

MWL Patient News

Your voice, your experience

Issue 06



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ئەگەر پێویستت بەم زانیاریانە ھەیە بە زمانیکی جیاواز یان فۆرماتیکی دەستگەیشتن، تکایە لەگەڵ ئەندامێکی ستافەکە قسە بکە کە دەتوانێت پۆت رێکبەخات.

Welcome



Dear patients, carers and family members,

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

In this edition, we invite you to meet the Inpatient Smokefree Team and we share some recent news, events, awards and accreditations that have taken place throughout April-June 2025, as well as patient stories and feedback.

We hope that you enjoy this edition of MWL Patient News.

Thank you,

Patient Experience & Inclusion Team

Patient Experience and
Inclusion Team

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Meet the Inpatient Smokefree Team

The team...

The Smokefree Service is a team of trained and dedicated Stop Smoking Advisors who aim to help and support inpatients on their journey to quit smoking. The team aims to help reduce readmission into hospital and encourage healthy lifestyle changes to improve health inequalities across our communities.



The service...

The team visit inpatients who have been screened as current smokers. Once a referral has been received, they will visit the patient on the ward within 24 to 48 hours.

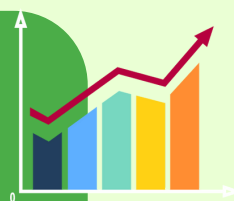
They will ensure the patient has been offered Nicotine Replacement Therapy (NRT) on admission into hospital. The Stop Smoking Advisors use motivational and behavioural skills and experience to help educate patients around nicotine addiction and the benefits of using NRT.



The team are also able to facilitate a referral into the community stop smoking services on discharge from hospital. The support in the community allows a patient to continue their smoke-free path with support and medication, giving patients the best chance of success.

Service statistics...

In the service's first year (March 2024 – April 2025), they visited 3,168 inpatients across MWL. Of those, nearly 45% wanted to stop smoking and 81% of inpatients on a smokefree pathway wanted to be referred to their local community smokefree service for continued support once they left hospital.



Patient feedback...

“ You overcome your cravings and addiction to tobacco by using NRT products. I really didn't think it would work or benefit me, but it's proved me wrong. I would highly recommend to anybody to seek support and try nicotine replacement therapy. ”

“ The service I received from the smokefree team was excellent. I found my advisor extremely encouraging. ”

“ My breathing has considerably improved, and I generally feel healthier. Plus, that horrible smell is no longer lingering on my clothes. ”

“ This is the best service to provide for patients who smoke. It has helped me and explained the quicker healing times after my operation. This service should be valued, as it's saving lives. ”

Meet the team...



“ As the service manager, it is a privilege to serve the public across the hospital setting. I have a wonderful and dedicated team who can support those who need treatment for their tobacco dependency and potentially help to reduce readmissions back into hospital through smoking related illnesses. ”

Helen Morear, Inpatient Smokefree Service Manager

“ I work with a fantastic team and have a varied role, which involves patient contact and admin. I enjoy spending time on the wards, engaging with patients and giving them support and advice regarding their current smoking habits, in the hope it will lead to a smokefree and healthier future. This gives me a lot of job satisfaction. ”

Christine Mckeown, Tobacco Dependency Advisor



“ I am passionate about improving people's health and lifestyles and meeting a varying age range of people. Together with staff from the various wards I visit, including the Emergency Department, we deliver a 5-star service within the Trust. ”

Fiona Cunliffe, Tobacco Dependency Advisor

“ I love working across MWL, helping patients on all the different wards. It's great to hear the feedback of how pleased they are that they have managed to quit smoking with our support. My highlight is when one of my lovely patients quit smoking after 64 years and said she would never have done it without us! ”

Lyndsey Wakefield, Tobacco Dependency Advisor



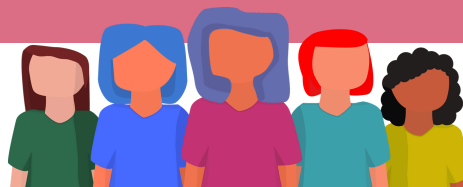
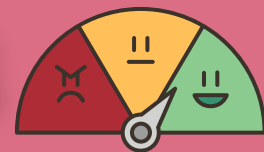
“ I work with an amazing, dedicated team and absolutely love my role as a Smokefree Advisor. I am very passionate about what we do here at MWL, supporting patients on becoming smokefree and living a healthier quality of life. ”

Helen Penman, Tobacco Dependency Advisor





Your feedback



Over 40,000 patients, relatives and carers
provided feedback during April - June 2025

96%



of inpatients felt they received
the care they needed when they
required it.



