

# MWL Patient News

Your voice, your experience

Issue 01



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ئەگەر پێویستت بەم زانیاریانە ھەبە بە زمانێکی جیاواز یان فۆرماتیکی دەستگەبەشتن، تکایە لەگەڵ ئەندامێکی ستافەکە قسە بکە کە دەتوانێت پۆت رێکبخات.

# A message from our Chief Executive

Dear patients, carers and family members,

I am delighted to welcome you to the first edition of our brand new MWL Patient News (your voice, your experience), which has been produced by the Patient Experience and Inclusion Team.

This is a new initiative which has been introduced following the merger of St Helens and Knowsley Teaching Hospitals with Southport and Ormskirk NHS Trust on 1st of July 2023, to form the new Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL). The newsletter is intended as a focus on your feedback and stories, as well as Trust information and events.

In this first edition, we introduce you to the Patient Experience and Inclusion Team, share stories from patients who have received care at MWL, and invitations for you to get involved in some of the work we do and learn about future developments by joining our Patient Participation Group.

We would also like to invite you to join the MWL Lay Reader Panel where you can have the opportunity to review and help shape the information leaflets we produce for patients, plus much more.

We also share the Trust's participation in Sign Language Week and how we support of D/deaf patients and the Trust's Veterans Accreditation.

This is an exciting time for our new Trust, as our staff are now working together successfully on all sites and we hope to take as many patients as possible along with us as we are settling in to our MWL adventure.

This is your newsletter and I hope that you enjoy reading MWL Patient News.

Thank you,



Ann Marr OBE  
Chief Executive



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# Meet the Patient Experience & Inclusion Team

The Trust Patient Experience and Inclusion Team are committed to working in partnership with our staff, patients, carers, local communities and other stakeholders to improve the quality of care that we provide and actively seek, listen and act on feedback received.



## Cheryl Farmer, Head of Patient Experience & Inclusion

Hello, my name is Cheryl and I have worked in the NHS for 27 years. I trained as a Clinical Scientist in the Regional Genetics labs based in Liverpool Women's Hospital and was the first trainee scientist to qualify in Merseyside and Cheshire. I first became interested in Equality and Diversity around 18 years ago and I moved from genetics to HR and was appointed the Equality, Diversity and Inclusion (EDI) Manager. I relocated to MWL 7 years ago as the Head of Patient Experience and Inclusion.

My role involves ensuring the correct support is available when required so that our patients are not disadvantaged or discriminated against when accessing the services provided by the Trust.

I manage the Trust BSL and foreign language interpreting services; I develop and review Trust policies and perform equality impact assessments across the Trust. I lead the Trust Equality Delivery System, deliver training, and support teams with EDI considerations for new systems and services.

I have an interest in Human Rights and I have done extensive training with the British Institute of Human Rights. I am committed to improving accessibility for patients, in particular those patients who don't readily engage with health services.

I enjoy my role at MWL, every day is different and I am fortunate to be able to help people.

## Michelle Kitson, Quality Matron Patient Experience

Hello, my name is Michelle and I am the Matron for Patient Experience at the Southport and Ormskirk Hospital sites. I have worked as a registered nurse for 24 years and I have been fortunate enough to have varied roles within orthopaedics, medicine, safeguarding, learning disabilities liaison, quality improvement and nurse education.

The Matron for Patient Experience role was developed in 2017 and I have enjoyed shaping the role and watching it grow over the last 7 years. In my role I work closely with the volunteer service, PALS and Complaints Team, the Spiritual Care and Chaplaincy Team and external partners such as Healthwatch and National Patient Experience Networks.



I have enjoyed expanding my knowledge of the various services across the hospital sites and developing positive working relationships with colleagues from other clinical areas. The role allows me to continue to spend time with patients, families, and carers; implementing positive changes to enhance the quality of their care and experience. Some changes are small, others are Trust-wide but they all make an unquestionable positive difference.

As a team, we are often able to 'think outside of the box' and identify what matters and it has been an honour to participate in the creation of some very meaningful moments for our patients and their families.



## Francine Daly, Patient Experience Manager

Hello, my name is Francine and I have worked in the NHS for 18 years. I started as a GP Receptionist and then worked as a Medical Secretary in various Trusts.

I have worked at MWL for 15 years. I first started as a Medical Secretary in the Burns & Plastic Surgery Department, then became Personal Assistant / Office Manager to the Deputy Director of Nursing and Quality & Risk Department, before moving on to my role as Patient Experience Manager.

In my role, I am responsible for the management and delivery of the Trust's Patient Experience & Inclusion Strategy and ensuring that patients, service users and carers can positively influence service developments. I identify and support the implementation of quality improvements and manage projects. I Chair the Trust Patient Experience & Inclusion Champions staff group and consult with them on a range of topics to enhance our services for patients.

