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MEMBER COUNTER

Introduction from the Chair

Welcome to the latest edition of the Bridgewater members newsletter.

This year has been an extremely busy one. Our clinical teams are experiencing levels of quite unprecedented demand and I wish to place on record my thanks and those of my Executive and Non-Executive colleagues for their continued commitment to the delivery of high-quality patient care in particularly challenging circumstances.

This year the NHS celebrated its 75th anniversary. There have been many changes in this time but what has remained steadfast is the compassion and care our staff give to many thousands of adults and children every year.

In celebrating the 75th anniversary several of our colleagues were privileged to be invited to Westminster Abbey for a special service of thanksgiving. Their pride was shared by all of us.



Karen Bliss
CHAIR

In this edition of our members newsletter, we are showcasing some of the teams and individuals whose work won them recognition at our annual staff awards ceremony. We are also delighted to be introducing you, our members, to our Council of Governors. Our governors play a hugely important role in the work of the Trust.

During the course of the next few months, we are seeking to better understand the experience of our patients and their families who use our service. Patient/user experience has supported us in the development of our strategy "Communities Matter." Our strategy sets out our intention to deliver place based care alongside our statutory and voluntary sector colleagues in ever more imaginative and innovative ways. The engagement with local communities will be vital in the delivery of our strategy and we look forward to building on the work we've already done to ensure our approach going forward best meets the needs of our patients and their families. It is important we know what works well and, more importantly, what isn't working well.

We are always delighted to receive your feedback. Be that via our Talk to Us forms, or text messaging. Recently, a staggering 96 per cent of our patients/ service users rated their experience of our services as either good or very good.

We are also taking this opportunity to highlight the difference apprentices are making to our work. There are more than 100 apprentices working in our Trust. They are supporting the delivery of front-line care and behind the scenes support services. Most of these men and women live in the community in which they work. They bring with them a knowledge and understanding of the places they serve ...this can never be taken for granted.

Our staff are our greatest asset. They are ambassadors of the Trust and the NHS as a whole and we are extremely proud of the work they do. The challenges facing the NHS have been well documented.

Our newsletter provides us with the opportunity to engage with you - our members. We have more than 8,000 public and staff members. In sharing just, a snapshot of the extraordinary work that goes on in the Trust, I hope you will appreciate the breadth, knowledge and skills that is the very fabric of our organisation.

Again, I extend my thanks to all my colleagues who continue to go above and beyond to deliver excellent care each day and those who support them to do so.

May I take this opportunity of wishing you all a very Merry Christmas and a Happy New Year.

NHS Provider Trusts Gather to Share Good Practice and Celebrate Work of New Adoptees

The NHS Prevention Pledge Summit was held in Liverpool on Tuesday 26th September, bringing together over 60 delegates and speakers, including the 17 NHS Provider Trusts from across Cheshire and Merseyside. Chaired by Prof Ian Ashworth (Director of Population Health, NHS Cheshire & Merseyside), the event celebrated the successes and learning to date in adoption of the NHS Prevention Pledge and was the first time all 17 Trusts adopting the Pledge have met in person since work started on this programme in 2020.

The NHS Prevention Pledge is a key workstream within the Cheshire and Merseyside Integrated Care Board's Population Health Programme. The Pledge has been developed and rolled out by public health charity, Health Equalities Group, and is currently being adopted by all 17 Provider Trusts across the sub-region. Adoption of the Pledge provides Trusts with a framework of 14 core commitments to address and measure impact on the following themes: prevention of physical and mental ill health; social value and anchor institutions; health inequalities; staff health & wellbeing; MECC; quality improvement; and, working with partners at place to prevent readmission.

