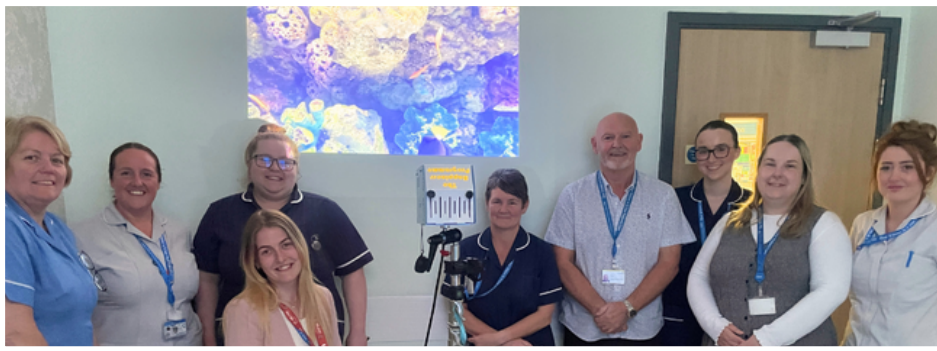


MWL Patient News

Your voice, your experience

Issue 03



If you need this information in a different language or accessible format, please speak to a member of staff who can arrange it for you.

Jeżeli niniejsze informacje mają być przekazane w innym języku lub formie, prosimy o kontakt z członkiem personelu, który może je dla Państwa przygotować.

إذا احتجت إلى هذه المعلومات بلغة مختلفة أو بتنسيق ميسر، يرجى التحدث إلى أحد الموظفين لعمل التدابير اللازمة لذلك.

Dacă aveți nevoie de aceste informații într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului pentru a organiza acest lucru pentru dumneavoastră.

。如果您需要本信息的其他语言版本或无障碍格式，请联系工作人员，他们会为您安排

ئەگەر پێویستت بەم زانیاریانە هەیه بە زمانیکی جیاواز یان فۆرماتیکی دەستگەیشتن، تکایه لهگهڵ ئەندامیکی ستافهکه قسه بکه که دهتوانیت پۆت ریکبخات.



Dear patients, carers and family members,

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



In this edition, we shine a spotlight on our Children's Community Teams, highlighting the services they provide and information about the teams.

We focus on some of the events the Trust has taken part in during July-September 2024: Falls Prevention Awareness Week, World Patient Safety Day and Red for Research Day, and share the Trust's Happiness Programme, new Electronic Patient Record update, children's postcards for patients, as well as feedback from the last few months.

We also invite you to join the Learning Disability and Autism Forum, giving you the opportunity to contribute and share your experiences, and we invite you to take part in this year's Christmas Appeal.

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

Thank you,

Patient Experience & Inclusion Team

Patient Experience and Inclusion Team

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Meet the Team - St Helens and Halton Children's Community Nursing Team

The team...



The Children's Community Nursing Team (CCNT) is a small team based at Lowe House Health Centre in St Helens. The team consists of a team leader, senior children's community nurses, community nurses, assistant practitioners, and nursery nurses.

The service...

The Children's Community Nursing Team plays a vital role in supporting children and young people within the community setting and reducing their hospital admissions. They support children and young people aged between 0-19 years who have a GP based in St Helens or Halton and provide the following services:

- Enteral care
- Tracheostomy care
- Long term ventilation support
- Oral suction support
- Palliative care
- Oxygen therapy/monitoring
- Nebuliser therapy
- Cardiac care
- Injections
- Parent, child and school/nursery training / support for conditions
- Supplies and equipment



Referral process...

The team accepts referrals from any professional body, and parents can self-refer their child. All accepted referrals will be triaged by a senior community nurse, who will review the information and make contact within 24-48 hours of receiving the referral. You can complete a referral by going onto our website, completing a referral form and emailing it to the team.



<https://sthk.merseywestlancs.nhs.uk/community-services>



shk-tr.haltonandsthelensccnt@nhs.net



0151 495 5448

opening hours Monday - Friday
9.00am - 5.00pm

Meet the team...



