

STAFF News 'n' Views



2023 NHS
staff
survey

It's a great start for MWL in our first NHS Staff Survey!



Delivering five star patient care

Hello from Ann

Dear all,

Welcome to our latest issue of News 'n' Views.

The results of the NHS Staff Survey have been published and I am delighted to see that it has been an impressive start for MWL.

Thank you to all staff who took the time to respond to the survey, your feedback is incredibly important and helps us understand where and how we can further develop. In this issue of News 'n' Views, we will be highlighting some key themes and sharing examples of some of the improvements we have made in the last 12 months.



I've always believed we've got the best staff working at our Trust. Everyone shares the same motivation to provide the best possible, compassionate care to our patients.

Despite the many challenges faced in recent years, you all continue to make a positive difference to people's lives and I would like to say a huge, heartfelt thank you for your continued hard work, support and commitment to providing 5 star patient care.

Alongside the staff survey results, you can read about the exciting news of multiple estates and facilities developments currently happening across MWL and how we're creating a safe, inclusive and diverse working environment with the support of our Staff Networks. There is also an interesting article regarding career development opportunities here at MWL and an informative staff profile too – at least I hope it is!

There's lots to catch up on and get involved with, so I hope you enjoy the latest issue of News 'n' Views and I'll see you very soon.

Thank you.

Ann

Ann Marr OBE
Chief Executive

Contents

Health & Wellbeing	3
Staff Survey Results	4
Learning & Development	6
Chief Executive Career Story	7
Staff Networks	8
Estates & Facilities	10
Charity Update	11
Because You're Amazing	12

Health & Wellbeing – Help is at hand

The Wellbeing Hub is here to support staff affected by physical or non-physical health matters, which could impact you both in and out of work. There is lots of support available for both staff and managers.

It has never been more important to look after ourselves and prioritise our own health. That doesn't have to mean training for a marathon or climbing Everest, it can be as simple as making time for a cuppa with a friend, enjoying a new hobby or going for a walk at the weekend.

Did you know?

At MWL, we have 226 Wellbeing Champions, Ambassadors and Mental Health First Aiders!

One of the key themes in the Staff Survey focuses on how the NHS provides a safe and healthy environment for staff. At MWL, this is one of our organisational priorities and features in our annual objectives, as we aim to consistently improve the health, wellbeing and resilience of our staff.

There is lots of information to help you focus on your wellbeing on the staff intranet, along with all the details of how to contact your Health & Wellbeing Team.

Looking back on the past year...

During the past year, the Health & Wellbeing Team have carried out **359 events and sessions across our MWL sites**, both in person and online. Over 6,500 staff have attended the sessions, covering several topics and themes including:

- Mindfulness
- Physical Activity
- Stress Management
- Suicide Awareness
- Menopause
- Alcohol Drop In

Feedback from staff about the events and sessions has been very positive:

- "Session was useful"
- "Exceeded expectations"
- "Good information and resources"
- "Informative"
- "Helpful"

In 12 months, we have received:

- Over **17,000** hits to the Health & Wellbeing intranet pages
- Over **6,200** Health & Wellbeing newsletter views
- Over **15,000** Youtube views on the Health & Wellbeing session recordings



CONNECT

**TALK & LISTEN,
BE THERE,
FEEL CONNECTED**

**BE
ACTIVE**

**DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD**

**TAKE
NOTICE**

**REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY**

**KEEP
LEARNING**

**EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF**

Give

**YOUR TIME,
YOUR WORDS,
YOUR PRESENCE**

BEST IN THE NORTH WEST!

2023 NHS
staff
survey

Use your voice
We are listening

The results are in...

You rated MWL as the **BEST** place to receive care in the North West!

It's been an impressive start in our first ever NHS Staff Survey, with staff rating MWL as the best acute Trust to receive care in the North West of England.

Staff engagement and morale also ranked amongst the highest in the region, with staff saying the Trust has a compassionate culture and is one of the best places to work in the NHS.

In total, the Trust scored higher than the national average in 7 of the survey's 8 themes.