The first part of proceedings introduced progress to date, the rationale for the Pledge and how this is connected to other workstreams within the C&M Population Health Programme, including the All Together Fairer and All Together Active programmes. The seven Trusts from the Phase 1 and Phase 2 cohorts of the programme then presented case studies detailing work related to the Pledge's 14 commitments, covering: local job creation and social value; community outreach addressing family heart and lung health; equality, diversity and inclusion training relating to staff recruitment and workforce development; hub and spoke delivery of the CURE smoking cessation programme across Trusts in Liverpool; embedding prevention within a mental health Trust strategy; a new workforce health and wellbeing hub; and, adoption of anchor institution practices.

In the second half of the event delegates heard from Dave Sweeney (Associate Director for Partnerships and Sustainability, NHS Cheshire & Merseyside) on how the NHS Prevention Pledge is also contributing to the sub-region's work on developing Trusts as anchor institutions. The final part of the session celebrated work to date from the ten Phase 3 Trusts who started adoption of the Pledge in September 2022. Plaques celebrating the 'intermediate adoption' of the NHS Prevention Pledge were presented to all Phase 3 Trusts by Prof Ashworth as part of proceedings.

Commenting on the event, Prof Ian Ashworth said:

"The NHS Prevention Pledge is a key workstream within Cheshire and Merseyside's Population Health Programme, and provides Trusts with a framework to plan, deliver and measure work on prevention, health inequalities and anchor institution practices. Representatives from all 17 of Cheshire and Merseyside's NHS Trusts attending today's summit have presented amazing and innovative approaches to embedding prevention within their workplaces and more widely with their local partners. This is supporting all of our NHS Trusts to deliver on key commitments contained within the NHS Long-Term Plan and helping to meet many of the All Together Fairer 'Marmot recommendations' to reduce health inequalities and create fairer societies for future generations in Cheshire and Merseyside."



We are delighted to be celebrating those individuals who are an essential part of our workforce and a key feature of our ambitions for the future.

In September, 47 more individuals started an apprenticeship with the organisation, working alongside our clinical and non clinical support teams.

We are already served by 59 employees working as apprentices – some at entry level and others using the apprenticeship model to progress their careers and bolster their qualifications – a number working towards and achieving Master's level qualifications.

Working with a number of local apprenticeship providers including Riverside College, University of Central Lancashire and Manchester Metropolitan University, Bridgewater has embraced the apprenticeship model to bolster its workforce.

Working mainly in health centres, clinics and patients own homes, supporting district nursing/community nursing colleagues, health visitors, physiotherapists, and others to deliver excellent healthcare, our apprenticeships are taking advantage of the great opportunity to enhance their skills, knowledge and qualifications and support the delivery of excellent patient care.

"Our apprentices are making a huge difference to our work, day in and day out, we are extremely proud of their achievements and the massive contribution they are making in our local communities to support people to live independently in their own homes.

"Our apprentices work alongside clinicians working with adults and children. Some are supporting the work of the organisation in the scenes working in our finance, HR, and other teams." Paula Woods – Director of People and Organisational Development

Celebrating our BCHFT apprentices

Apprenticeships are providing the Trust with the opportunity to grow our own workforce for the future by supporting local people into entry level apprenticeship posts and enabling others to train to be registered healthcare professionals such as nurses and physiotherapists.

Pictured are just some of our apprentices who recently joined the organisation. The vast majority of Bridgewater's apprentices are drawn from within the communities served by the Trust. A significant number are recruited by the organisation's Careers and Apprenticeship team, that regularly outreach to local schools, colleges and job centres encouraging and supporting local people to apply for these brilliant opportunities.

Speaking with students in high schools, colleges and job seekers at local job centres, provided us with a great opportunity to guide them through the system and explain how an apprenticeship might benefit them and their career plans and aspirations.

Additionally, the Trust's Careers and Apprenticeship Team are contactable by anyone who is interested in applying for any of our vacancies and feels they may benefit from some advice or support with making an application or understanding our recruitment processes. Contact the team by emailing bchft.careers@nhs.net



To read more about our fabulous apprentices and the team that supports them [click here](#).