I am responsible for creating an environment that contributes to improving patient experience, evaluating and acting on feedback and I oversee the National Friends and Family Test. I attend wards and departments across the Trust seeking real-time feedback by speaking to patients, carers and their families to identify both positive and negative themes and trends.

I have a passion for EDI and I support the Trust Interpreting Services contract, I contribute to the Trust Equality Delivery System and engage with staff regarding EDI issues.

I love my role as Patient Experience Manager, I enjoy engaging with our patients, carers, relatives and local communities and feeling like I am making a difference. I also enjoy developing positive relationships with staff across the Trust and implementing positive changes.

## Kate Edmondson, Patient Experience Facilitator

Hello, my name is Kate and my role is Patient Experience Facilitator at MWL. I first joined the Trust in 2020 when I was transferred from Queenscourt Hospice at the start of the Covid pandemic. I was assigned to help support those patients who were extremely unwell and I was instrumental in delivering communication between patients and their loved ones, wherever they were in the world. I loved the impact I had in this role and how much my support meant to each family.

I had an opportunity to join the Patient Experience & Inclusion Team 3 years ago and I can wholeheartedly say I love my role. Being in a position to directly impact the experience of patients and their loved ones is incredibly worthwhile. I have the opportunity to enhance their comfort, satisfaction, and overall wellbeing during their time in the Trust.

The combination of making a tangible difference in patients' lives, collaborating with all healthcare professionals, and contributing to positive changes in the Trust can make being a Patient Experience Facilitator deeply rewarding and fulfilling.



## Yvonne Mahambrey, Quality Matron Patient Experience



Hello, my name is Yvonne and I have been a qualified nurse for 28 years. My career has involved 20 years working in Critical Care, I then moved to a Regional High Dependency Dialysis Unit, where I was the Unit Manager for 3 years and then into a role within patient safety for over 2 years. I have been at MWL in my current role for just over 2 years.

In my role, I engage with patients, carers, and families and share their experiences to improve the services that we provide to them. I work closely with clinical teams and stakeholders and I am the Chair of the Trust-wide Patient Participation Group, which consists of a diverse range of patients and staff who help us to shape our services.

I love to teach and I lead training sessions relating to patient experience to the nursing and allied health professional preceptees; healthcare assistants and any new volunteers. I also provide enhanced bespoke training for end of life butterfly champions.

I am passionate about supporting our local D/deaf community and I lead the staff deaf awareness training sessions we hold at the Trust. I am proud to be a registered nurse and quality matron here and I feel privileged to be able to support people and feel that I am making a difference.

## Ryan Jackson, Patient Equality & Inclusion Manager

Hello, my name is Ryan and I am the Patient Equality and Inclusion Manager for MWL. My role is relatively new to the Trust and I have been here for a few months. I've had several different roles in my career outside of the NHS but Equality, Diversity and Inclusion (EDI) has always been a part of and allowed me to build over 10 years' worth of knowledge and experience.

In my role, I support the Head of Patient Inclusion and Experience to ensure that the services the Trust provides are as inclusive as possible, that patient needs are met and the information we produce for patients is up to date, best practice and available in a range of formats. My role also involves ensuring the Trust meets its statutory and legislative requirements; looking at how we can further support patients where they may not feel seen or are part of smaller groups within the wider community and raise further awareness of EDI across the Trust.

I count myself lucky to work in EDI, as I love being able to contribute to where I live and giving back to the community. I enjoy working with and learning about all the different departments, as well as looking at things we can do differently or introduce to help patients. It's rewarding knowing that I'm able to play a part in helping patients and positively impact their experiences.





# Your feedback



Over 44,000 patients, relatives and carers provided feedback during January - March 2024

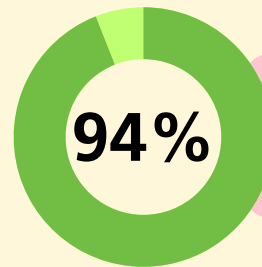
My experience of being in the hospital was like being with all my friends. I loved the place, I loved the food, I loved all the staff and everything about it. I don't want to go home. They helped me get better again.

**Newton Hospital**



I had to go to A&E for chest pains the other day, I was really worried and I thought I was having a heart attack. But I have to say the speed at which I was seen was unbelievable. From walking in to leaving, the professionalism of the staff & attention to detail with me was unsurpassed.

**Adult ED Southport Hospital**



of patients would recommend our care

**97%**

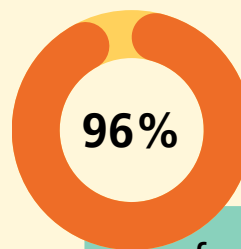
of patients feel they were treated with compassion

Everyone, from the parking staff, receptionist, consultant, nursing staff and the cafe was friendly and efficient, taking time to explain and help. Exceptional service. There was no undue delay and everything ran smoothly. Everywhere was spotlessly clean and the signage was helpful. All of you should be very proud of your hospital.

