership Office is there to act as the first point of contact for our Members.

For further details of any of the articles in this newsletter, or for any other membership issues, please contact the office at:

**Foundation Trust Membership Office, Furness General Hospital,
Dalton Lane, Barrow in Furness, Cumbria, LA14 4LF**

Telephone **01229 404473**

Email FTmembershipOffice@mbht.nhs.uk

Get more involved

Would you like to be more involved with your local hospital services?
Is there a particular area that interests you most?

We're asking all our members to tell us if they would like to be involved and what area they are most interested in. We will then use that information to contact you when planning changes to services or our buildings, making improvements or seeking views.

If you would like to be involved, please fill in the form opposite and send it to the address shown above.

Please Tick

Men's Health (including bladder and prostate illnesses)

Older People (including strokes)

Outpatients Clinics

Hospital Environment

Children and Young People including Neonatal Unit and SCBU

Women's Health (including breast, gynaecology and maternity)

General Medicine (including heart and digestive system illnesses)

Emergency (including accident and emergency and intensive care)

Ear, Nose and Throat Services

Surgical Services

Orthopaedic Services

General Care

End of Life Care

Eyes

Cancer Services

Name.....Title.....DOB.....

.....

Address.....

.....

Postcode.....Email.....

.....

Your Head Governor writes...

Hello, my name is Colin Ranshaw and I was elected as a Public Governor in October 2014 and elected Head Governor in December 2015.

An NHS Foundation Trust (FT) is a public benefit corporation authorised to provide goods and services for the purposes of the Health Service in England in line with the core NHS principles.

The governance structure of all NHS FT is **Membership -> Council of Governors (CoG) -> Board of Directors.**

The emphasis is that it is a bottom up and NOT a top down organisation. The FT is the Members and the public who hold the Council of Governors (CoG) to account who holds the Chairman and Non-Executive Directors (NEDs) to account, and the NEDs hold the Executive Directors to account.

The CoG should be looking 'outwards', engaging with the membership and public to represent them when holding the NEDs to account. The NEDs should be looking 'inwards' holding the Executive Board to account, in close partnership the CoG.

The CoG, along with the support of the Chairman and the Executive Board, reviewed the present CoG structures with a working group jointly led by Bruce Jassi (NED) and John Kaye (previous Head Governor). 'Collaborative Working Between the Board and the Governors' was approved by the CoG at its meeting on 10 December 2015. The proposals within this report, which are fully supported by the Chairman, the Chief Executive and the Executive Directors, are now being progressed.

The proposals that are being progressed are:

1. Governance structure

The new structure will promote alignment with the Trust Board structure.

2. Annual Work Planner

The CoG Agenda will be more pro-active with an Annual Work Planner.

3. Managing the work of Governors

Governors give their time freely and best use of their time and skills must be utilised.

4. Other formal working

Governors will be represented on Trust Working Groups and other ad hoc bodies.

5. Informal working

Eg. the Chairman and Head Governor to meet regularly.

6. Raising matters of concern

Formalised escalation policy is being developed.

7. Governor development

CoG to annually review the collective effectiveness.

8. Governor / Member support

Increase membership where it is under-represented, e.g. young people, and engage better with the present Members.

9. Access to information

Governors need to have shared Trust information.

10. Third sector working

This is a valuable resource that we need to support.

We are very fortunate that individually, our Governors are very committed and enthusiastic people, who bring with them a very diverse skill mix and many years of experience. Collectively, this makes the CoG an extremely powerful and effective group.

The reformed CoG structures will provide a CoG that is fit for purpose, representing the Members and the public, and supporting and working with the Trust Board to deliver the best available healthcare.

Social Media / Trust meetings

BREAKING NEWS...Staff encouraged to flourish at work!

In 2016, we want to put the health and wellbeing of our staff firmly on the map. The evidence is clear; improving the health and wellbeing of healthcare staff can improve the outcomes for patients, so we have called on all staff to join us and help to raise the awareness of the health benefits of physical activity.

Evidence shows that doing more regular exercise can help reduce the risk of major illnesses, such as heart disease, stroke, type two diabetes, and cancer – as well reducing the risk of early death.

We have just launched our Flourish campaign – encouraging and supporting our staff to move more. With Flourish, we are aiming to:

- Create exciting initiatives that inform and encourage our staff to make a change
- Provide leadership and support to help staff make changes, such as in catering and active travel schemes
- Create opportunities for staff to get involved, and through new ways of working like Listening into Action, make the change needed

There will be lots of things happening this year as part of ‘Flourish’, but to start it off, we have asked as many staff as possible to join us in walking 50 million steps - the equivalent of walking around the earth.

You can follow our progress around the world at

www.uhmb.nhs.uk/flourish

Trust Board meetings are an opportunity for the Trust Board to receive and discuss updates and performance matters from across our hospitals.

The meetings now take place bi-monthly and are open to the public and staff. They will take place on the following dates:

- Wednesday 30 March 2016, from 10am, Conference Room, Furness General Hospital
- Wednesday 25 May 2016, from 11am, Boardrooms, Westmorland General Hospital
- Wednesday 27 July 2016, from 10am, Lecture Theatre, Royal Lancaster Infirmary

The Council of Governors meetings are an opportunity for Governors to receive information and discuss updates with Trust managers and clinicians. The meetings are open to members of the public and staff and take place from 2pm on the following date:

- Thursday 9 June 2016, NW Auction Mart, Junction 36, Kendal

Want to know more about what goes on in the Trust?

This newsletter is a very important method for us to keep our Members up to date but that much happens across our hospitals every day that it is hard to fit it all in! If you want to know more about what goes on in our hospitals or want more detail on what you have read in this newsletter, there are a number of ways for you to this:

- Visit our website - www.uhmbt.nhs.uk
- Watch our videos on UHMBTV - www.uhmb.nhs.uk/media-centre/uhmb-tv/
- Follow us on Twitter – www.twitter.com/UHMBT
- Like us on Facebook – www.facebook.com/UHMBT

Lucky winner announced!

You may remember that in the Summer 2015 edition of this newsletter, we ran a competition to re-name this newsletter. We had a great response, and as you can see from the front cover, the winning name, chosen by our Governors, was Your Hospital News.

Congratulations to Jess Davies from Barrow, who won dinner, bed and breakfast at the Netherwood Hotel in Grange-over-Sands. She said “I was delighted to win the overnight stay at the Netherwood Hotel - it is a beautiful hotel. I have never won anything before.”

Thanks to everyone who submitted an entry.

Large print version available

A large print version of this newsletter is available to Members. If you would like a copy of the large print newsletter, you can download it from our website at <http://www.uhmb.nhs.uk/trust/membersnewsletter/> or contact the Membership Office on 01229 404473 or FTmembershipOffice@mbht.nhs.uk.