Council of Governors update

Pictured: Christine Stankus, Lead Governor

It is a great privilege to serve as Lead Governor of Bridgewater and I am delighted to welcome a number of new governors to the Trust. Our Council of Governors is made up of public, staff and partner governors. They each bring with them a wide range of knowledge, skills and experience. Many have worked within the NHS or the public sector whilst others have been employed within private industry.

This summer we held elections for staff and public governors in all of our constituent areas – Halton, Warrington and the Rest of England. The Rest of England constituency covers those areas in the North west served by our specialist community dental services.

We were delighted to welcome three new public governors – Kevin Goucher representing Warrington, Arshad Arshadi and Rita Chapman representing the Rest of England. The vacancy for a staff governor representing our specialist community dental and medical staff was open to election and I am delighted to report Claire Barton a Senior Dental Nurse Manager based at St Helens Dental Clinic was elected.

As governors we represent the interest of our members and will be looking to build on some of the great work already being done by our colleagues to understand what works well for our patients and their families and how we can improve things.

We have visited several of our teams during the past 12 months and seen for ourselves some of the fantastic work that goes on within the Trust. Understanding how our services are run is extremely important to us.



We have already observed staff at the Urgent Treatment Centre (UTC) in Widnes, the dental clinic in St Helens and the community equipment stores staff in Warrington. Just recently we visited our IT team in Birchwood.

Support staff are essential in the NHS. They provide our staff with the processes, systems and procedures that facilitate safe and robust systems of working.

As we work ever more closely with our colleagues in health and social care so we are turning more often to the voluntary/third sectors. I am delighted that we have been able to strengthen representation from the voluntary/third sectors with the appointment of Dave Wilson, Manager of Healthwatch Halton and Janet Hennessy from Signing Solutions in Warrington.

WELCOME TO THE
G**O****V****E****R****S**
PORTAL



Breaking boundaries through interpretation



We are delighted to be breaking boundaries and providing the local deaf community with an interpretation service of choice. Bridgewater has recently signed a contract with Signalise, a company which specialises in providing signing solutions for the deaf community.

Deaf patients who access community services and specialist community dental services will now receive an improved interpretation service. They will be told the name of their interpreter in advance of their appointments and a photograph of the person who will be signing on their behalf.

"This prevents patients feeling anxious before their appointments' we can let our patients know the name of their interpreter and provide them with details about them – including a photograph.

"Signalise already provides interpretation services for several organisations across the area and are very highly regarded. We are delighted to be working with them and hope our deaf patients and their families will benefit from the knowledge, skills and expertise of Signalise who are already making a huge difference to the experience of deaf patients in other parts of the North West," - Paula Woods, Director of Workforce and Organisational Development.



Janet Hennessy, Manager of Signing Solutions in Warrington which works for and on behalf of deaf patients across the town, said:

"This is extremely good news for the local deaf community. We have heard and seen for ourselves what a difference Signalise is making to deaf patients experience of using NHS services.

"It is extremely important that patients feel comfortable with their interpreter and vital that their communication needs are met so they can make informed choices about their healthcare."

Deaf patients who access community services and specialist community dental services will now receive an improved interpretation service.

HSJ Award Recognition

Bridgewater has received recognition for its work in placing communities at the heart of the work.

Shortlisted for a highly prestigious Health Service Journal award in the category "Primary & Community Care Provider of the Year" the Trust was proud to showcase its "Communities Matter" strategy.

Whilst we did not win the category, we were commended for our work. A huge thank you to all our staff for the work they did to support our nomination.



Development of Community Link Workers

The Trust has recently appointed two community link workers who are actively supporting our patients to lead happier, healthier lives lies at the heart of everything we do as a provider of excellent community healthcare in the communities we serve.

Link workers Heather Edwards and Vicki Quirk will be working alongside our clinical teams across Halton and Warrington to signpost their patients to the help and support available to them outside of healthcare settings.

