

MEMBERS

NEWSLETTER

AUTUMN 2022



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Introduction

In this edition of our member newsletter, we highlight some of the fantastic work being done by teams and individuals across the organisation.

We feature some of the amazing compliments you have shared with us and introduce you to our recently elected Council of Governors. Our governors are a vital part of our organisation. They are our listening ear and provide us with insight into the issues and concerns facing their patients and colleagues. Our governors give their time freely and support us in our efforts to provide high quality childrens', adults and specialist community dental services.

Listening to our patients is an essential part of our learning. We don't always get it right but we are committed to learning from our mistakes and sharing with colleagues. We are often overwhelmed by the thanks and praise you take time to provide your letters, cards and text messages mean a lot to our staff who work tirelessly to provide you and your loved ones with the very best care they can.

Our work is very much influenced by the place in which we operate. We are part of a system of health and social care providers who are working ever more closely together to provide you and your family with joined up care and services. This approach is already making a huge difference to many patients lives. Like all providers of care, we are ever more aware of the difficulties facing our patients and their families. We are already working with our local foodbanks to signpost families to the help and support available and have well established links with voluntary and community groups that can support people who are experiencing significant issues during these difficult times.

As a leading provider of community health services that works across a wide geographical footprint we have the responsibility to ensure all of our 123 services meet the expectations of our patients, their families and carers. Understanding what works well and where we might improve is important. During the course of the next few weeks and months we shall be speaking with our patients and their families to understand what their experiences are.

Your feedback will help us to develop our strategy for the next five years. Your experiences, views and comments will influence our thinking and support our ambitions to strengthen our position within the communities we serve and improve the care our patients receive. This work will be supported by our staff and public governors. You can read about our governors in this newsletter, and we hope their knowledge of the communities and staff groups they serve/represent will help to shape our thinking in the months to come.

We thank you for your continued support of the Trust and hope you will enjoy reading about some of the fantastic work that takes place every day.

Karen Bliss
Chair



YOUR COUNCIL OF GOVERNORS

Our Council of Governors was elected in July 2022. Together our public, staff and partner governors bring a wealth of knowledge, skills and experience into the organisation.

Their experience of working the public and private sectors will be fully utilised by the organisation as it works to further develop and enhance the care and services it provides in the communities of Halton, Warrington and those parts of Cheshire & Merseyside and Greater Manchester where we provide specialist community dental services.

Our public governors live in the communities they represent. Many are members of local groups/organisations and understand the needs of their neighbours and communities.

Our staff are members of the professional working groups they represent and are a conduit between the trust's management and its employees. They interpret issues on both sides and from each other's perspective. They offer the Council of Governors a view into frontline workings of the NHS, reporting directly to staff.

The overriding role of the Council of governors is to hold the Non - Executive Directors individually and collectively to account for the performance of the board of directors and to represent the interests of NHS Foundation Trust members. The role is NOT about the operational management of the Trust.

Foundation trusts are required by law to appoint a lead governor. This year the trust held elections for staff and public governors. These elections were open to our members.

Following the conclusion of the election, the governors then held an election internally to appoint a lead governor. Ms Christine Stankus was appointed lead governor in September this year and here she explains how important the role of the governor is and how you can make your voice heard about services in your area.

Lead Governor Christine Stankus



My name is Christine Stankus, in September 2022 elections I was successfully elected as Lead Governor by our public Governors. It's a privilege for me to accept the role so I can continue to build on all the good work our previous lead governor already achieved.

I'm a retired NHS Mental Health worker and feel I still have a lot to offer and contribute to ensuring that the provision of integrated quality health services continues. I bring a vast experience spanning 44 years working in the NHS covering both psychiatry, and community care services. Each brings its unique issues which, I feel, has equipped me with the necessary skills and knowledge to accept the role as Lead Governor.

It's so important for Public Governors to be involved in NHS Foundation Trust, I have the honer, as a governor to contribute with 2 other public governor's in the Quality & Place Base Engagement group. The group discuss the strategy workshop dates, which has been taking place with staff group 'Place Base' workshops across Bridgewater services, and what the strategy approach Re-Fresh Milestone looks like to date. Further engagement work with wider stakeholders and governors input will continue.