Trust Chief Executive, Ann Marr OBE said,

"This is an incredibly positive start for MWL. Every day our staff make a difference to people's lives, and it is important that we provide the best possible workplace for them to deliver the highest standards of care."

"It's a challenging time in the NHS and we have been through many changes in the past year. I am incredibly proud to see that our staff feel listened to, supported and recognised. As always, we take the feedback very seriously and will use the results of the survey to shape our priorities going forward."

Our 2023 Staff Survey Results

As a Trust

Almost 4,000 of you had your say - delivering promising results in our first national NHS Staff Survey

WE ARE COMPASSIONATE & INCLUSIVE



WE ARE SAFE & HEALTHY



WE ARE A TEAM



WE ARE RECOGNISED & REWARDED



WE ARE ALWAYS LEARNING



STAFF ENGAGEMENT



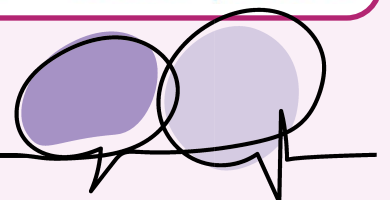
WE EACH HAVE A VOICE THAT COUNTS



WE WORK FLEXIBLY



STAFF MORALE



Why I love working at MWL!

We caught up with colleagues across MWL to find out what they love about being part of the team and it's safe to say that pride and true dedication to our patients is what makes us stand out as a great place to work.



John Jones – Biomedical Scientist

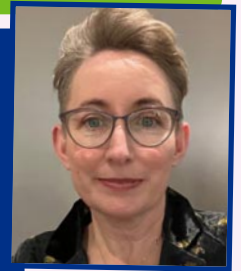
"MWL has played such a significant part in my life. I have experienced so many huge important moments here, as an employee, patient, husband, father and a son. I imagine I am not alone in this notion. It truly is the heart of our community."

"I am so proud of the fact that as our community gets bigger and more diverse, we rise to the challenge and become greater. When we are the best, we strive to be smarter and better. When times seem dark, our 5 stars in 5 star patient care shine brighter."

Margaret O'Mahony – Library & Knowledge Service Manager

"I'm so proud to be part of an innovative and proactive Library & Knowledge Service, ensuring crucial evidence and information is available and accessible, when and wherever MWL staff and students need it."

"I love the fact that the work we do and the facilities we offer, supports all of our MWL colleagues - from the bedside to the board room, and has a positive impact on patient care."



Andrew O'Donnell – Porter Team Leader

"I enjoy working for MWL because every day brings new challenges. A satisfying aspect of my role is knowing that my team and I have the motivation to assist with patients and departments, with the 24-hour service that we provide for the Trust."

Lucy Whelan – Ward Manager

"I love working with the team at Newton Community Hospital who are my 'work family'. No two days are the same and knowing I can come to work and try to make a difference to people's lives, makes me extremely proud."



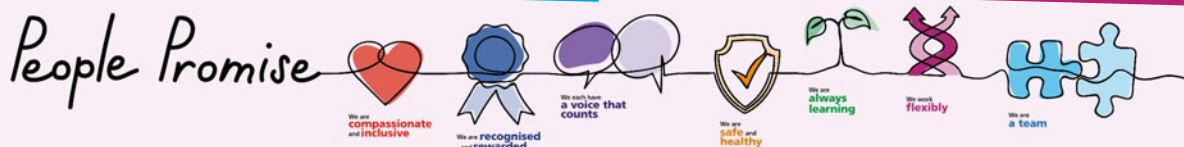
Chris Simm – Workforce Systems and Information Officer

"I enjoy working for MWL because I feel like I'm a part of an organisation with patient health and wellbeing at the forefront of everything we do. We are always striving to make people valued and cared for when they need it most."

Craig Rimmer - Emergency Medicine Consultant

"I like working at MWL as I know that everyone has the quality of care for our patients as their core value. Many organisations can say this, but MWL staff actually deliver it. With this as our common goal I am excited for the future of our organisation."