“I find working for the Children's Community Nursing Team very rewarding, as we can build a lovely relationship with our families and work closely with them to support children at home.”
Ciara Tumilty, Senior Children's Community Nurse



“I enjoy creating reliable bonds by providing support, advice and care to children and their families in a community setting.”
Amanda Bull – Senior Children's Community Nurse



“I am passionate about my job because it allows children and young people to be cared for in the comfort of their own homes. Knowing that we can keep them close to their families in a familiar environment is incredibly rewarding.”
Sophie Jacob – Senior Children's Community Nurse



“The Children's Community Nursing Team is an amazing team of professionals who go above and beyond to support the complex health needs of children and young people.”
Vickey Taylor – Clinical Team Lead

“I love my job, as I love meeting new families and helping support them in a variety of settings.”

Jessica Thompson – Senior Children's Community Nurse



“I absolutely love my job and working with children and young people; it's such a rewarding career, and no two days are the same.”

Julie Pearsall – Assistant Practitioner



“Together, we all strive to provide valuable care to the children and families in our community. I love building strong professional relationships with patients and making them feel comfortable to have us part of their care.”

Gabrielle Hall – Nursery Nurse



“I work with a fantastic and highly skilled team that delivers 5 star patient care. The children and young people are very complex, and I play a vital role in supporting the clinical team and ensuring that we have the correct medical equipment and stock available for them.”

Laura Cook – Community Paediatric Administrator



Meet the Team - St Helens and Halton Paediatric Continence Service

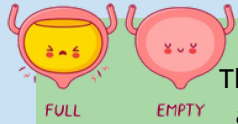


The team...

The Paediatric Continence Service is based at Lowe House Health Centre in St Helens. The team is comprised of a team lead, specialist paediatric continence nurses, paediatric nurses, and specialist nursery nurses.



The service...



The service aims to provide early identification, assessment, and initial treatment of continence problems, as well as managing long term issues. They support children and young people aged between 0-19 years who are experiencing a range of continence-related challenges, including those with complex medical conditions affecting their continence.

The service includes:

- **Clinic Visits:** Children are seen in various clinic locations across Halton and St Helens.
- **Home Visits:** For those unable to attend clinics, our team provides treatment and support at home.
- **School Support:** We offer health care plans and collaborate with education staff to implement tailored plans for each child.

Specialised Clinics:

- **Uroflow Clinic:** Focused on assessing and treating daytime wetting issues.
- **Sensory Clinic:** Designed for children who find traditional clinic environments challenging, with adjustments made to lighting, equipment, and distractions to facilitate their participation.

Referral process...



The team accepts referrals from any professional body if the referral criteria is met. All accepted referrals will be triaged by one of our specialist nurses, and if accepted, an 'opt-in' letter will be sent to the parent/carer to accept the referral and arrange an appointment. A referral can be completed by going onto our website, completing a referral form, and emailing it to the team.



The team accept referrals for the following issues:

- Constipation: From birth
- Daytime Wetting: Age 3½ years and older
- Nighttime Wetting: Age 5 years and older
- Complex Bladder and Bowel Conditions: From birth to 19 years
- Delayed Toilet Training: Age 3½ years and older (evidence of previous primary toileting support required)

Contact details



<https://sthk.merseywestlancs.nhs.uk/community-services>



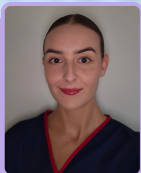
paediatric.continenceservice@nhs.net



01744 626701

opening hours Monday - Friday 9.00am - 5.00pm

Meet the team...



“I really enjoy working with the children and young people who are supported by our service. It is really rewarding to see and hear of all the children and young people’s successes.”

Louise Cain - Clinical Team Lead



“I love my role; I get the opportunity to connect with patients and help and support them and their families daily. I want all our patients to be treated with the care they deserve and need.”

Lisa Nicholls - Specialist Nursery Nurse



“I love my job in paediatric continence because I can see the quality of life improvements we make to the children and their families.”

Mary Kelly - Paediatric Continence Nurse Advisor



“I like working as part of the Paediatric Continence Team as the staff are so supportive and the work we do with the children is so rewarding.”

Amy Fairhurst - Paediatric Continence Nurse Advisor



“I really like my job; hearing the stories from children who have gained confidence in themselves following our support and care makes the job fulfilling.”

Amy Leach - Paediatric Continence Nurse Specialist



“I love working with the children and young people under our service. The positive feedback we receive from children and their families makes the job rewarding and a enjoyable place to work.”

