

MWL Patient News

Your voice, your experience
Issue 02



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ههگر پیوستت بهم زاناریازه ههیه به زمانیکی جیاواز یان فورماتیکی دستگه یشتن، تکایه له گهل نه دنامیکی ستافه که قسه بکه که ده توانیت بوت ریڭبختات.

Welcome



Dear patients, carers and family members,

Welcome to the second edition of MWL Patient News (your voice, your experience)!

In this edition, we share with you the launch of our new MWL Trust values and shine a spotlight on our Diabetes teams across MWL, highlighting the services they provide and information about the team.



We focus on some of the events the Trust has taken part in during April–June 2024: Experience of Care Week, Deaf Awareness Week, Carers Week and Pride, and share the Trust's Butterfly Volunteer's pilot, a patient story, as well as feedback from the last few months.

We also invite you to join the Children and Young People Patient Group and the Ormskirk Maternity and Neonatal Voices Partnership Group, giving you the opportunity to contribute to each service and share your experiences.

We hope that you enjoy the second edition of MWL Patient News.

Thank you,

Patient Experience & Inclusion Team

Patient Experience and Inclusion Team

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Meet the team - Diabetes and Endocrinology



For our second issue, we're putting a spotlight on our Diabetes and Endocrinology teams here at MWL. The teams are based at St Helens Hospital and Southport Hospital, and we wanted to share a bit about the service and meet some team members.

Diabetes and Endocrinology Team at St Helens Hospital



The team has been established for over a decade and consists of consultants, nurse specialists, dieticians, a podiatrist, a nurse educator, and a coordinator, as well as admin staff. They provide inpatient and outpatient services at Whiston, St Helens and Newton hospitals as well as specialist outreach support services at local mental health units, local vulnerable adult services and an emergency advice line.

The Adult Diabetes Team currently delivers over 30 clinics per week across healthcare venues in the St Helens borough, offering weekend and evening appointments to support patient choice, and they also work closely with community teams based in Knowsley and Halton. You can find out more here:

<https://sthk.merseywestlancs.nhs.uk/our-services?service=50>



Diabetes and Endocrinology Team at Southport Hospital



The Diabetes Team at Southport and Ormskirk is an expanding and developing service, which now includes three Consultants, a Diabetes and Endocrinology Pharmacist, a Young Persons Nurse and Dietitian, an Adult Pump Nurse and a DSN who works collaboratively with the multi-disciplinary Foot Care Team.

There are a number of different clinics which take place within the Diabetes Department. The service offers a range of diabetes outpatient clinics at both Southport and Ormskirk hospitals and also works closely with the diabetes community teams based in West Lancashire and Southport and Formby areas.

You can find out more here: <https://so.merseywestlancs.nhs.uk/our-services?service=3>



Feedback and awards

The service you provide is excellent. Fast, efficient and all members of staff are friendly helpful and knowledgeable.

Very efficient with lovely kind staff who treated my elderly dad with the utmost respect

Patience, kindness, tolerance and consistency

Excellent care, friendly and helpful staff. Lovely hospital, clean and kept pristine

The service I received was excellent. The team member was very informative and caring. The nurse explained everything that was happening.

Seen promptly. Very professional, helpful staff.

All the staff I found to be very helpful, friendly and listened to my input into the treatment. They have absolutely gone over and beyond in their care. I thank them very much.

Rachael and Catherine, Diabetes Nurse Specialists were runners up in the Quality in Care Awards Programme 2023



Suzanne, Diabetes Specialist Nurse and the Diabetes Young Adults Team shortlisted for Diabetes UK Research Award



St Helens Diabetes Outreach Team celebrate Diabetes Week (10th - 14th June 2024)

The Diabetes Team currently provide a monthly drop-in service at 5 venues in St Helens, to support those who are homeless or struggling with drug/alcohol problems. This drop-in service aims to provide diabetes screening and support in a safe and comforting place.

As part of Diabetes Week, the team carried out 'Drive Days' to support anyone who may not typically access healthcare services and increase awareness.