"I am able to empower our patients to have control over their own health. The implementation of the patient portal via the NHS app is a key part of the Trust's digital strategy and this will be a game changer for the care we can provide to our patients."



Leadership and Management Development

– Your opportunity to grow

We're all for developing our people, ensuring they have access to the best opportunities here at MWL. Whether you're currently in a leadership role or thinking of taking your career to the next stage, there are courses and modules at every level to support your development.

Read on to see what's available from our Learning and Organisational Development Team, who help to support and train staff.

What do we have on offer?

Internal services

- **Foundations in Leadership** – for aspiring or first time managers looking to develop their initial leadership skills
- **Making the transition in Leadership** – for leaders already in post with responsibilities for people, projects and service delivery
- **Leading through change** – for all leaders to support teams through change
- **Appraisal skills** – for all leaders, to support the completion of staff appraisals that are compassionate, engaging and collaborative
- **Library and Knowledge Service** – based at Whiston and Southport hospitals, the MWL libraries can support all your learning and development needs and offer a range of services for all staff, including:
 - Article requests
 - Evidence searches
 - Information skills training



External services

- **Institute of Health & Social Care Management (IHSCM)** - as a member of MWL, you can sign up for an exclusive FREE IHSCM membership, allowing you unlimited FREE access to IHSCM events and resources throughout the year. www.ihm.org.uk
- **NHS Leadership Academy** - offering a range of tools, models, programmes and expertise including coaching and mentoring to develop leaders. The Academy provides entry point training programmes for those who haven't stepped into leadership before. www.leadershipacademy.nhs.uk
- **Apprenticeships** – there are a number of apprenticeships on offer including general leadership & management, coaching & mentoring, HR and quality & improvement. www.apprenticeships.gov.uk

To contact the Library and Knowledge Service, if you're based at St Helens and Knowsley, email library@sthk.nhs.uk or call 0151 430 1342. For Southport and Ormskirk staff, email soh-tr.hanleylibrary@merseywestlancs.nhs.uk or call 01704 704 202. You can also visit the staff intranet (Learning & Organisational Development section) for further information.

Trust Chief Executive shares her career story

When Ann Marr OBE started work in the Finance Department at the then Regional Health Authority, little did she know that one day she would be one of the longest serving Chief Executives in the NHS.

So, Ann, what was your first job in the NHS?

I started out as a Bank 3 Admin Assistant in the Finance Department and it was my job to keep track of all the cash and cheques coming into and out of the organisation, from cashing up the till in the canteen to handing out the weekly wage packets and lots inbetween.

The job was ok, but I was keen to develop and enrolled on a day release study course. Whilst there, I heard about an NHS training scheme which offered the opportunity to study in month long blocks, rather than one day a week and managed to persuade my boss to let me attend their classes instead.

What made you want to study on the regional block scheme?

I personally find studying in blocks of time more suitable to my learning style than the stop/start of one day a week. When I joined the block scheme and talked to my new classmates, I found out that the training scheme they were on also offered the opportunity to undertake an introductory workplace attachment to help them understand how the NHS worked.

It lasted for three months and every day you were assigned a different role to gain the widest possible experience of all sectors of the NHS. I was determined to have the chance to do that! So, it was back to my boss, begging him to let me have three whole months away from my day job to take up this amazing opportunity.

I loved it! One day I was a call handler for the 999 Ambulance Service, the next I helped out on a ward, then I was with physiotherapy, I also spent time in pharmacy, worked as a cleaner and in the kitchens and then in a GP Practice, shadowed a District Nurse and helped out in a Mental Health Unit. I basically did almost every job there is to do in the NHS and wore a different uniform every day! Although it was hard work, it was incredibly rewarding and a huge part of my learning journey.

How did your learning help get you to where you are today?

Obviously, my studies helped me to understand how to manage budgets and finances, and how to get the best value for money. But the work experience gave me an invaluable insight into the complexity of how all the different departments in the NHS work together - the many cogs that make up a well-oiled machine.