The group also discuss other options that need to be communicated to our communities, via patient engagement. How we, 'Bridgewater & Governors' communicate that message is very important. The group focus will always ensure everyone's voice and views were heard as we formulate the approach and plan for the groups aims/action plan.

The group will also continue to focus and work on 'tailored' to individual boroughs where Bridgewater provide a service due to individual needs of that Borough, as it's important to start engagement with service users & carers prior to changes in service provision.

Due to the challenges all of us have faced with the Pandemic over the last 2 years, it's been very difficult for everyone to continue living/working as 'normal' as possible. Bridgewater's managers continued to work with Governors at all times to maintain our knowledge and involvement during this time.

I've been privileged to observe, through Zoom Team meetings, their decision-making process looking at innovative ways they could continue to deliver safe clinical services. All Bridgewater staff have achieved this and continue to do so under the ongoing pressures they face. I've been able to contribute to many discussions on patient care and engagement since becoming a Governor.

Your Governors

Warrington:

Matt Machin
Paul Mendeika
David McDonald
Andrew Mortimer

Rest of England:

Christine Stankus – (Lead Governor)
Bill Harrison
Ken Griffiths
(Three vacancies)

Halton:

Peter Hollett
(Three vacancies)

Staff:

Jilly Wallis – Allied Health Professionals
Nicola Wilson & Dr Sue Mackie – Registered Nurses
Sarah Power – Non-Clinical Corporate Support Staff
(Three vacancies)

Partner Governor:

Rachel Game - Principal Lecturer Business Development & Partnerships, University of Central Lancashire representing Further / Higher Education.

COMPLIMENTS

It is a pleasure to showcase some of the compliments/comments received in August and September.
You can comment on our services via Text, our Talk to Us forms or via email: bchft.patientservices@nhs.net

“

Absolutely fantastic, staff were wonderful so caring and patient. Explained everything that was happening . extremely efficient and a first class service. Thank you so much for your care and attention.

Dental Services, St Helens

“

I had the best assessment I have ever had in all the different visits to various professionals rearding my complaint, she was informative, thorough and empathetic explaining all about my Xrays and options, giving me choices.

OCATS, Warrington

“

The nurse was fantastic with a very nervous teenager. Very patient, kind and caring . Thank you.

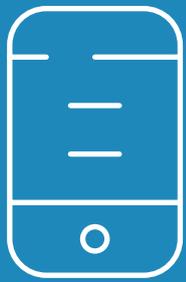
School - Aged Immunisation Team
Warrington

“

I was greeted with a smile by receptionist , very friendly staff. All seemed friendly and knowledgeable. Nurse treated me promptly and professionally.

Urgent Treatment Centre, Widnes

Bridgewater in numbers 2021 / 2022



1,098

Calls made to our Patient Services Team

14,412

people responded to our Friends & Family Test

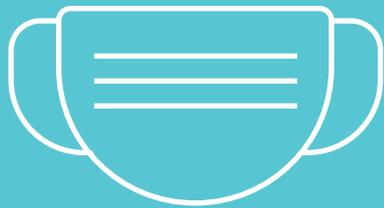


9,133

compliments received

96%

rated their experience of Bridgewater services as either good or very good



3.1 million

items of Personal Protective Equipment were issued



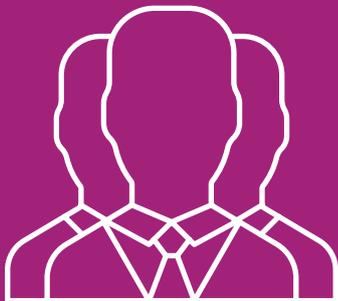
9,506

School age flu vaccines were given across Halton & Warrington



6,470

Public Members



1,632

Staff Members

1,085

patients and staff signed up to the "Research for the Future" campaign.



9

Public Governors

A HEARTFELT THANK YOU TO #TEAMBRIDGEWATER STAFF

The achievements of our staff were applauded at our annual Bridgewater NHS 'Thank You' awards.