Every member of staff has been absolutely fantastic. All lovely and happy to help. It's my first time in hospital and the staff have made it a positive experience. It is a lovely, relaxed ward with dedicated staff. My stay far outweighed my expectations. Very happy with everything.

Ward 4F, Whiston Hospital

The staff are amazing! My daughter has had a terrible time over the last 3 weeks and she's slowly starting to feel better with thanks to the doctors and nurses dealing with her problem so quickly helping my 10-month-old baby. They are amazing!

Children's Emergency Department, Ormskirk Hospital



100%

of community patients
felt they could access
the service when they
needed to.

99%



of outpatients felt they
received enough privacy
when discussing their
care and treatment.



It was amazing. I felt so relaxed and well looked after. I couldn't have wished for better staff to look after me. After being here for over 7 weeks, they felt like family; it was lovely. I can't thank everyone enough.

Ward 7B, Southport Hospital

I am still pinching myself at how superb the service was from start to finish. Ultra professionalism, caring, empathetic staff. It was beautifully clean and wonderfully designed. I was kept fully informed of what was happening. Thank you so much, St Helens Hospital. You are the BEST.

Sanderson Suite, St Helens Hospital



100%



of antenatal mums felt they were
fully involved in decisions about their
care and treatment

The staff are amazing and so caring. Keeley and Lisa went above and beyond to take care of me and to ensure I was very well cared for. All the staff on the Surgical Assessment Unit are fantastic I cannot thank them enough for taking care of me.

Ward 10B, Southport Hospital



100%



of community patients felt they received enough information to help them make an informed choice about their care.

98%



of outpatients felt they were able to discuss important questions or concerns with their clinician.

All the staff were very friendly and welcoming. From the receptionist to the endoscopist and everyone in between, they were all fantastic. The communication, care and treatment were outstanding. I suffer with general anxiety disorder and I was very anxious about this procedure but during the whole experience, I was made to feel completely at ease, even managing to have a little giggle along the way, making something that I've never experienced before so calm and easy.



Endoscopy, Whiston Hospital

I had to attend the Children's Emergency Department with my son, who had a suspected broken arm. From start to finish, the staff were so friendly, caring and compassionate with my son. The facilities are really good too. Thank you again!!

Children's Emergency Department, Ormskirk Hospital



100%



of antenatal mums felt they were treated with compassion by hospital staff.

96%

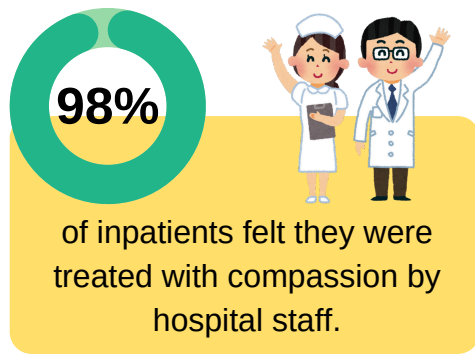


of outpatients felt they were kept informed of waiting times.

I arrived at Seddon Suite ravaged by sensory ganglionopathy and with my confidence at an all time low. In no time at all, Rachel had earned my complete trust as she reviewed my capabilities and devised a rehab plan. Her drive and enthusiasm were infectious; she knew when to push me and when to tell me to rest. Goals were SMART and corrections to my technique were delivered with clarity and purpose. Every session was the highlight of the day and delivered results, hitting targets ahead of schedule. I cannot speak highly enough of Rachel, as a person or as a physiotherapist; she has expertly laid the foundations for me to rebuild my life upon.

Seddon Suite, St Helens Hospital





Both ladies at my appointment were absolutely lovely. The doctor was more than happy to answer a few questions and the procedure went smoothly – I was totally at ease and honestly have never had such a laugh at a health appointment before. Left feeling uplifted by the lovely people I'd just met.

Community Sexual Health Clinic, Sefton

My seven-month-old son suffers with eczema. Every member of staff on the team has been so attentive, patient and helpful with us on our journey of managing his flare-ups. The communication is outstanding and the regular check-ins by phone have been incredibly supportive, both in advice for treatment and management of the condition and in making sure that his wellbeing is considered. Shortly after we were discharged from hospital we were visited by several nurses at home as part of treatment. All those visits have been brilliant.

