

STAFF  
**News 'n' Views**



A  
very  
Merry  
Christmas  
&  
HAPPY NEW YEAR



# A Christmas message from the Chief Executive

As we near the end of the year, we take a look back at the last 12 months in this edition of News 'n' Views. It's a good time to pause, reflect and remember some of the special events that have taken place.

2023 has certainly been an exciting year for us, officially bringing together the very best of both former Trusts to create MWL, at the same time as celebrating the NHS's 75th Birthday. We marked that milestone with a fantastic day of events across all our sites. A national celebration creates a real sense of togetherness, and the birthday did just that.

We held our annual staff awards celebrations which were amazing events that recognised the achievements of all our colleagues, and many of our teams have also won a host of national awards throughout the year.

Whilst we've had many memorable moments, we can't overlook the challenges we've faced as a Trust alongside the wider NHS. With demand for our services continuing to increase, it has certainly been tough at times, but what continues to inspire me is how everyone pulls together. Nothing stands in your way when it comes to putting patients first and for that I am incredibly grateful.

The regular feedback we receive reflects just how valued our services and those who work within them are. For this, I'd like to send my sincere heartwarming thanks to everyone, patient-facing colleagues and those working behind the scenes, you all help to deliver 5 star patient care.

2024 will bring lots of exciting opportunities for Team MWL, and with your can-do attitude and true dedication – I'm sure we can make it one to remember.

On behalf of the Trust Board, I'd like to wish you a Merry Christmas and a healthy, happy New Year.

Ann

Ann Marr OBE  
Chief Executive



## Contents

- 3 YOUR voice counts
- 4 Read all about our latest charity adventures
- 5 Look after yourself this winter
- 6 A year in pictures – we take a look back at the last 12 months
- 8 Home for Christmas
- 9 And the MWL winners are...
- 10 Have yourself a Merry MWL Christmas
- 11 Save the Date

# YOUR voice counts!

Just as we listen to our patients, we also take great care to listen to what our staff are telling us. There are many ways for Team MWL to share views, ideas or concerns, here's just a few:

## Team Talks

We hold regular face-to-face meetings with staff and members of the Board called Team Talks, where staff from a range of roles, covering clinical and non-clinical teams, come together to chat with senior staff to discuss what really matters to you.

In the past few weeks, we have held sessions at Southport and Ormskirk hospitals with Chief Executive, Ann Marr OBE, Managing Director, Rob Cooper and Chief Operating Officer, Lesley Neary while Director of Integration, Wayne Longshaw and Non-Executive Director, Lisa Knight took part in a session at Whiston Hospital.

The sessions have proved really valuable to colleagues with comments including; "Great to meet Ann in person, very friendly, open, not made to feel there was a hierarchy (quite the opposite). Rob was equally approachable" and "I felt listened to and that we are all valuable to the future of MWL. Not only as a member of staff did I find this reassuring, but as a member of the local community whose family and friends would use the hospitals, it was really pleasing to hear."

Notes were taken and actions planned, we'll share the feedback in MWL News along with all the details about how you can get involved in Team Talks.



## NHS Staff Survey Quarterly Pulse Check



More than 4,000 colleagues completed the annual NHS Staff survey this year and we're looking forward to sharing the results with you in early 2024. In addition to the 'big' annual survey, NHS England also invites everyone to take part in a smaller, more regular, and again confidential survey called the Quarterly Pulse Check.

This happens every 12 weeks and takes just 5 minutes to complete online. It's a great thing to do as it provides us with a picture of staff experience and wellbeing at more regular intervals.

The next one launches on 2nd January 2024, so lookout for it on the staff intranet in the new year.

## Freedom to Speak Up

It's vital that all our staff feel safe and confident to speak up, and with that in mind the Trust is now looking to recruit Freedom to Speak Up (FTSU) Champions across all our sites.

This is a scheme that has worked well at Southport and Ormskirk over the past few years with champions supporting colleagues to speak up about an issue they have seen or heard about.

If you're interested in taking on this important role, please contact our FTSU Guardians: Rajesh Karimbath on [rajesh.karimbath2@sthk.nhs.uk](mailto:rajesh.karimbath2@sthk.nhs.uk) or Christine Griffith-Evans at [Christine.griffith-evans@merseywestlancs.nhs.uk](mailto:Christine.griffith-evans@merseywestlancs.nhs.uk)

Following Freedom to Speak Up month in October, members of our Trust Board shared their support for the campaign, highlighting the importance of speaking up.