The event saw colleagues such as nurses, clinical support workers, dentists and back-office teams recognised for their efforts over the past 12-months.

Marking the contributions of those who have gone the extra mile in yet another year unlike any other for the NHS locally and nationally, proved to be a hugely heartfelt experience for recipients of the awards.

Bridgewater provides high-quality community services in Warrington, Halton and St Helens; as well as dental services in many areas of Greater Manchester, Cheshire and Merseyside.

We paid tribute to our clinicians and corporate staff who have supported the delivery of frontline services in health centres, clinics and patients own homes and the individuals and teams who have helped them to do so.

As well as the annual 'Thank you' Awards, the day also celebrated those colleagues that had achieved at least 25 years' NHS service. In total, around 200 Bridgewater colleagues received an NHS long service certificate this year of which about 50 had them handed personally on the day of the event.

Speaking about the whole celebration, Colin Scales, Bridgewater Chief Executive said:

"After what has been another tough year for the NHS, the Bridgewater 'Thank You' Awards is a chance for us to celebrate our colleagues and thank them for the unstinting dedication they give.

"With so many worthy winners this year, it made judging the nominations one of the most difficult we've had. I've been truly inspired by the achievements of our colleagues over the past 12-months who continue to go above and beyond to ensure we provide the best possible community care and support to our patients.

"Our 2022 event was also a chance for us to recognise those colleagues that have given at least 25 years' service to the NHS. We cannot shy away from the challenges the health service faces around recruitment, so recognising NHS long service is hugely important. We thank these colleagues, each of which have given at least a quarter of a century, for their amazing commitment in such a rewarding career."

The annual Bridgewater 'Thank You' Awards and NHS long service recognition were held this year face-to-face at Haydock Park Racecourse as well as virtually online via Microsoft Teams. The event is only possible thanks to the kind support of its sponsors, who included: Weightmans, Allocate, CRP Group, GRI, Lenovo, Softcat and Catalst.



Staff Awards Winners 2022



YOUR WINNERS

Clinical Employee of the Year
Helen Wakefield - Widnes Urgent Treatment Centre
Clinical Lead

By developing new clinical pathways within the Widnes Urgent Treatment Centre (UTC), it has given staff the guidance on how to treat patients without sending them to hospital. One such example is a fracture pathway by allowing staff to place a fractured ankle or foot into a walking boot allowing the patient to be treated at the UTC and to avoid a trip to the local A&E. Helen is currently completing an overarching manual for other clinical pathways and is doing this alongside her teaching and assisting of new staff to become independent practitioners.



Non-Clinical Employee of the Year
Chris Boydell – IT Support Officer and Katie Whitehead – IT
Asset and Configuration Officer

Chris is often called the backbone to the service he supports and has been key to its delivery for the past 15 years. He will often take trickier IT tasks as a personal challenge to complete. The last year has seen Chris take on a huge software project to move all computer devices to the Microsoft Office 365 platform. This was no easy implementation.

Katie's colleagues call her a hardworking individual that offers immense support to the whole IT department. She is always happy to assist with any query and will follow it through to resolution. Her position may be seen as a behind the scenes roll that not many know about, but without her knowledge, the organisation would be a loss without her.



Clinical Team of the Year
Wheelchair and Specialist Seating Service

This team has been through some very tough times over the past 12-months due to national stock and supply challenges but have come out stronger than ever. Demand on the service remains exceptionally high and they are doing everything possible to reduce wait times for equipment. The aim of this service is to maximise the mobility, independence and quality of life for service users (and carers) through assessment, provision and maintenance of equipment. The service works with adults and children, many of which have life-limiting illnesses.



YOUR WINNERS



Non-Clinical Team of the Year Communications and Engagement Team

Like all corporate support teams, emerging from Covid-19 and resetting the organisation back to pre-pandemic levels has been no mean feat for this important service. What has felt like one almighty marathon for this team recently with Covid-19, has now turned into a final sprint. As Covid-19 shifts to more day-to-day working, the new focus for this service is business-as-usual operations that are currently in overdrive. This team continues to be ambitious, forward-thinking and creative.