The team met with 44 people throughout the week, discussing diabetes care and treatment and were able to build good relationships with service users and staff at the venues. The team are looking forward to continuing to build on the progress made so far with the local community and hopes to continue this drive as an annual event.

Meet the teams



“ I genuinely enjoy working here. We support each other, we hold regular meetings and I feel we all contribute to providing an excellent service. ”

John Cairns, Diabetes Nurse Specialist

The team are an amazing bunch of experienced nurses but are ultimately lovely people with a shared passion for supporting patients with diabetes ”

Lindsay Hooper, Diabetes Nurse Specialist



“ I love being a part of the team as I feel we are responsive to the needs of patients and staff, and we make a difference to the patients care. ”

Sarah-Jane Daley, Diabetes Nurse Specialist

“ One of the most important and rewarding aspects of my job is being able to take the complex and make it not only understandable, but manageable for patients. ”

Janine Moon, Endocrinology Nurse Specialist



“ The best part of my job is seeing people's confidence with diabetes grow. It is so rewarding to be able to make a positive impact on people every day as part of my job. ”

Becky Smith, Diabetes Nurse Specialist

“ We all work well together to deliver an empathic, knowledgeable and an effective service to our patients. ”

Sally Snape, Diabetes Nurse Specialist



“ This role is rewarding because it provides the opportunity to empower patients to self manage their diabetes, increase their knowledge and improve their outcomes. ”

Elaine Khindri, Diabetes Nurse Specialist

“ I love being a part of the Diabetes Team, we went from a small team to a large team quite quickly, and its lovely how we all work so well as a team. ”

Jenn Maher, Diabetes Nurse Specialist



“ Our shared passion for diabetes care and our commitment to improving services for both staff and patient outcomes make this an inspiring and fulfilling environment to work in. ”

Titi Omoloso, Diabetes and Endocrinology pharmacist

“ I absolutely love my job and I love working with young people as no two days are ever the same ! ”

Lucy Unsworth, Young Person Diabetes Nurse Specialist



MWL Trust Values Launch



We launched our new MWL Trust Values in April 2024!

Following a 6-month engagement process with staff from across the Trust; and after hearing their views about what they think MWL stands for, the Trust has developed new set of shared values and behaviours. The values and behaviours were created by MWL Staff for MWL Staff.

The launch took place in April, with marketplaces at sites across the Trust, showcasing the new values.



- We:**
- ▶▶ Treat every individual with respect
 - ▶▶ Are compassionate in our support of patients and colleagues
 - ▶▶ Are friendly and welcoming and always introduce ourselves
 - ▶▶ Care for each other as we care for our patients
 - ▶▶ Are polite and value each other's thoughts and ideas

- We:**
- ▶▶ Are always listening and learning
 - ▶▶ Encourage and support two-way communication
 - ▶▶ Are honest, fair and open with others
 - ▶▶ Take responsibility for our actions and always aim to improve
 - ▶▶ Develop our services in the best interests of our communities

- We:**
- ▶▶ Value everyone's cultural, social and personal needs
 - ▶▶ Celebrate our differences and support each other
 - ▶▶ Listen to all voices
 - ▶▶ Work as a team and learn from each other
 - ▶▶ Challenge prejudice and promote acceptance

Experience of Care Week 2024

#IAmExperienceOfCare

29th April to 3rd May 2024



Experience of Care Week is an international initiative held each year to celebrate the work that is taking place across health and social care to keep improving the experiences of care for patients, families, carers and staff.

This year's theme was 'I am Experience of Care'. The week provides a dedicated time to celebrate the efforts of healthcare providers, patients, families, and caregivers who work tirelessly to improve the quality of care for all. It's an opportunity to shine a spotlight on the invaluable contributions made by these individuals and organisations. To celebrate the Patient Experience & Inclusion Team held a number of initiatives across the Trust.

Newsletter

We launched the first issue of MWL Patient News (your voice, your experience)



Quality Bus



The Patient Experience and Inclusion Team visited inpatient wards and departments across the Trust; promoting Trust initiatives and sharing best practice.