Children's Community Nursing Outreach Service, St Helens



Themes & Focus



The top 5 positive themes during April - June 2025 (Quarter 1) are:

- 1 Staff**
- Care and treatment 2**
- 3 Communication**
- Admission 4**
- 5 Waiting time**

MWL patient experience focus for Quarter 2:

- 1 Written information** - inpatients 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, particularly on discharge.
- 3 Communication needs** - staff to check the communication requirements of patients and ensure appropriate support is in place.



Patient Stories



Our first story is regarding a patient who was admitted to Newton Community Hospital for rehabilitation following an infection and a fall. During the patient's stay, they were informed of a family bereavement which had a significant impact on the patient.



At an initial welcome and introduction with Lara, Activities Coordinator, the patient advised that they were usually very sociable and enjoyed social activities such as bingo, quizzes, board games, the outdoors and crosswords. The patient agreed to join group activities and one-to-one sessions.

Having built up a strong connection, the patient began to discuss with Lara how the recent family bereavement had affected them and the difficulties of grieving whilst in hospital.



The patient struck up a friendship with another patient and with help from the ward team, they would meet in the hospital gardens. This friendship has continued once both patients were discharged from hospital. The patient stated that the group activities gave them “something to look forward to” and that it helped to alleviate their loneliness and sadness.

A welcome letter has been devised for patients as part of their welcome pack to introduce the activities coordinator and inform patients about their role. The story demonstrates how focused and meaningful activities can enable improvements to a patient's holistic wellbeing. Following the success of the activities coordinator role at Newton Hospital, the Trust has recently implemented this role at Duffy Suite, St Helens Hospital.



Our second story is regarding a patient who sadly passed away in the Emergency Department at Southport Hospital. The patient's grandson wanted to share the family's experience of the care the patient and family received.

The relative stated that from the moment they stepped into the Emergency Department, the care and compassion were excellent. They were shown straight into the relatives room, which they felt was reassuring and provided privacy. The staff supported the family with the patient's end of life care; they were able to say their goodbyes and acknowledged the supportive and timely visit made from the Spiritual Care Team. The patient's relative expressed how incredibly moving the experience was and stated, “The staff deserve to be celebrated. They do an absolutely amazing job 24 hours a day. I'm very appreciative and grateful for that.”



As part of his story, he also recommended some changes to the relatives room with regard to the environment, in particular the bright lighting. This was acted upon quickly with the purchase of table lamps and the installation of a dimmer switch. Further review of the relative's room also led to the purchase of new crockery and an improved storage space.

Life after lung surgery programme launched

MWL has launched a new initiative to support lung cancer patients following surgery.

The Lung Cancer Specialist Nursing Team held its first 'Life After Lung Surgery' meeting at Whiston Hospital recently for lung cancer patients who had received specialist surgery at Liverpool Heart & Chest Hospital (LHCH).



The meeting, which will run on a quarterly basis, gives patients the chance to chat to members of the nursing team about any concerns or issues they may have and is part of a five-year surveillance programme introduced by the Cheshire and Merseyside Cancer Alliance to support patients after surgery.

June Holmes, from the Lung Cancer Specialist Nurse Team, said: "Most patients will manage well after their surgery but some people may require additional support and oversight. We received some really positive feedback following the first session and it is hoped that through shared experiences and by meeting members of our team and each other here on a regular basis, patients will feel supported throughout their recovery journey".



Diabetes Care Accreditation

Congratulations to Whiston and St Helens hospitals Diabetes Team, who have become the first service in the UK to achieve Level 1 accreditation with the Diabetes Care Accreditation Programme (DCAP).



DCAP is a UK-wide accreditation programme, developed by the Royal College of Physicians (RCP) and Diabetes UK, which aims to improve the quality of diabetes care in hospitals by setting quality standards and measuring how services perform against them. By participating in DCAP accreditation, inpatient diabetes services undertake an ongoing programme of service and quality improvement, focusing on seven key areas.



Chief Executive, Rob Cooper, said "I am so proud to see this amazing team recognised at the highest level. We are very proud of the service they provide to our patients, they deserve every success".