Many of our patients and their families are unaware of the fantastic support available within the communities in which they live, be it social care or from the voluntary/third sectors. This fantastic development is the direct result of a great, new partnership arrangement between Bridgewater and Warrington Voluntary Action and Halton & St Helens Voluntary & Community Action.

The arrangement puts our ambitions to strengthen working with the voluntary/third sector on a more formal footing and support our clinicians who are very often faced with social care issues when they are treating patients. Both Heather and Vikki will be working with teams as required/needed.

To get in touch with them please contact them at: heather.edwards20@nhs.net or Vikki.quirk@nhs.net



Success at our Christmas Fayre

Our inaugural Christmas fayre this year raised £710 for local charities. Here at Bridgewater, we are proud to be supporting local charities for the work they do in the communities we serve. We are also organising hampers for our local foodbanks.



Thank You Awards

The Bridgewater staff awards was a truly memorable event. This year, in celebration of the NHS 75-year history, the Trust awarded all its staff a special NHS 75 Award.

The event, held at Haydock Park Racecourse paid tribute and rewarded the huge contribution community healthcare staff make to local people. Delivering care in health centres, clinics, patients' homes, and rugby stadia across Cheshire and Merseyside and Greater Manchester, the Trust is proud of the care it provides to thousands of people every year.

This year's staff awards saw nurses, therapists, dentists, dental nurses, doctors, and corporate support teams recognised for their extraordinary efforts.

Colin Scales, Bridgewater Chief Executive, said:
"The NHS is admired around the world and we acknowledge that every member of our staff plays a part in that.

"We are proud of the standard of healthcare we deliver. Every year it is difficult for our judges to choose from such a high calibre of nominations.

"We view the NHS 75th year as our opportunity to say a very big thank you to each member of staff for everything that they do, for our patients, for each other, through thick and thin, for our communities.

"Our staff work with dedication, care and compassion, often going over and above what is expected to deliver the highest quality healthcare to local people.

"This special NHS 75 Award not only shows our appreciation of this but marks this special year for the National Health Service."

This year's winners

NHS 75 Year Award

The entire workforce of Bridgewater Community healthcare NHS Foundation Trust.

Chair's Award

Warrington Wheelchair service

Clinical Employee of the Year

Kathryn Phillips - Medication Safety Officer

Non-Clinical Employee of the Year

Joan Ward - MDT Case Co-ordinator - Halton Specialist Children's Services

Clinical Team of the year – Joint Winners

Paediatric Audiology - Halton

Paediatric Bladder & Bowel Team, Warrington

Non-Clinical Team of the Year – Joint Winners

Community Equipment Service

Safeguarding Adults Team

Research & Innovation Award – Joint Winners

Wendy Gardener 0-19 Practice Development Lead

Warrington Neuroscience Service

Partnership & Collaboration Award

Drive Ability North West

Kindness & Compassion Award

Oldham Community Dental Team



Patient Compliments

Each month we receive hundreds of texts, emails, cards and messages from our patients, their parents and carers thanking us for the care and support we provide and highlighting just some of the fantastic work that goes on every day in our health centres and clinics.

Everyday our staff work hard to make sure the care and support they provide is the very best it can be. Thank you to everybody who takes the time to contact us. It is important to us that your experience of using our services is a good one.

Our nurse was amazing. Talked us through everything. explained so well. Very kind and pleasant too. What a lady.

Urgent Treatment Centre, Widnes.

The doctor I spoke to was brilliant and made me feel very relaxed and he really listened to me and explained everything to me. Nothing could have been done any better.

Dermatology Service, Warrington

Excellent staff, really child friendly and explained every step, start to finish. Put both us as parents and ... (child's name withheld) at ease.

Dental Services, Bolton.

The ladies were incredible with my son. They showed him so much care and kept me informed of each step. Can't thank you enough...thank you for the Pokémon pictures.

Dental Services, Stockport.