Team Take-Over

The Patient Experience and Inclusion Team presented at the weekly MWL Trust Brief Live as part of a team take-over, sharing and promoting the importance of feedback and the projects that follow.



Feedback



We shared some of the amazing feedback we receive from you.

Patient Experience and Inclusion Champions



We showcased some of our fantastic Patient Experience and Inclusion Champions and they shared why the Champion role is important. The Champions enhance experience and equality in their department, raise awareness and share good practice. We have over 80 Champions across our MWL sites!



Jacqueline Burke
Maternity Support Worker



I have a passion for supporting and improving patient care within my role. I became a Champion to learn more about other departments in the Trust and how we can all work together to improve the patients' experience. As a Champion, we encourage and educate staff in our department on any projects, processes and support we can offer patients.



Lisa Worthington
Staff Nurse



Working with people and the public is the reason I became a nurse. I wanted to put my people skills to good use, where I can help people and ensure they receive a fantastic service. I am passionate about ensuring our patient experience is the best it possibly can be. Becoming a Patient Experience & Inclusion Champion has helped me to learn and teach our team about giving an excellent patient experience and has provided me with further knowledge and development in my role.



Experience Heroes

We asked you to nominate your heroes - a staff member or a team who positively impacted your care/treatment, and to tell us why you felt they should be recognised for their hard work. The response we received was incredible, with over 150 nominations! Here are some of the amazing individuals/teams and their nominations.

Cassie O'Hanlon, Midwife, Maternity Department

“ I want to nominate Cassie as my hero; my son was born at 38 weeks and 2 days stillborn, and Cassie was my midwife during my pregnancy. She cared for me and my family during the hardest time of our lives, she cared for my son; she dressed him, spoke to him, cried and smiled with us. She is truly incredible and deserves all the awards in the world! When it's my and my partner's time again I'll be demanding Cassie as my midwife, she's a hero and an inspiration! ”



Merris Mannion, Nursing Associate, Ward 3F

“ Merris started looking after my daughter a few years ago and she was absolutely incredible. My daughter was 4 at the time and had a lot of trust in Merris. Her stories made my daughter laugh daily. She was always so happy, and positive and took an interest in my child.

I am currently on 3F with my baby. She came straight in after years and asked how my was and how we all were. She interacted straight away with my baby and had lots of smiles. She even remembered how much knowledge my husband and I have medically, from past hospital visits. Again, she was so positive, kept asking did we need anything such as drinks, bedding etc. Merris is such an incredible, kind and compassionate person to be around and I am so lucky to have had her as my children's nurse. ”



Ward 7A, Cardiology and General Medicine

“ All staff are friendly and approachable. My stay has been very positive and I have received outstanding care and treatment ”



Ethan Peers, Staff Nurse, Emergency Department

Ethan showed care and compassion not only to my relative but to others in the vicinity. He ensured that he took the time to hand patients bottles of water whilst waiting in a busy environment - looking them in the eyes whilst communicating and developing relationships to put patients at ease with his personality. Truly an example of care and professionalism. ”



Sandra Bennett, Healthcare Assistant, Ward 3A

“ After my DIEP operation, I was very emotional and felt at a low point. Having Sandra there to care for me was great. She is professional and very caring. Nothing was too much trouble. She really is a breath of fresh air ”



Melissa Knox, Healthcare Assistant, Bevan Court 2

She is a very caring and kind person. I hope she goes a long way with her career. ”



Danielle Cunningham, Student Nurse, Ward 7A

“ Very kind and caring to myself and others ”

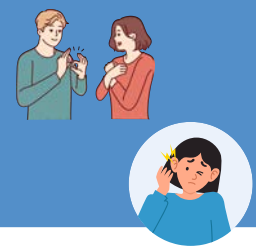


Deaf Awareness Week 2024

6th – 12th May 2024



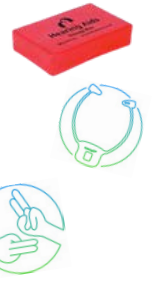
During May, we celebrated Deaf Awareness Week, raising awareness for those that have hearing loss, are deaf or have tinnitus. This year's theme was 'celebrate love and trust'. Did you know:



- One in three adults in the UK are deaf, have hearing loss or tinnitus
- An estimated 1.2 million adults in the UK have hearing loss severe enough that they would not be able to hear most conversational speech
- Over half the population aged 55 or more have hearing loss.
- Over 7 million adults in the UK have tinnitus

We have a number of initiatives to support patients at MWL:

- Red hearing aid boxes, for patients to store their hearing aids - the box contains a hearing aid and communication top tips card.
- Personal listening devices - small, personal amplifiers that are used to aid communicating with other people. They can be used with or without hearing aids
- Provide communication support for patients with BSL interpreters, Lip Speakers and Deafblind interpreters



Throughout the week, the Patient Experience and Inclusion Team visited areas across MWL with the quality bus, raising awareness of hearing loss, tinnitus and deaf awareness; sharing what initiatives we have in the Trust to support our patients.



St Helens Deafness Resource Centre had a stall at St Helens Hospital and Whiston Hospital, sharing information on services they offer for deaf people and people with hearing loss or tinnitus; as part of the week of celebrations

Carers Week 2024

10th – 16th June 2024



According to the most recent Census (2021) and ONS Census data for Scotland and Northern Ireland, there are an estimated 5.7 million unpaid carers in the UK. This means that around 9% of people in the country are providing unpaid care. However, Carers UK research in 2022 estimates the number of unpaid carers could be as high as 10.6 million.

MWL took part in Carers Week 2024, a UK wide awareness campaign seeking to increase the visibility for carers. The theme for 2024 **putting carers on the map**, aimed to raise awareness of the increasing challenges carers face which impact on their finances, employment, health and wellbeing.



We hold a carers focus group, every Wednesday 2-3pm in the Spice of Life restaurant at Whiston Hospital



The staff Carers Network organised a variety of workshops and stalls across our sites. This included two stalls where patients and staff could pick up resources and speak to a member of staff about what is available for them at the Trust and beyond. We also held 3 staff workshops that each covered a different topic this included caring for someone with learning disabilities, St Helens Carers Centre Support and Caring for someone living with dementia.

We have a carers passport and 'I am a carer' cards available to support carers of our patients.



Staff from across MWL have been out to show their support for both St Helens and Sefton Pride!

St Helens Pride was held on Saturday 8th June at The World of Glass. St Helens Sexual Health team took part in the event on behalf of MWL and hosted a stall where people could stop by to talk to us about all things contraceptive and sexual health.



Saturday 15th June also saw Sefton Pride take place, where people marched from the Town Hall Gardens down to Victoria Park. At the end of the march people had the chance to speak to businesses from the borough. We hosted a stall where people could come along and talk to us about sexual health.



Your feedback



Over 42,000 patients, relatives and carers provided feedback during April - June 2024



All nurses and doctors have been so lovely and patient with my mum, absolutely amazing care. Also, Berni is wonderful with the family and approachable. For all the care you have given my mum, thank you.

Ward 3C, Whiston Hospital



Fantastic! What a fantastic group of nurses. The help and support has been absolutely wonderful. I've never had so much support with my daughter. Keep up the great work.

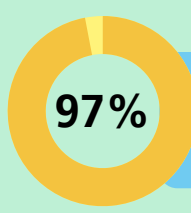
Community Children's Nurse Outreach Team – Ormskirk Hospital



I was treated with the greatest respect and also when they were hard at work, they all still took time out for us all. Thank you. Hard working staff AMU, Southport Hospital

Caroline was absolutely amazing, calmed me down and talked me through everything and gave me answers to all my questions. For someone who suffers from bad anxiety, she was amazing, calm and gentle and she held my hand the whole way through and made sure she kept my mind off what was going on.

Gynaecology Colposcopy Clinic, St Helens Hospital



of patients feel they got the care that they needed when they required it



97% of patients felt they were given enough privacy when discussing their condition or treatment

97%


It was a very positive pleasant experience from arriving to leaving. The staff couldn't have been nicer, very kind and reassuring. The doctor explained everything concisely, making sure I understood what the next step would be in my treatment.