Ann celebrates NHS 75 with staff at Southport Hospital

In my position today, I have oversight of the whole organisation and it helps to know how everything works, to ensure that our patients receive the best possible service. And thanks to that experience, I don't just know what the different teams do, but also what it's like to be a part of them.

How have you got to the role you have today as Chief Executive?

I've always worked hard and taken every opportunity to learn and develop and challenge myself. I never set out to be a Chief Executive – I have always just tried to do everything I can to help provide the best services possible for the population we have the privilege to serve. Achieving that has been made so much easier by having this superstar team around me. I have nothing but admiration for the amazing people who do so much for so many, every day in the NHS.

What would you say to someone considering a work-based learning programme?

For me, I would never have imagined that studying finance alongside my day job would have opened the doors to so many opportunities and given me the chance to have such a rewarding job. So, my message would be that developing your skills (in whatever field they are) will always stand you in good stead to help you find your way into your own dream job.



Ann receives the Freedom of the Borough of Knowsley on behalf of staff at Whiston and St Helens hospitals

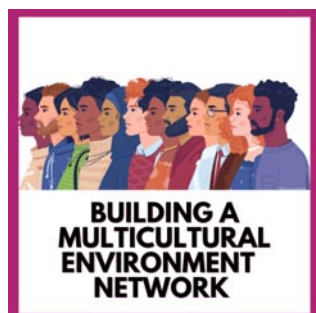
If you'd like to progress your career here at MWL and explore courses further, we've got lots of exciting opportunities available. Head over to the staff intranet to find out more. Who knows, maybe you could be a future Chief Executive!

Committed to inclusion

– Networks that work for you

Supporting our staff by providing a safe and inclusive environment is something we pride ourselves on here at MWL, and we are committed to creating a compassionate culture. A big part of this is building connections with staff across the Trust to ensure that all voices are heard.

Our 6 staff networks play an important role to help drive behaviours, influence change and make improvements. They're a great place to meet others and share experience.



Building a Multicultural Environment (BAME)

Who is it for?

- Black, Asian and Minority Ethnic Staff
- Allies

What they do?

- Regular meetings
- Improve education and awareness of race equality issues
- Celebrate national events i.e. Black History Month
- Work with HR on helping to shape policies and projects i.e. Workforce Race Equality Standard (WRES)

Abilities Network

Who is it for?

- Staff with a disability
- Allies

What they do?

- Regular meetings
- Provide staff with a space to share personal experiences
- Help with understanding reasonable adjustments support
- Work with HR on helping to shape policies and projects i.e. Disability Confident, Workforce Disability



Armed Forces Network

Who is it for?

- Veteran / Reservist
- Work with Cadets
- Have a close family member in the Armed Forces

What they do?

- Regular meetings
- Promote a better understanding of the Armed Forces Community
- Work with HR on helping to shape policies and projects i.e. Military Covenant, Veterans Aware and Employer Defence Charter

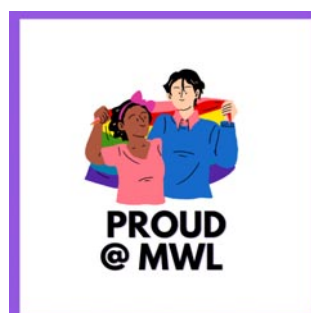
PROUD@MWL (LGBTQIA+) Network

Who is it for?

- Lesbian, Gay, Bi, Trans, Queer + Staff
- Allies

What they do?

- Regular meetings and talks / events
- Advise, promote and support LGBTQIA+ inclusivity across the Trust
- Attend Pride events as MWL alongside other NHS Trusts
- Work with HR on helping to shape policies and projects



Carers Network

Who is it for?

- Staff who are carers for dependant adults or disabled children
- Allies

What they do?

- Regular meetings
- Provide staff with a space for information sharing
- Help with understanding the Carers Toolkit and Passport
- Work with HR on helping to shape policies and projects

Menopause Network



Who is it for?

- Any member of staff interested in the menopause who can support themselves, their partner or family members

What they do?