Jan Cardwell, Diabetes Nurse Consultant, said: "The DCAP accreditation has given us a platform to help support improving the standards and quality of care that we deliver for our diabetes inpatients. We look forward to continually improving and working towards the Level 2 accreditation".



Patient Experience of Care Week

During Experience of Care Week, the Patient Experience & Inclusion Team delivered some well-deserved 'Patient Experience Hero' certificates to staff across the Trust.

The hero awards celebrated our fantastic colleagues who make a difference to the lives of our patients each day, by living our three core values of being kind, open and inclusive.

The team also launched the new 3 year MWL Patient Experience and Inclusion Strategy. The strategy describes the Trust's ambition to improve patient experience and acknowledges that patient experience is fundamental to quality healthcare. For more information visit:

<https://sthk.merseywestlancs.nhs.uk/patient-experience-and-inclusion>



Cavell Star Award



Congratulations to Louise Moylan, Smokefree Pregnancy Practitioner at Ormskirk Hospital, who has been awarded a prestigious Cavell Star Award for her passion and work ethic in the Smoking Cessation service in maternity.

Cavell supports nurses, midwives, nursing associates and maternity support workers, and their awards celebrate staff who have gone above and beyond in their roles, showing exceptional care towards their colleagues, patients and patients' families.

Louise said, "I really enjoy my role and how interesting and fulfilling it is. I'm able to help women and their families reduce the risks of smoking, with some even managing to quit. It's a huge honour to receive this award, which wouldn't be possible without the support from my colleagues Cheryl, Gemma and the rest of the team".

Procurement Team Awards



A huge congratulations to the MWL Procurement Team for taking home two awards in June 2025!

The team won the Public Sector Team of the Year at the Procure-to-Pay Annual Awards, and then went on to win the Regional Procurement/Logistics Excellence Award at the Healthcare Supply Association (HCSA) North West Regional Awards.

They were nominated for recognising alternative approaches to challenging situations, sharing their knowledge and skills across the Trust and collaborating with staff to ensure procurement practices are accessible for all.



King's Birthday Honours

We are immensely proud of our Southport Hospital colleagues who have been recognised in the King's Birthday Honours for their services to the community.

Rob Cooper, Chief Executive, said: "On behalf of everyone at the Trust, I would like share my heartfelt congratulations with Martin, Chris, George, Liz and Martin. It is a great honour to be recognised in this way, and we are incredibly grateful for their dedication and commitment to our patients and community."



Pride of Sefton Awards

We're delighted to share the news that our staff were also recognised with some very special awards.

Spiritual Care and Chaplaincy Manager, Martin Abrams MBE, was presented with the prestigious Lifetime Achievement Award for his years of dedicated service to patients and the local area. He also played a vital role in the response to the tragic incident that took place in Southport last year, leading the town's vigil and acting as a spokesperson for the local community.

Sister in Critical Care at Southport Hospital, Tanya Holden, won the Unsung Hero award for the unwavering support she offers to patients recovering from trauma.



MWL featured on BBC Radio Merseyside

MWL featured on BBC Radio Merseyside in a series of interviews with staff who work in our portering, catering and domestic teams at Whiston Hospital.

The special feature titled 'Unsung Heroes' involved Breakfast Presenter, Kevin Duala, chatting with recent Lifetime Achievement winner and Porter, Alan Sutton, along with manager Brian Kennedy, Catering Supervisor, Emma Crook and Domestic Assistant, Michael Pilkington.



One year of weekly walks

A weekly walk which takes place in Hesketh Park has become an integral part of the recovery plan for some of our stroke patients at Southport Hospital, thanks to the Stroke Early Supported Discharge (ESD) Team.

The walking group was set up in May 2024 by Senior Physiotherapist, Joel Morgan, and over the last year it has gone from strength to strength, providing a number of benefits including improved physical function, mental wellbeing and social interaction. The group enjoy a walk around the lake, including different routes and terrains dependent on ability, or for the competitive walker, taking on the step pedometer.

Joel said: "Each week, the average patient covers at least ½ mile. Since the creation of the group, we have seen amazing results both physically and psychologically for our patients, with many friendships formed too. We've had some incredible feedback over the last year and we're continually looking at ways to develop the walking group further. This wouldn't have been possible without the support of staff on Ward 15B at Southport Hospital and the team of Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dieticians and Therapy Assistants."





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@merseywestlancs.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:

<https://www.merseywestlancs.nhs.uk/mwl-fft>