Dermatology Clinic, Ormskirk Hospital



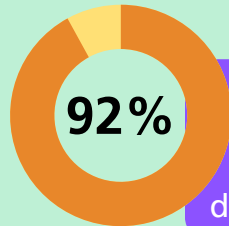
of inpatients felt the staff did everything they could to help control their pain

100%



I arrived and a very nice lady greeted me at reception. Whilst booking me in she quickly realised that my GP referral form had not been signed, she smiled sweetly and said "Don't worry we will sort it for you". I was asked to wait and they sorted it very quickly. I'm in a wheelchair and they recognised I needed support, so instead of sending me away, they contacted the GP and rectified the error. Thank you for being so helpful and so sympathetic. The Radiographer was great as well once I went in.

Radiology, Southport Hospital



92% of patients felt they were involved as much as they wanted to be in the decisions about their care and treatment



I want to give positive feedback to 2 amazing members of staff at Whiston Hospital Ward 3F - children's blood clinic. My daughter came for bloods and was having lots of anxiety due to a bad experience a few years back. When we were called into the room, Sue and Tash immediately reassured her and kept her smiling - their positive attitude and comfort they gave was amazing and the iPad trick was brilliant. My daughter is now prepared that if she needs bloods doing again, all will be just fine. Thank you Sue and Tash you 2 are amazing!

Ward 3F Children's Blood Clinic, Whiston Hospital

The Diabetes Team are absolutely fantastic!! We are very lucky to have a group of clinicians who are so supportive and attentive to my daughter's needs. So thank you to all!

Diabetes Team, Ormskirk Hospital



I was leaving Whiston Hospital after an appointment with my very elderly mum who had Alzheimer's. I approached one of the volunteers who was very young and asked if she could watch my mum in her wheelchair while I paid my parking ticket, she greeted me with a lovely smile and said sure! I explained she had Alzheimer's and probably wouldn't communicate and she again smiled and said no problem. When I returned the young girl was speaking to my mum and she was answering her and smiling and my mum was smiling and laughing which was beautiful to see! I thanked the young girl but only caught part of her name. I just wanted to say what an amazing young volunteer you have there!

Volunteers Service, Whiston Hospital



I wanted to say a huge thanks to a stroke consultant called Dr Elnagi on Ward 5D. His compassion, kindness, commitment and genuine concern for my husband showed the outstanding care this gentleman gives. During our visit my husband was in a wheelchair, Dr Elnagi was very concerned about my husband's pain in his leg. This was not even the reason he was at the clinic. Dr Elnagi referred him to the pain management team. Also, Dr Elnagi spoke to my husband as if he were a person and most people don't, they talk to me. This Doctor is one in a million and needs recognition. Also, may I say a huge thank you to the very supportive staff on 5D who were lovely and very helpful.

Ward 5D, Whiston Hospital



99%

of patients feel they were treated with compassion



Themes & Focus



The top 5 positive themes during April - June 2024 (Quarter 1) are:

1 Care and treatment



Staff

2

3 Patient feeling



Communication

4

5 Environment

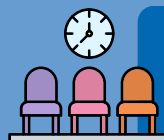


Following a review of the Quarter 1 themes, MWL patient experience focus will be:

1 Written information - patients feel they do not receive enough written information about their condition or treatment



2 Waiting time - patients feel there needs to be clearer communication regarding wait times



3 Communication needs - staff to check the communication requirements of patients and ensure appropriate support is in place

Working in partnership with The Anne Robson Trust, MWL has introduced a new initiative called the Butterfly Volunteer Service to support our palliative patients and their visitors in the hospital environment. The new initiative has received funding for a two year pilot project with phase one launched at Whiston Hospital. There are a total of 13 individually selected and specially trained volunteers as part of the pilot. The pilot will then cover all MWL hospital sites in the near future.