**Medical Director, Dr Peter Williams:** "I pledge to help develop a positive learning culture which encourages staff to speak up safely if they have concerns."

**Deputy Chief Executive and Director of HR, Anne-Marie Stretch:** "I pledge to always listen to staff when they raise concerns, maintain confidentiality, look into their concerns and give feedback."



**Managing Director, Rob Cooper:** "I pledge to always be available and approachable to all staff who need the time, and safe space to talk."



Further information about our commitment to Freedom to Speak Up and how to raise a concern is available on the staff intranet.

# Charity begins at MWL

Our Charity team members Denise Littler and Vicky Heaven have been busy over the last few months raising funds to help us deliver 5 star patient care. Here's a quick look at just some of the events and presentations they have supported...



## Roaring with Recon

The Breast Reconstruction Team at Whiston Hospital were back with a bang this year, as they returned for their first charity event since the pandemic. With a roaring 20s theme (think Gatsby and glamour – though the pictures do the talking) the team held a fabulous night at the Totally Wicked Stadium in St Helens, raising an incredible £3,115 towards the service.



## Toy joy for Ormskirk children

Our caring play specialists at Ormskirk Hospital got in touch to say the children's ward was in need of some activities for our smallest patients. Vicky put out a plea to the public for colouring books and toys and the response was incredible. Thanks to loads of donations coming in from the community and staff, the play area on the children's ward is now ready for fun, keeping our young patients entertained and taking their minds off being in hospital.



## Scaling heights for charity

The team at Vinci Facilities, our building partners, took on two gruelling challenges to raise money for the Lilac Centre at St Helens Hospital in September. The first being a sponsored bike ride from Scotland, through England eventually finishing up in Wales - equating to 190 miles in two days (we're tired just thinking about it)! They then headed out later that month to hike up the Welsh 3 peaks in just 24 hours! Well done to the team for raising an amazing £3,400.



## Ain't no mountain high enough for sponsored climber...



When Dave Nelson's nephew, Oscar, was born 8 weeks premature in 2019, he was cared for by the amazing staff at the Neonatal Unit at Ormskirk Hospital. Thanks to their efforts, he is now a happy and healthy young boy and to say thanks to everyone on the unit for their care and dedicated support Uncle Dave wanted to do something a bit special. To do that he undertook a gruelling sponsored climb of Mount Kilimanjaro and raised a fantastic £1,070 for the unit. Thank you so much Dave for all your support.

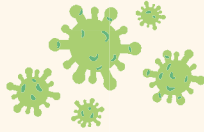


# Look after yourself this Winter

## Here's some top tips to help you stay well:

### Get vaccinated

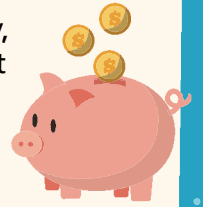
NHS workers are at a higher risk of catching and spreading viruses. The flu vaccination is vital for all healthcare workers. Getting your free, quick jab is the single most effective way of protecting yourself, your patients, your colleagues and your family - so take this easy but important step now. All details can be found on our winter website:  
[www.mwlwinter.co.uk](http://www.mwlwinter.co.uk)



### Look after your finances

If you're struggling with money, it's important to remember that you're not alone. Contact the Money Helper Service for free confidential, impartial advice:

- Online [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)
- Free telephone: 0800 448 0826 (Monday to Friday 8am-6pm)
- For general advice, why not also check out the latest advice from the excellent Martin Lewis at: [www.moneysavingexpert.com](http://www.moneysavingexpert.com)



### Eat well

Sticking to a healthy diet won't prevent you from picking up winter illnesses, but it can help your immune system to better protect you. Short on time and ideas? Check out some of our favourite foodie accounts on Instagram:

@Savvy.bites  
@beatthebudget  
@thebatchlady



And don't forget to stay hydrated. Make sure you drink plenty of fluids - 6 to 8 cups or glasses a day. Water is best but other drinks are beneficial too.