Debbie Addison - Paediatric Continence Nurse Specialist



Your feedback



Over 42,000 patients, relatives and carers provided feedback during July - September 2024



98% of patients felt they had a positive experience



Absolutely excellent. 5 stars are not enough to give this Emergency Department. I was treated with care, empathy, and professionalism. I cannot praise this department enough. Every part of my care was exceptional. They were under a great deal of various types of pressure, but they dealt with it so professionally. I am proud to say they always impress me!
Emergency Department, Whiston Hospital



Midwives were attentive, professional, and understanding. They allowed me to make my own choices and informed me of three different options to make my choice easier. I couldn't recommend the service enough and am grateful to have given birth there.

Delivery Suite, Ormskirk Hospital



97% of patients felt they received answers to important questions in a way they could understand



100% of antenatal mums felt they were treated with compassion by staff



We would like to thank the ward manager, Debbie, for allowing a family member to stay with Mum, who suffers from dementia. Having a familiar face greatly reduces anxiety and makes treatment more manageable. In the last few days, the physiotherapy team have done an amazing job to advance Mum's mobility.

Duffy Ward, St Helens Hospital



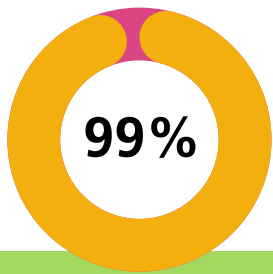
My experience as a daycase patient was excellent! From my arrival to the departure. The staff, surgeon, and theatre staff were exceptional. You arrive at the hospital full of fear, and the staff softens all your fears and worries.

F Ward, Ormskirk Hospital



97% of inpatients felt they received the care they required when needed





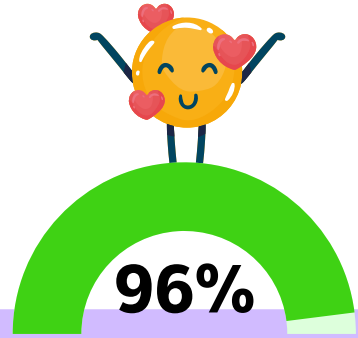
of patients felt they were given enough privacy and dignity when discussing their condition and treatment.



I can't fault anything or anyone. Amazing staff. They made me and my child very comfortable and went the extra mile by helping to keep my child happy, smiling, and laughing during our stay here. Chloe is a fantastic and caring person. Giving me open access to the ward made me feel comfortable taking my child here.
Children's Observation Unit (CHOBs), Whiston Hospital



Staff were all kind and considerate. A pleasant atmosphere, which helped me to keep calm and relaxed while waiting to be seen. I was offered a sandwich and tea, which makes a massive difference, and you feel like you haven't been forgotten.
Ambulatory Care Unit, Southport Hospital



of patients felt they have been involved in the decisions about their care and treatment.



Themes & Focus



The top 5 positive themes during July - September 2024 (Quarter 2) are:

1 Staff

Care and treatment 2

3 Communication

Environment 4

5 Patient Feeling

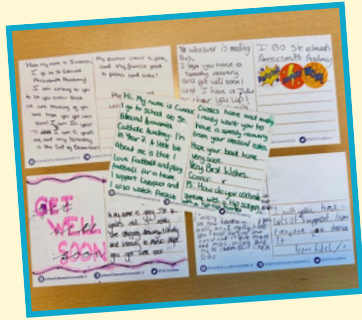
Following a review of the Quarter 2 themes, MWL patient experience focus will be:

1 Waiting time - patients feel there needs to be clearer communication regarding wait times, particularly in outpatient areas and on discharge.

2 Written information - inpatients feel they do not receive enough written information about their condition or treatment.

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

Local school children write thoughtful well wishes to patients



Local schoolchildren have written over a hundred thoughtful postcards to cheer up patients being looked after in Whiston Hospital.

Students at St Edmund Arrowsmith Catholic Academy visited their local hospital to drop off the handwritten cards, which included sympathetic messages, drawings, and even some funny jokes, and they are now being delivered to patients across the wards.