**Orthopaedics, Southport Hospital**

I just wanted to write to express mine and my family's sincere gratitude for the kindness, compassion and support you showed us when my father-in-law was recently admitted following a stroke. From all the A&E staff to the ward and therapists, the social work team arranging the discharge you treated us all with the utmost respect making a very stressful situation less daunting.

**Whiston ED and Stroke Ward**



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

90%

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



All the staff were very kind and supportive throughout. I was fully informed of what would happen and the risks involved. I was provided the choice to have a numbing spray only or sedation. I was given a report to take home and the completed procedure and results were clearly explained. I don't think there's anything that could have been done better and I was put at ease by the kind staff who helped to keep me calm throughout.

Endoscopy Unit, St Helens Hospital

My son and I spent almost two weeks on the neonatal unit, due to a very rare blood sugar condition. The staff were sensational. It was the hardest thing I have ever experienced, but the kindness and attentiveness of the nursing team made it that little more bearable.

Neonatal Unit, Ormskirk Hospital

99%

of patients felt they received enough emotional support



# Themes & Focus



The top 5 positive themes during January - March 2024 (Quarter 4) are:

1 Staff attitude



Care and treatment 2



3 Communication



Waiting time 4



5 Environment



Following a review of the Quarter 4 themes, MWL patient experience focus will be:

1 Waiting time - patients feel there needs to be clearer communication regarding wait times, particularly on discharge



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



3 #Hellomynameis - patients are unsure which nurse is in charge of looking after them on each shift





# Patient Stories



Our first story is regarding a 21-year-old patient who was studying for a law degree when she suffered a brain haemorrhage that required emergency surgery. The patient spent a total of 23 weeks in hospital, including a significant amount of time at our Rehabilitation Unit, Seddon Suite, St Helens Hospital.



At one of the Patient Experience & Inclusion Team feedback visits to the ward, the team spent some time chatting with the patient and her friend, discussing her experience in hospital. After looking at photographs before her surgery, it was clear that her hair was an important physical feature to her. The patient's hair had been cut quickly prior to brain surgery and she now described her hair as a "shadow of its former glory".

With assistance from the Trust hairdressing team, we were able to help the patient feel and look a bit more like herself by cutting and coloring her hair for her.



Now she has been discharged and she has had new challenges to overcome, including impaired/double vision, weight gain, being dependent, and early menopause. The patient attended the Trust Patient Experience Council to talk about her story and the challenges she has faced, as well as the progress she has made.



She is continuing to influence the experience of our other patients through feedback. As a result of her feedback, the Trust Voluntary Service is exploring a young person volunteer who can be available to provide some support for our long term younger patients at Whiston and St Helens sites.

Our second story is regarding an inpatient at Southport Hospital who was with us whilst her husband was receiving end of life care at another regional hospital. Her husband had collapsed and suffered a bleed and with his condition deteriorating rapidly, he was receiving specialist care in his final days. The patient was receiving treatment for her own condition at Southport Hospital.



The Patient Experience & Inclusion Team visited the patient and discussed what support could be offered. After the medical team assessed whether the patient was fit for travel, plans were put into place quickly to help the patient be at her husband's side and sadly, to also attend his funeral.

This story recognises and appreciates the efforts of healthcare professionals who go above and beyond to provide comfort and support to patients and their families during challenging times. It is also a reminder of the profound impact that such acts of kindness can have on people facing difficult circumstances.





# MWL Patient Participation Group



At MWL, we are committed to engaging with patients, carers, relatives and the public to enhance the care we provide. The Trust's Patient Participation Group is led by the Patient Experience & Inclusion Team.

We work in collaboration with patients, the public and staff to improve care and develop services.

The group provides an opportunity for patients, healthcare professionals, and organisations to come together, share experiences, and promote dialogue that enhances the delivery of patient-centered care.



The group meets quarterly and is a mixture of online and face-to-face meetings.

If you are interested in being involved, please contact by email [patientexperienceandedi@sthk.nhs.uk](mailto:patientexperienceandedi@sthk.nhs.uk) or complete the online webform: <https://www.merseywestlancs.nhs.uk/patient-participation>



## Become a Lay Reader at MWL



At MWL we are committed to improving the patient information we produce so that it is clear and can be easily understood by all our patients, their relatives and carers.

Would you like the opportunity to review and provide feedback on the patient information leaflets that we produce?



We are looking for people who would be interested in reading the information we produce to make sure it is; clear, engaging and where any medical terminology is used, it is explained in easy to understand language.

From time to time we would send you newly produced leaflets and ask you for your feedback on the content of the leaflets, by completing a short checklist and adding any relevant comments on the information you have reviewed.