### Taking care of your mental health

Don't forget if you need some emotional support this winter, we are here for you. You can self-refer to the Trust's wellbeing service using the referral form which is available via the staff intranet. You can also access our Employee Assistance Programme (EAP) any time of the day, in confidence and free of charge:

- Freephone from UK landline: 0800 111 6387
- Online: [www.my-eap.com/access](http://www.my-eap.com/access) using code STHKWELL or SOUTHPORTWELL

### Keep moving

Not only is staying active essential for your general wellbeing and fitness, but it also generates heat and helps to keep you warm. Download the free NHS app: #DoingOurBit with over 60 free workouts for NHS staff.



### Look after the pennies

Sign up for a Blue Light Card - it costs £4.99 for 2 years but the savings are worth it. Go to [www.bluelightcard.co.uk](http://www.bluelightcard.co.uk) for details. You can also check out [www.healthservicediscounts.com](http://www.healthservicediscounts.com) for exclusive NHS deals.



### And finally

Remember that you matter! Take time out every day to focus on yourself. Winter is always a busy time for all NHS staff and it's crucial not to burn yourself out. Small changes can often make the biggest difference so follow the advice on this page and make sure you give yourself some time to rest and re-energise.

[www.mwlwinter.co.uk](http://www.mwlwinter.co.uk)

# A year in pictures

At this time of year, we roll back the months and take a trip down memory lane. We began the year as two separate Trusts – St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust - before coming together as Mersey and West Lancashire Teaching Hospitals NHS Trust in July. As you can see this was just one of the many highlights of a fantastic 12 months.

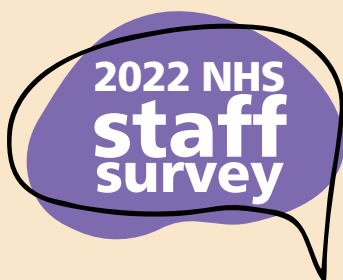
## January



Staff at Southport Hospital and across the community received the Honorary Freedom of the Borough of Sefton, in recognition of the dedication, sacrifice and heroism they showed throughout the COVID-19 pandemic.

## February

The results were in, and for the 2022 NHS Staff Survey, St Helens and Knowsley was rated the 'best place to work' out of all acute Trusts in the North West of England.



## March

We were delighted to receive two awards in March. The Employment Services Team won the national Payroll Innovation Award for their

Employment Services Automation Programme. Congratulations also went to the fantastic Robbie Graham, a member of the Portering Team at Ormskirk Hospital who won the Dennis Southern Lifetime Achievement Award at the national MyPorter Awards.



## April



St Helens and Knowsley was ranked as the best NHS Trust in England in the Patient Led Assessments of the Care Environment (PLACE), a fantastic achievement. Well done to everyone who works so hard to maintain such a fantastic environment for patients.

## May

It was a proud day at Ormskirk Hospital when we opened a dedicated breastfeeding room for new mums within the main entrance of the restaurant.



As always, we marked International Nurses and International Midwives Day with events across all our sites. This year's theme was "celebrating equality, diversity and inclusion" and our international nurses were at the heart of everything we did.



## June

Our Long Service Awards ceremony saw 58 colleagues from St Helens and Knowsley celebrate dedicating 25-40 years of their career to delivering five-star patient care – totalling an impressive 1,555 years' service between them. We are looking forward to holding this event for all long serving staff members in 2024.



## July

In the same week that we celebrated the NHS turning 75 with our wonderful colleagues across all sites, we also launched Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL) with Ann Marr OBE, Chief Executive and Richard Fraser, Chairman popping along to all our hospitals to celebrate with staff.



July also saw the first Staff Awards event of the year as 1,200 guests from St Helens and Knowsley came



together at the Liverpool Arena to recognise their outstanding achievements over the past year. What a night it was!

## August

Brave fundraisers from across Team MWL took the plunge to abseil down the iconic Liverpool Anglican Cathedral to raise money for our charities.



Staff from across all sites came together to celebrate several PRIDE events in Liverpool, Southport and St



Helens, raising the Rainbow flag for the NHS.

## September

Whiston, St Helens and Newton hospitals were recognised as being amongst the best in the country for inpatient care, according to the Care Quality Commission (CQC) Adult Inpatient Survey 2022.



## October

Staff based in Southport and Ormskirk came together to celebrate the fabulous 2023

Time to Shine Awards. There were some incredible winners, emotional moments and lots of applause not least for our International Nurse Community who won the Special Recognition Award.



## November

It was a bumper month for Team MWL with a host of awards coming our way.

We became one of only 550 organisations in the country to be awarded Disability Confident Leader Status for the way we support disabled staff members.