- Regular meetings and talks / events
- Help staff understand how menopause can impact day to day life and work
- Help with understanding the Menopause Policy
- Work with HR on helping to shape policies and projects

Meet the Team

Laura Marks

Abilities Network

BuildingAbilities.staffnetwork@sthk.nhs.uk



Armed Forces Network (Interim)

armedforces.staffnetwork@sthk.nhs.uk

Building a Multicultural Environment (BAME) (Interim)

BAME.staffnetwork@sthk.nhs.uk



Barrie Morgan-Scrutton

PROUD@MWL (LGBTQIA+) Network

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Caroline Tyndall

Carers Network

carer.staffnetworks@sthk.nhs.uk



Karen Brayley

Menopause Network

menopause.staffnetwork@sthk.nhs.uk

If you're interested in joining a staff network, visit the Equality, Diversity, and Inclusion section of the staff intranet to find out more.

NHS
Mersey and West Lancashire
Teaching Hospitals
NHS Trust

MWL STAFF AWARDS 2024

10th May 2024 • Liverpool Arena

COMING SOON

This event is at no extra cost to the NHS - it is funded through ticket sales, fundraising and generous donations from many of our partners.

Developments happening across MWL!

Wherever you work at MWL, you can't miss the huge amount of estates improvement works going on across so many of our sites.

From building new theatres, to updating ward kitchens, bathrooms and flooring, replacing old wiring, fire doors and even filling in pot holes ... the list goes on!

Floor replacement and bathroom/kitchen upgrades

Significant work is being carried out on ward floors at Newton Hospital, bathroom floors at Whiston Hospital and flooring in public areas at Southport Hospital. We're also upgrading the ward kitchens and bathrooms across both Southport and Ormskirk hospitals.



CMO at Southport Hospital

It's all change for the Corporate Management Offices (CMO), home to lots of teams including IT, Volunteers, Clinicians, Service Improvement, Chaplaincy and many more.

It's one of our biggest

makeovers to date, as brand new break out areas, confidential spaces, modern seating and desks are installed. We can't wait to see it finished!



Car parks and roads

We're upgrading and repairing our car parks and roadways by improving lighting, refreshing the line painting and filling in the pot holes across our sites.

At St Helens Hospital a slip road and security barrier system is being installed on the overflow car park, adjacent to Horton Lodge. This means you won't need to drive through the service yard, making access a lot simpler.

A slip road into the Whiston Hospital disabled car park is also underway, to help alleviate the traffic pressure on the main road. This includes installing dropped curbs around the perimeter, making accessibility easier and no loss of spaces to the original staff car park.



Improving the Trust's Green Footprint

A project is underway to install solar panels on the roof of St Helens Hospital, contributing to the Trust's commitment to our Green Plan. An electric mortuary van has also been purchased at Whiston Hospital to reduce our carbon footprint.



Endoscopy and Radiology Departments at Ormskirk and Southport



At Ormskirk and Southport hospitals, work is well underway to provide new upgrades to the Endoscopy Department. Once complete, these schemes will improve the facilities for patients, staff and visitors. It will also allow for the team to achieve JAG accreditation, recognising a high quality and safe service.



At Southport Hospital, internal refurbishment including an extension, will house an additional state of the art CT scanner for the Radiology Department, which will double our scanning capacity.



Latest charity news

It's been a busy few months for the Charity Team. Here's a quick look at just some of the fundraising, events and presentations they have supported...

Incredible £50,000 donation for Burney Breast Unit at St Helens Hospital

The unit has been recognised for the care and kindness it provided to a former patient, with an amazing £50,000 donation.

Gladys Ball, who received treatment at the Burney Breast Unit but sadly passed away, left the gift in her Will which was recently presented to staff by Gladys' niece, Alison.



Ryan puts on his running shoes for the London Marathon

Ryan Ashcroft, Financial Services Team Manager at Southport Hospital is lacing up his running shoes and taking on the London Marathon for the first time. It's been a long journey to get to this point, after previously missing out on 3 failed ballot attempts.