We would welcome applications from people who are not employed by the Trust and are over the age of 16 years and live in St Helens, Knowsley, Halton, Sefton or West Lancashire.

If you are interested in being involved, please email us at [patientexperienceandedi@sthk.nhs.uk](mailto:patientexperienceandedi@sthk.nhs.uk).

# Sign Language Week

18th - 24th March 2024



The Patient Experience and Inclusion Team and our staff celebrated #SignLanguageWeek by going #BlueOutforBSL. At MWL we are committed to supporting our local D/deaf community and ensuring our services are accessible to all, striving to provide the best possible experience and outcomes for our patients.



Wearing blue is a symbol of unity, pride, and support for BSL and ISL. Blue connects to the Deaf Flag which was recently adopted in the summer of 2023 by the World Federation of the Deaf (WFD) and signals a beacon of strength, spirit, and unity in Deaf communities worldwide.



#SLW2024 Sign Language Week is organised by the British Deaf Association (BDA) and celebrates the first time BSL was acknowledged as a language in its own right by the UK Government on 18th March 2003.

This year's theme was 'Promoting BSL and ISL as indigenous languages of the UK'

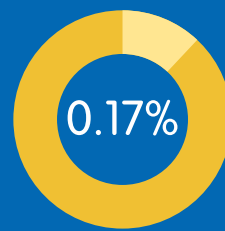


We work closely with our partners at the Deafness Resource Centre to ensure we meet the needs of our D/deaf patients.



**419**

We have delivered Deaf Awareness training (provided by the Deafness Resource Centre) to 419 of our staff and this number is growing month on month!



Did you know that 0.17% of our local population (St Helens, Knowsley, Halton, Sefton and West Lancashire) is estimated to use British Sign Language as their main language

*2021 Census Data for England and Wales*

There is a dedicated communication webform that patients can fill in to inform us of any communication needs they require whilst visiting one of our hospitals.



Visit our website:

<https://www.merseywestlancs.nhs.uk/communication-support>



# MWL are Veteran Aware!



MWL has been reaccredited from the Veterans Covenant Healthcare Alliance (VCHA) as a Veteran Aware Trust! This recognises our commitment to several key pledges to the armed forces community, including:

- Training relevant staff on veteran specific culture or needs
- Ensuring that the armed forces community is never disadvantaged compared to other patients, in line with the NHS' commitment to the Armed Forces Covenant
- Helping the armed forces as an employer
- Providing information so that veterans, reservists and service families are aware of charities and NHS services that can help them



If you or your spouse/partner have ever served in the UK armed forces, please let us know.



Having it noted in your NHS medical record will help to make sure that you can access specific veterans' health services. All veterans are entitled to priority access to NHS care for conditions linked to their time in the armed forces and are connected to their service.

Please note that this will not entitle you to be prioritised ahead of someone with a greater clinical need.

## Armed Forces Veteran Card

Did you know about the Armed Forces Veteran card? The card is a way to prove that you served in the UK armed forces and it can make it quicker and easier to apply for support as a veteran. It is free to apply for a card.



But what does the card do and why should you get one? Well, the new veteran ID card:

- ➔ Provides a memento of service and signifies your belonging to the armed forces community
- ➔ Allows you to easily verify your service to us (the NHS), your local authority and military charities
- ➔ Can be used to obtain a Defence Discount Service Card. The card is recognised online and on the high street
- ➔ Can be used to obtain a veteran's railcard
- ➔ Lets you access specific offers during special events
- ➔ May be useful when accessing other services and government initiatives open to veterans



To apply for the veteran ID card, visit [www.gov.uk/veteran-card](http://www.gov.uk/veteran-card)

# Dates to Celebrate

April - June 2024

## April 2024

Bowel Cancer Awareness Month

**2nd April** World Autism Awareness Day

**8th April** International Romani (Roma) Day

**11th April** World Parkinson's Day

**22nd - 30th April** Passover

**29th April - 3rd May** Experience of Care Week



## May 2024

Stroke awareness month

Coeliac UK Awareness Month

**6th - 12th May** Deaf Awareness Week

**13th - 19th May** Mental Health Awareness Week

**17th May** International Day Against Homophobia, Transphobia and Biphobia



## June 2024



Gypsy, Roma and Traveller History Month

**3rd - 9th June** National Patient Participation Week

**10th - 16th June** National Carers Week

**12th - 18th June** Men's Health Week

**17th - 20th June** Eid al-Adha

**17th - 23rd June** Learning Disability Week

**20th June** World Refugee Day

**22nd June** UK Windrush Day

**29th June** Armed Forces Day



# Share your feedback

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



You can email the team - [patientexperienceandedi@sthk.nhs.uk](mailto: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>