The haematology teams at St Helens and Whiston hospitals had a fantastic month, not only receiving a Myeloma UK accreditation

mark for the amazing care they provide but also seeing staff and volunteers at the Lilac Centre picking up prizes at the Sam's Diamonds Cancer Support Charity Awards for their unwavering commitment to caring for local cancer patients.



We held a wonderful celebration of Diwali attended by members of the Trust Board and a large number of staff to mark this special festival of light, learning more about the meaning behind the festival and tasting some of the sensational foods traditionally eaten during this time.



The Trust also signed the Armed Forces Covenant, pledging our commitment to providing the best possible support for those who serve or who have served in the Armed Forces, and their families.



## December

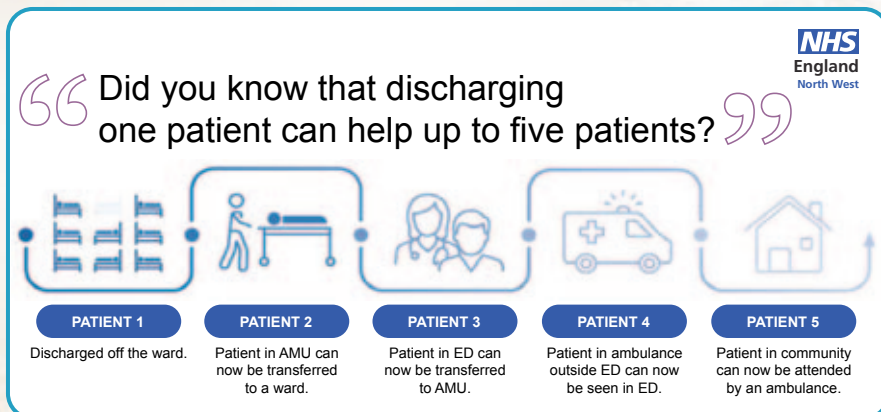
We finished the year with the biggest thank you to each and every member of Team MWL by marking the festive season with activities taking place across the Trust including our Christmas Tree light switch-ons, Big Festive Dress Up Day, market stalls and much, much more!



# Home for Christmas

**Nobody wants to be in hospital for Christmas, so we want to make sure that the only patients in our beds this year are those who really need to be here.**

We know the challenges that staff are faced with when trying to get our medically fit patients back to their place of care and that everyone is working hard to overcome these. As you can see from the powerful graphic from NHS England,



the safe discharge of 1 patient can benefit up to 5 more and improve flow throughout our hospitals.

It's a daily challenge for hospitals across the NHS and here at MWL we believe that listening to the thoughts and ideas of those on the frontline is vital, especially at winter.

Chief Operating Officer, Lesley Neary recently held some staff engagement sessions to hear your solutions to some of the issues and has already put some of these into action, see below:

- Where possible, a doctor is now working in the Discharge Lounge at Southport Hospital to help patients get their medications quicker, which has made a positive effect in ensuring earlier discharges.
- The Radiology Department at Whiston Hospital is now taking part in daily clinical huddles to ensure that if a patient's discharge is dependent upon a diagnostic test or a result from a test, this is actioned that same day.
- Across all hospitals, patient transport was a common theme in the engagement sessions. We are looking to see where we can make improvements in this area so patients can be returned to their place of care quicker than before in a safe manner.
- Our Same Day Emergency Care (SDEC) service across both sites will now run over 7 days.
- At Southport Hospital, a volunteer-led scheme to speak to vulnerable patients within 2 days of being discharged to see if they are coping well or need some support has saved more than 400 repeat admissions in the first year.

Lesley said: "It was great to meet with staff recently and hear so many ideas about how we can improve patient flow throughout our hospitals. I'm always keen to hear your suggestions, so please get in touch by emailing: [katie.fielding2@sthk.nhs.uk](mailto:katie.fielding2@sthk.nhs.uk)."

## Throughout December, we need your help to get our medically fit patients 'Home for Christmas'.

Here's how we can ensure safe and timely discharges:

- ✓ Make sure the daily board rounds are fully supported by a multi-disciplinary team.
- ✓ Escalate any delays early – the earlier they are flagged the quicker they can be dealt with.
- ✓ Identify any additional discharge support early. If a package of care is needed contact community teams as soon as possible to get things in place.
- ✓ Engage with families and carers so they know when to expect their loved ones home and can help make arrangements.
- ✓ Have an estimated discharge date so that everyone knows what the plan is for each patient.
- ✓ Get the discharge forms (TTOs) done as early as possible. This really helps our hospitals to manage patient flow and means patient transport can be arranged for earlier in the day.