Ryan is proud to be running for our Charity and hoping to raise an incredible £1000 to really make a difference in the lives of those who need it most.



'Knit and Natter' Crochet Group raise over £10,500

Janet Bentham, Paediatrics Matron and Sue Thong, Directorate Manager of Paediatrics, recently met with the group at Burscough Methodist Church to say a huge thank you as they've raised over £10,500 for our hospital charity over the last 10 years!

The group meet every Wednesday to learn new skills, swap patterns, ideas and make friends. They then sell their products such as baby and children's clothes, adult hats, scarves, blankets and cuddly toys.



Couple fundraise for quiet room at Ormskirk Hospital

Rachael and Lee, who tragically lost a baby in 2021, wanted to turn their sad loss into something positive to help others. They worked with Bereavement Midwife Jo Unsworth and have raised more than £15,000 to create a quiet and comfortable room at Ormskirk Hospital.

Rachael, who is now the proud mum of baby twins Nancy and Zander, said: "You never forget the moment you receive bad news, and I hope a room like this helps others in the future too."



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.

I recently took a friend to A&E at Whiston Hospital after she damaged her foot badly. To my surprise she was triaged, checked over, x-rayed, diagnosed and sent home within a three hour window. The staff were efficient, compassionate, polite and all medical information was explained efficiently. Many thanks - great job!

I'd like to take this opportunity to express our heartfelt gratitude and appreciation to the amazing staff at Southport Hospital for the outstanding care they provided to our dad.

Our dad was placed into end-of-life care, until he passed away peacefully on Ward 14A, cared for diligently by the staff until the very end. The professionalism and respect shown to our dad and the way we were all looked after throughout such a difficult week was exemplary.

I was admitted for cataract surgery at St Helens Hospital after waiting only 8 weeks. From start to finish I could not have been treated better. Staff friendly and reassuring, operation fascinating. Today I removed the eyepatch and the resulting vision is fantastic. Thank you NHS.

I want to thank all the staff on Ward H at Ormskirk Hospital for the kindness and care that they showed to me. Nobody ever made me feel as though I was 'just another hip replacement' but made me feel that I was the only patient that mattered!

Busy as you all were, you still found time to talk to me, which really helps when patients are out of their comfort zones in a hospital bed! Everyone I met was lovely; all nursing staff, porters, physios, cleaners, the wonderful lady who brought me hot buttered toast and tea when I came round after the operation. Nobody wants to be in hospital, but when patients are looked after the way they are it helps so much. You are all amazing.

Thank you Southport Hospital for looking after my 93 year old mother with such great care and kindness. Particularly the doctor on call and the kind receptionist who helped me when I arrived.

To Laura, Cath and all the wonderful nurses in Team 5 at St Helens District Nurses who have cared for my mum over the last days and months of her life. We as a family can't thank each one of you enough. You have treated her with dignity, compassion and have been amazingly supportive to us all. There are no words to describe the strength you have given us to cope with the hardest times of our lives. You will all hold special places in our hearts. You are all angels.

The staff of the NHS are brilliant. The care they've shown my child over the last few days despite all their challenges is extraordinary. Thank you to all at Ormskirk Hospital and @MWLNHS.

I just want to say a huge thank you to all of those involved with the birth of my daughter Remy. I chose to have her at Whiston Hospital as from working here myself, I knew the care I received would be excellent and that was very much the case. From my antenatal appointments, to being admitted to 2E and the Delivery Suite, I was treated exceptionally well - every member of staff I encountered was helpful, kind and put me at ease when things got tough. The level of care we received as a family was outstanding and I am very grateful that we had such fantastic teams looking after us. A special thanks to Katie (who went totally above and beyond), Chloe, Danielle, Megan and Becky - you're all such a credit to midwives!

Follow us on social media

 @mwlnhs

 @mwlnhs

Have you got a story?

If you have a story for a future issue of News 'n' Views, we would love to hear from you!

Contact: communications@sthk.nhs.uk