Francine Daly, Patient Experience Manager said: "We were absolutely delighted to receive these wonderful postcards from the students at St Edmund Arrowsmith Catholic Academy. Being in hospital is naturally a worrying time for our patients, and these postcards are perfect for giving them a bit of a boost and bringing a smile to their faces'.



Sheelagh Keouski was the first patient in the hospital to receive a postcard. She said: "It was really nice to get the card. Definitely lifted my spirits, the sense that someone was thinking of you. I'd like to say thank you so much to the children".



Happiness programme brings a smile to patients

MWL has teamed up with St Helens Council and a national charity called Social Ability to enhance the experience for our patients living with dementia on Ward 5B at Whiston Hospital.

Patients are benefitting from a scheme called the Happiness Programme where interactive videos and games can be displayed on a wall or other surfaces.

Patients on the ward have enjoyed games like popping bubbles, sweeping leaves, and playing piano, to name a few. There is always a lot of laughter and research shows many more benefits of the interactive games, such as improved mood, relaxation and sensory stimulation.

The trial of the Happiness Programme at Whiston Hospital has been such a hit that we're looking to introduce it in other areas. A special thank you to St Helens Council, who have made it all possible with funding being available to roll out the programme on Ward 5B.



Falls Prevention Awareness Week

In September, we participated in Falls Prevention Awareness Week across MWL. This year's theme was "From Awareness to Action". Falls Prevention Awareness Week is our opportunity to spread awareness about some of the common causes of falls and how we can work to prevent them.

The Falls Team participated in the week by holding stalls across hospital sites and taking the show on the road with our Quality Bus. The team visited areas discussing the importance of falls prevention, Trust procedures and falls equipment with staff.

We also held a study day for our MWL Falls Link Champions, with expert presenters from across the Trust to raise awareness on falls prevention. #ThinkFalls



World Patient Safety Day, organised by the World Health Organisation, seeks to raise awareness and promote collaboration between patients, health workers, policymakers, and health care leaders to improve patient safety. This year, "Improving diagnosis for patient safety" seeks to emphasise the critical importance of correct and timely diagnosis in ensuring a patient's safety and improving health outcomes.

The Patient Safety Team held stalls across our hospital sites, presented at the weekly MWL Trust Brief Live as part of team takeover, and held a workshop highlighting the importance of World Patient Safety Day.



Red for Research Day 2024



On Friday 20th September, MWL celebrated Red for Research Day. The day brings together all those participating, supporting, and undertaking research. It is an opportunity to showcase and celebrate the phenomenal work, learning legacy, and innovative treatments, systems, and techniques that have arisen from Research and Development.



On the same day, the new Research Hub at Whiston Hospital was officially open. Medical Director, Dr Peter Williams, who cut the ribbon, said, "It's fantastic to open the hub's new research clinic, which will be a huge boost for patients and staff. Our research teams deliver some great work, and with the new hubs that have also recently opened at Ormskirk Hospital and Marshalls Cross Medical Centre, I'm sure we will continue to go from strength to strength."

The team at Whiston Hospital has also welcomed the first patient this week into the bright and spacious clinic. Michael Harrison, who is taking part in a study for a new treatment that aims to reduce blood pressure for patients living with uncontrolled hypertension, explained how it has impacted his life.

He said, "The condition really affects my daily life and has done for over 10 years now. I recently had an operation that had to be postponed due to my high blood pressure, but I managed to get it down to a safe level, where I could finally have surgery."



This study has given Michael new hope for future treatments and many more living with the condition. He said, "I'm hoping this research will help reduce the number of people suffering with high blood pressure; it's great that I get to be a part of that."

Learning Disabilities and Autism Forum

The forum is a brilliant opportunity for patients, parents, and carers to network and share feedback on how Whiston & St Helens hospitals are supporting our patients with Learning Disabilities and / or Autism.



Meetings are held at Nightingale House, Whiston Hospital between 10am-12noon on the following dates:



Tuesday 25th February 2025
 Tuesday 17th June 2025
 Tuesday 7th October 2025

If you would like to become a member or request further information, please contact Kenny Jones, Learning Disability Nurse Specialist or Jessica Fairhurst, Learning Disability Autism Specialist Practitioner via:



LearningDisabilityAutismTeam@sthk.nhs.uk



0151 290 4946



Patient Stories

Our first story is regarding a patient who was admitted to Southport Hospital. The patient had a diagnosis of Parkinson's disease and was receiving medication via an Apomorphine pump.