Innovation and Excellence Award Jilly Wallis – Allied Health Professional Lead

Supporting her Allied Health Professional (AHP) workforce is key to Jilly. Whether it is work around career conversations, support groups or staff networks, she is always looking for opportunity to showcase the organisation externally at events and universities. Jilly will often support innovative ideas to address staffing challenges within the AHP workforce and continues to make a huge contribution to workforce planning. Patient care however will always be at the heart of any discussion Jilly has.



Partnership and Collaboration Award Padgate House and Infection, Prevention and Control Team

Padgate House is a service delivered between Bridgewater and the Local Authority. It plays a key role in supporting patient and system flow in the Warrington area. The Covid-19 pandemic continues to be felt throughout this important partnership. Infection prevention and control (IPC) measures are quickly enforced when confirmed episodes of Covid-19 are confirmed. Collaboration is key in such situations as Padgate House can often accommodate frail and elderly patients. As a partnership, each team has the best interest of their patients and staff at the heart of what they do.



YOUR WINNERS

Kindness and Compassion Award

Rebecca Emery – Clinical Specialist for Paediatric Physiotherapy and Jackie Lawson – Therapy Assistant

Rebecca continues to be an outstanding leader for the service. She has guided her colleagues through Covid-19 redeployment as well as recruitment challenges the service has faced of late. Her devotion to the service continues to shine despite the everchanging demand the service faces. Compassion and kindness is key to Rebecca. Her personalised approach to service delivery is often praised by her patients and colleagues.

Jackie will always ensure therapists are looked after and their wellbeing is ok. She will always put the patient, colleague and others first before herself. Her mantra is to treat those around her as to how she would want to be treated herself. A kind, compassionate heart is how colleagues describe Jackie.



Chair's Award Dental Epidemiology

In this special award, the team's tenacity, determination and compassion was praised after working tirelessly to produce a children's study that will impact on dental healthcare for generations to come. Earlier this year, dental colleagues covering Oldham, Bury and Rochdale were asked to produce an epidemiology study on behalf of the Public Health England (now the UK Health Security Agency). Visiting schools across Greater Manchester, the results of their work have contributed to a study that will impact on the dental health and wellbeing of young children in some of the most deprived boroughs.



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enquiries@bridgewater.nhs.uk

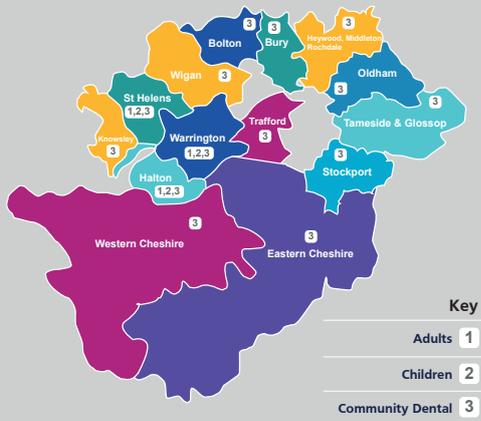


www.bridgewater.nhs.uk

Europa Point, Europa Boulevard,
Warrington, Cheshire, WA5 7TY



Bridgewater Community Healthcare NHS Foundation Trust
Map of Services



HELP US TO HELP YOU.

Here at Bridgewater we value what you have to say about the services you receive and the staff who provide the care you and your family need.

We share the comments, compliments and concerns you have with our teams and in this edition of the newsletter we are sharing some of those compliments.

Sometimes though you may need a helping hand.

Do you have a question about Bridgewater services?

Do you live in the Halton and Warrington areas and those parts of Cheshire & Merseyside and greater Manchester where we provide specialist community dental services? – please refer to map

Our Patient Services Team is here to help you.

They can be contacted via our Freephone service on: **0800 587 0562**

Email: bchft.patientservices@nhs.net

Or write to us at: Patient Services, Bridgewater Community Healthcare NHS FT, Europa Point, Europa Boulevard, Warrington, WA5 7TY.