The butterfly volunteers will work closely with the Palliative Care Team to deliver support such as; hand holding, making hot drinks, companionship, listening and providing respite for visitors.



One of the first to use the service was a patient and her husband, who spent a lot of time at his wife's bedside. Whilst in hospital, the couple celebrated their 58th wedding anniversary. It was important to him that he purchased his anniversary card for his wife and the butterfly volunteer remained with the patient to provide respite whilst he purchased a card. The volunteer provided support to the patient's husband and the patient by reading poetry, playing soothing music and offering reassuring words.

The patient passed away peacefully and her husband described the support he received as taking a lot of pressure away from him so he could focus on his wife. He felt reassured that the butterfly volunteer was there to offer any support required. Her husband also stated he enjoyed being able to share stories about their married life, their children and adventures with the volunteer. He summarised "The butterfly volunteer service is a godsend."



Patient story



Our story this edition is regarding Ashley's maternity experience at Ormskirk Hospital. After previous positive birth experiences, Ashley chose to have her fourth baby, Cassius, with Ormskirk Maternity Services. She shared her journey through her pregnancy from antenatal care to her postnatal experience.



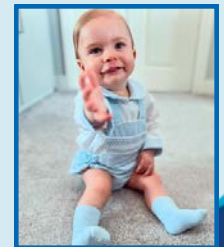
Ashley highlighted her positive antenatal experience with the Sapphire Team which enabled her to have continuity of care in the community. She described how the team supported both her health and emotional needs leading up to her birth. She felt that the team never presumed her pregnancy or birth knowledge and she felt comfortable to ask any questions with regards to any point of her pregnancy and birth plan.

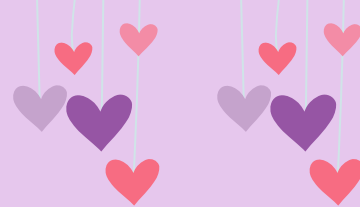
Ashley had previously experienced very quick labours and was very anxious with regards to ensuring she reached the hospital before delivery. She was under consultant led care and was able to discuss her fears. She shared that she had a fully informed discussion regarding the risks and benefits of induction and it was agreed that she would be induced at 38 weeks.



Unfortunately, the induction did not go to plan and it was necessary to have a c-section. She described that it was a positive experience and was given reassurance about the joint decision to move to a c-section. The c-section went well and both mum and dad felt like they had a positive experience. The only thing that didn't go as planned was that within Ashley's birth plan her husband was to share with her the sex of the baby. Unfortunately, this had not been fully shared with the Obstetric Team prior to her c-section and the anaesthetist unknowingly congratulated them both for 'having a lovely baby boy' before her husband could share the news. This has been acknowledged by the maternity team and any further patient experience issues are raised at the bimonthly meetings between the maternity department and theatre team.

When asked to sum up her experience in a few words Ashley described her experience as relaxed, validated and being in control.





As a maternity service user, we want your voice to be heard by those creating and providing local maternity services. Maternity and Neonatal Voices Partnerships (MNVP) are groups set up to make sure this happens.



The MNVP gathers feedback from people who use maternity services. Defined by National Maternity Voices; 'A Maternity and Neonatal Voice Partnership is an NHS working group: a team of women and their families, commissioners, and providers (midwives and doctors) working together to review and contribute to the development of local maternity care. MNVPs bridge the gap between the health service and the families who use maternity services, to improve things for everyone involved.'

We have meetings every three months that you're welcome to join. We are always keen to hear your feedback and if you'd have some time to volunteer – please get in touch with us to find out how much (or how little) time you could contribute.



It's vital for healthcare services to work together with service users like you to help shape a care system that works for everyone. Maternity and Neonatal Voices Partnerships are a key part of that vision. We really want to hear your experiences – if you are interested in being involved, please email MNVP Chair Abigail Cattlin at: Abigail.cattlin@cheshireandmerseyside.nhs.uk

Children and Young People Engagement Group



We want to engage with children, young people and their families who access our paediatric services at Whiston and St Helens hospitals to optimise their experience and ensure the voices of children and young people are listened to, heard and acted upon.