During the patient's stay, the patient's daughter recognised that there was a gap in staff knowledge regarding care of Apomorphine pumps which she escalated to the Director of Nursing.

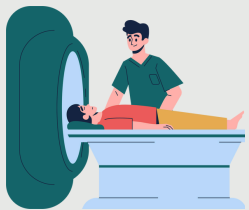


As a result of this discussion, educational resources were immediately made accessible, along with support from the manufacturer; this was closely followed by the recruitment of a Parkinson's Disease Specialist Nurse.



The patient's daughter has shared the positive impact this had on both the care of her family member and her experience. She highlighted the benefits of having a knowledgeable point of contact for any advice and guidance, particularly during the last few weeks of the patient's life.

Our second story is regarding a patient and the coordination of their care. The patient developed calf pain while on a family holiday. Having suffered from previous trauma causing blood clots in the same leg, the patient knew to immediately flag this to their GP. After their holiday, a GP appointment was made, and the patient was referred to the Vascular Team at Whiston Hospital.



Following the referral, a CT scan was performed and showed a narrowing of an artery at the back of the knee as a cause for the pain. The Vascular Team delivered the diagnosis of Peripheral Artery Disease (PAD) to the patient.

The patient shared that after the initial shock of the diagnosis, they praised the empathy and communication of the Vascular Team. The team remained empathetic but were also "straight talking," ensuring they were informed of every step in the treatment plan.



Following diagnosis, the patient received treatment from the Interventional Radiology Department to provide minimally invasive treatment to unblock the artery. This was carried out well, but unfortunately the pain returned. After further scans and imaging, it became apparent there were more clots in the patient's leg and they would require further treatment. The second lot of treatment was successful, and the pain has been resolved. The patient provided feedback to both departments following her care and treatment:

“ I would like to thank you so much for looking after me. From my first visit, I was petrified and shocked with the diagnosis of PAD. The level of care throughout is second to none. On arrival, I was greeted by lovely and friendly staff, all of whom were so professional and attentive. You all have helped greatly. I could not ever thank you enough. You have guided me through every step of the journey. ”





Christmas Appeal 2024

We're appealing for cards and pictures to cheer up our patients this Christmas and brighten their stay.



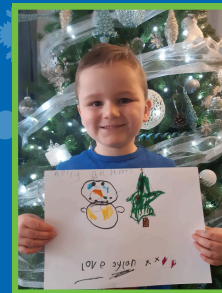
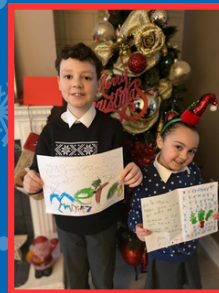
You can post your cards and artwork to:
Patient Experience Team
Legal Services, Nightingale House
Whiston Hospital
Warrington Road
Prescot
L35 5DR



You can email your cards and artwork to:
patientexperienceandedi@sthk.nhs.uk



Please send all submissions by Friday 20th December 2024 - please include your name and address so we can send you a thank you letter on behalf of MWL and our patients.



Dates to Celebrate

October - December 2024

October 2024

Black History Month

ADHD Awareness Month

Sensory Awareness Month

1st - 6th October Anaphylaxis Awareness Week

2nd - 8th October Dyslexia Awareness Week

10th October World Mental Health Day

9th - 15th October Baby Loss Awareness Week

16th October Restart A Heart Day

18th October Wear Red Day

31st October Halloween



December 2024

1st December World Aids Day

3rd December International Day of Persons with Disabilities

5th December International Volunteers Day

10th December Human Rights Day

12th December Christmas Jumper Day

18th December International Migrants Day

25th December Christmas Day



November 2024

Lung Cancer Awareness Month

Pancreatic Cancer Awareness Month

COPD Awareness Month

4th - 10th November National Pathology Week

5th November Bonfire Night

6th November National Stress Awareness Day

8th November World Radiography Day

10th November Remembrance Sunday

11th - 15th November Anti-bullying Week

13th November Odd Socks Day

13th - 19th November Transgender Awareness Week

19th November International Men's Day

21st November Carers Rights Day

21st November International Day for the Elimination of Violence Against Women



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>