If you want to know more about how discharges help with patient flow, we've got some handy hints and a video clip on our Winter Website. Just head over to [www.mwllwinter.co.uk](http://www.mwllwinter.co.uk)



# And the MWL winners are

**Our amazing teams have raised the bar again and won some of the most prestigious awards in the country. We're not biased, but we think our Team MWL winners are fabulous, and here's why...**

## Nursing Times Award for Critical Care Team

Scooping one of the nursing profession's top awards is no mean feat, but our Critical Care Team at Southport Hospital can proudly say they've done it. Their 'Pause Campaign' led to them winning the Critical and Emergency Care Nursing category at the prestigious Nursing Times Awards.

The campaign involves staff and families coming together for a minute's silence as a mark of respect in memory of patients who sadly die.

Branded by the judges as a project that demonstrated a "respectful, peaceful and compassionate closure after the death of a patient," the initiative has also been well received by relatives and carers.

Sue Redfern, Director of Nursing, Midwifery and Governance at the Trust, said: "The Pause Campaign has made a real difference and is something that I know a lot of other hospitals around the country are now looking at introducing too.

"We are really proud of the team and their achievements."

Steve Ford, editor of Nursing Times, said: "The Nursing Times Awards represent an annual celebration of all that is good about nursing and midwifery, showcasing the innovation, energy and dedication of nurses and midwives across the UK."

Congratulations also go to the Palliative Care Team at St Helens and Knowsley who were highly commended in the same category.



## Macmillan Professionals Excellence Awards

The Upper Gastrointestinal (UGI) Team based at Whiston Hospital travelled to Glasgow for the national Macmillan Professional Awards and came back with the 'Integration Excellence Award' for their dedication to transform the experience for patients living with Upper Gastrointestinal Cancer.



After gaining investment to expand the team they were able to provide further help for patients, with a telephone monitoring clinic, carers events and more support sessions.

Collaborations also took place with varied services within the hospital, community partners and external parties, including Willowbrook Hospice in Prescot. This enabled the team to introduce a dedicated support group to provide further help for patients in a wide range of areas.

Now our patients who are diagnosed with UGI cancer benefit from a personalised care package offering a holistic needs assessment, with access to specialist palliative care and dietetics support.

This group effort has led to reduced hospital admissions, but above all has produced a personalised journey for our patients who are already going through an unimaginably difficult time.

The judges at the awards absolutely loved the team's passion and ambition, saying: "It would be the dream for cancer nursing if every team could have this service".

## National HR award for Trust's efforts to support disabled workforce

The Trust's Equality, Inclusion and Diversity Team won the national Healthcare People Management Association's (HPMA) Brown Jacobson Award for Excellence in Employment Engagement, for their work in supporting our Trust's disabled workforce through the development of a disability and reasonable adjustments passport.

Claire Scrafton, Deputy Director of HR and Governance, accepted the award with Darren Mooney, Assistant Director of Equality Diversity and Inclusion and Katie Samosa, Project Support Officer.

She said: "We are delighted to receive such a prestigious award as it symbolises our unwavering dedication to fostering a supportive workplace for all our colleagues."



# Christmas at MWL

Here's what you can look forward to this festive season. Hope you can join in the fun!