If you are a young person, parent or carer who accesses our paediatric services at Whiston or St Helens hospitals – we want you to be a part of our Children and Young People Engagement Group. The group meets once every two months and is a mixture of online and face to face meetings.

If you are interested in being involved, please contact Fiona Healey, Assistant Directorate Manager by email: fiona.healey@sthk.nhs.uk or telephone 0151 430 1634 for more information.



In May, we received a beautiful poem from a mum, who had recently attended Ward 3F, Whiston Hospital with her daughter. Mum stated "Here's a poem inspired by my own experiences of the amazing care given by all the nurses on Ward 3F that we have met on our journey so far".



Nurses quietly creep into the room,
In the middle of the night,
Checking on her obs,
Fixing her probes on tight.

The beeping of machines,
Medical equipment plugged in walls,
I wonder what that one does?
Is a question I recall.

The fold up single bed,
One pillow and starched white sheet,
I lie next to her green hospital cot,
I gently stroke her feet.



I'm the closest I can possibly be to her, But yet seem so far away, The probes, the prongs, the cannulas, They're always in the way.

The early hours are creeping in,
The room lit with a dim spotlight,
I hear the nurses at their station,
The ward feels eerie at night.

I watch the monitors closely,
Those blue numbers go up, then down,
It's telling me her oxygen levels,
It's not telling, it's shouting loud.

The anxious thoughts cross through my mind 'What will happen if they dropped too low?'
'What will I do in that instance?'
'When will the chaos blow?'

I can see it's breaking day light,
The morning sun peaks through the room,
Light shines through those worn out curtains, With stitched flowers that are yet to bloom.

The staff handover has started now,
As her care is passed to another,
Like a baton on a running track,
The hand that reaches is a mother.



She understands my troubles,
My anxiety and my fears,
She cares for my daughter like her own,
She comforts me, wipes my tears.



This mother has a title,
This mother is called Nurse Rose,
And like me she has a daughter,
Same age, same button nose.

Our daughters have a syndrome,
Our daughters have complex needs,
Our daughters need that extra help,
With all those meds and feeds.

We chat about how lucky we are, two girls, they're with us, they fight,
Two girls who have great strength and resilience,
and at times we can see the light.

Sadness resonates with the both of us, as we discuss the deep unknown,
But I thank Nurse Rose for our chat this morning, I no longer feel alone.

Dates to Celebrate

July - September 2024

July 2024

Disability Pride Month



7th - 17th July Muharram

14th July International Non-Binary People's Day



15th July World Youth Skills Day



18th July Nelson Mandela Day

18th July - 17th August South Asian Heritage Month

September 2024

World Alzheimer's Month

Childhood Cancer Awareness Month

Urology Awareness Month

10th September World Suicide Prevention Day

11th September Mawlid

23rd September Bi Visibility Day

23rd - 27th September Falls Prevention Week

23rd - 29th September National Eye Health Week

23rd - 29th September Organ Donation Week

30th September National Nonspeaking / Nonverbal Awareness Day

August 2024

National Immunisation Awareness Month

Psoriasis Awareness / Psoriasis Action Month

1st - 7th August World Breastfeeding Week

12th August International Youth Day

19th August World Humanitarian Day

23rd August International Day for the Remembrance of the Slave Trade and its Abolition

28th August International Makaton Awareness Day



Share your feedback

We would love to hear your feedback, you can share your feedback with us in a number of ways:



You can email the team - patientexperienceandedi@sthk.nhs.uk



You can complete one of our webforms

Send a thank you form: <https://sthk.merseywestlancs.nhs.uk/thank-you>

Patient Feedback form: <https://sthk.merseywestlancs.nhs.uk/patient-feedback>



You can complete the Friends and Family Test:

For Whiston, St Helens and Newton - <https://sthk.merseywestlancs.nhs.uk/friends-and-family-test>

For Southport and Ormskirk - <https://so.merseywestlancs.nhs.uk/friends-and-family-test>



www.merseywestlancs.nhs.uk