Date	Activity	Location/Time
Mon 4 <sup>th</sup> Dec	Christmas Market and Carols Around The Tree	St Helens Hospital Main Reception - All Day
Tues 5 <sup>th</sup> Dec	Christmas Market and Carols Around The Tree	Whiston Hospital 10:00am - 4:00pm 5:00pm - 5:30pm (Outside, Weather Permitting)
Thurs 7 <sup>th</sup> Dec	MWL's Big Festive Dress Up	All sites
Tues 12 <sup>th</sup> Dec	Staff Christmas Lunch in Hospital's Restaurants	Whiston, Southport and Ormskirk Hospitals - From 12:00pm
Wed 13 <sup>th</sup> Dec	Staff Christmas Lunch in Hospital's Restaurants	Whiston, Southport, Ormskirk and St Helens Hospitals - From 12:00pm
Thurs 14 <sup>th</sup> Dec	Staff Christmas Lunch in Hospital's Restaurants	Whiston, Southport, Ormskirk and St Helens Hospitals - From 12:00pm
FOR WHISTON AND ST HELENS		LUNCH BOOKING REQUIRED VIA THE STAFF INTRANET
FOR SOUTHPORT AND ORMSKIRK		NO LUNCH BOOKING REQUIRED
Wed 13 <sup>th</sup> Dec	Learning Disability Choir	Southport Hospital Garden of Reflection - 12:30pm to 2:30pm
Wed 13 <sup>th</sup> Dec	Christmas Craft Market	Southport Hospital Wellbeing Garden - 12:00pm to 3:00pm
Tues 19 <sup>th</sup> Dec	Christmas Charity Tombola	Whiston Hospital (outside WHSmith) Southport Hospital (CMO)
Wed 20 <sup>th</sup> Dec	Staff Remembrance and Carols with the Salvation Army	Southport Hospital Garden of Reflection - 4:30pm
Sun 24 <sup>th</sup> Dec	Christmas Eve Mass	Whiston Hospital - The Sanctuary 11:00am
Mon 25 <sup>th</sup> Dec	Christmas Day Mass	Whiston Hospital - The Sanctuary 11:00am



At time of going to press our MWL events were underway, here's some of the festive fun (we'll share lots more in our Team MWL staff Facebook group):



And we have even more to look forward to in 2024, as we celebrate the first ever MWL staff awards!

# MWL STAFF AWARDS

*Where* LIVERPOOL ARENA

*When* FRIDAY 10TH MAY 2024

TICKETS ON SALE MARCH 2024

TICKETS COST £40 EACH

# Because You're Amazing



***We regularly receive feedback about how fantastic the care is at our Trust. Here are just some of the messages from the last few months.***

**@MWLNHS** Absolutely superb service today at St Helens Eye Clinic, following another bleed episode. Went above and beyond. Many thanks to Dr Gon once again.

My mum had cataract surgery at Southport Hospital and I just had to write and acknowledge how fantastic they are! I know that some people are quick to disparage the NHS, but I honestly could not fault anything about our experience, from pre op to post op. All the staff were just amazing and couldn't do enough to make my mum feel comfortable. The care, communication and patience they show is second to none. Her GP surgery, the consultant, anaesthetist, nurses, porters etc have been simply awesome. And I compare this to a local private facility where she had an NHS procedure 2 years ago. We are so lucky to have such a great health service in this region.

I don't remember putting 'have a mini-stroke' on my to-do list but here we are. Huge thanks to **@MWLNHS** for looking after me so well.

I have been having a number of tests done in the Radiology Department at Whiston Hospital, and it has been quite a worrying time for me whilst those investigations have been taking place. I am providing feedback as I have been so impressed by the care, compassion and friendliness of all the staff in that department. Each time I have been, I have been greeted with a smile and a manner that really puts me at ease. The hospital has got amazing staff and I just want to say a huge thank you.

I had an appointment for a minor surgery procedure and was feeling quite nervous about this, but the doctor and staff were all so lovely and communicated very clearly with me throughout the whole procedure. I felt reassured and calm throughout and they made me feel very at ease. Thank you to all the staff from Dermatology at Ormskirk Hospital - I was very grateful.

I am from the Community Learning Disability Team and had real concerns about one of our patients accessing the hospital for some investigations due to a change in her presentation. Collaboratively the team at Whiston Hospital managed to provide a private room in A&E to reduce anxieties and met the patient and staff at the door to support the transition into the hospital. Honestly the whole experience was seamless and stress-free. I can't thank the team enough.

First time visiting St Helens Hospital for an appointment and the experience was amazing. All departments are clearly visible and colour-coded which makes it easier to find. Once I was where I needed to be there was an option to self-check-in which was easy to do. I didn't wait long before I was called in and the staff were very friendly and put my nerves at ease.

Thank you doesn't seem enough for the care you gave my mum. We will always be grateful for the staff at Newton Hospital. You are all angels.

## Feature your story!

We're always open to ideas, and we love hearing your thoughts! News and Views is our Team MWL staff magazine, if you have a story to share, or ideas on what you'd like to see in future editions, contact: [communications@sthk.nhs.uk](mailto:communications@sthk.nhs.uk)

