Managing Winter Pressures

03 New Maternity Makeover
06 Patient support through Skype
07 Hello My Name is...
As predicted, this winter has been one of the busiest on record for the hospital’s A&E department but the dedication and commitment of staff allied to an additional £750,000 investment in nursing staff, nursing assistants and emergency care doctors to cover the winter period has kept patients cared for throughout.

The investment in additional staff, equipment and services at The Countess delivered improvements in the following areas:

- The ambulatory care unit provides faster access to rapid clinical assessment, diagnostic services and treatment planning for patients who do not need to be admitted to hospital.
- A temporary ‘short stay’ winter ward offers 72 hours of acute care for patients in need of short term care from the Acute medicine and Care of the Elderly team with higher therapy input.
- An early supported discharge team look after up to 100 patients in the community on a daily basis with nursing and therapy input, this is of particular benefit for patients with respiratory conditions that worsen during the cold weather.
- A new Centre for Healthy Ageing at Ellesmere Port Hospital runs daily ‘drop in’ support for older, frail patients as part of a partnership with the voluntary sector Age UK.
- A new Centre for Healthy Ageing at Ellesmere Port Hospital runs daily ‘drop in’ support for older, frail patients as part of a partnership with the voluntary sector Age UK.

The wider health system also received a further £850,000 in winter funding to support additional community services and social care activity. Daily meetings take place across West Cheshire with involvement from the hospital, GP commissioners, community services and social care to safely transfer patients who no longer need acute medical care to the most appropriate alternative setting. This may be the patient’s own home with a package of care, or in some cases it will involve nursing home care.

Clinical lead for urgent care services at The Countess of Chester Dr Frank Joseph added: “We know that people are living longer, many with multiple complex long term conditions – and the reality is that it is getting more and more difficult to manage. When we admit elderly and frail patients to hospital, they risk losing their independence and are susceptible to infection. This winter our doctors, nurses and therapists have been heavily involved in working with colleagues in both community services and social care to develop different models of care that provide short stay and drop in options for these individuals, who we hope to keep healthy at home.

“This winter we have managed to hold our own because of a strong degree of resilience from the staff of the NHS. Their dedication and commitment got us through the high pressure period.”

And the public were quick to rally behind hospital staff with many supportive comments received via our Facebook page:

MO: Brilliant! I have been so well looked after by the NHS this year - can’t praise it enough!!

LF: Just would like to say when my Grandad was blue lighted in on Saturday night the A&E Dept could not do enough for him.

VS: I've had to visit the walk in centre in the A&E twice in the last couple of months. The service they provide is fantastic. From the Reception staff to all the nurses, doctors, porters, domestics and security. They all do a fab job. Thanks for looking after me x
significant investment in the Countess’ maternity facilities has been met with a roar of approval from patients and staff alike.

Two birthing suites and the Antenatal Day Unit were completely refurbished to create a much improved experience for new Mums, their babies and relatives. The investment which cost £111,000 and was funded through the West Cheshire Clinical Commissioning Group has created a much more welcoming and relaxing space for patients with upgraded facilities including two birthing pools, two specialist birthing couches and a utility room with more effective storage space.

Jean Fisher, Antenatal Clinic Manager said: “We believe the new facilities will appeal to mums-to-be in Cheshire so much more than before and help them in their choice of where and when to have their baby. In the past they might have felt apprehensive because it very much felt like walking into a hospital. With the changes we’ve made, I think it is much more welcoming and less intimidating. The patient care on offer has always been excellent but we now believe the environment matches it. We’ve brought the facilities into the 21st Century.”

Kevin Higham, Project Manager said: “By using the space we have more effectively we’ve been able to create a well-defined environment that is much more appealing for patients and staff. We’ve created a proper reception area and waiting room for relatives and we’ve also incorporated the need to maintain patient privacy and dignity at all times as well. All of the rooms included in the upgrade are painted in colours that are much more compatible with ‘New Beginnings’ and we’ve furnished them in such a way as to make Mum and baby as comfortable as possible.”

And patients would seem to agree if feedback on the Maternity Services Facebook page is anything to go by. Below are just a few of the comments received:

NA: “Been a couple of times…so much nicer than it was. It looks a happier place now”

SB: “Love it now. I was here last week and it felt so calming. Didn’t feel like I was in a hospital! Really lovely atmosphere.”

BP: “Wow that’s amazing so much better! I spent ages in there and it was boring and dull. Now look! Well done.”

LC: I loved coming in 2 weeks ago. Very girly and nice and new. Hopefully be there again soon. 7 days overdue.”

Kevin Higham, Project Manager said: “By using the space we have more effectively we’ve been able to create a well-defined environment that is much more appealing for patients and staff. We’ve created a proper reception area and waiting room for relatives and we’ve also incorporated the need to maintain patient privacy and dignity at all times as well. All of the rooms included in the upgrade are painted in colours that are much more compatible with ‘New Beginnings’ and we’ve furnished them in such a way as to make Mum and baby as comfortable as possible.”

And patients would seem to agree if feedback on the Maternity Services Facebook page is anything to go by. Below are just a few of the comments received:

NA: “Been a couple of times…so much nicer than it was. It looks a happier place now”

SB: “Love it now. I was here last week and it felt so calming. Didn’t feel like I was in a hospital! Really lovely atmosphere.”

BP: “Wow that’s amazing so much better! I spent ages in there and it was boring and dull. Now look! Well done.”

LC: I loved coming in 2 weeks ago. Very girly and nice and new. Hopefully be there again soon. 7 days overdue.”

Midwifery Services scoop NHS Innovation award

The Hospital’s Midwifery Service is celebrating winning the NHS Innovator of the Year award for their part in the West Cheshire Clinical Commissioning Group’s (CCG) “New Beginnings” project.

The award, which was presented by former England rugby player Ben Cohen MBE at a ceremony in Liverpool’s Isla Gladstone Conservatory, showcases great leadership from within the NHS in the North West and celebrates those who have ultimately improved patient experience.

Julie Fogarty, Head of Midwifery said: “I am delighted that Midwifery Services were named winners in the category of NHS Innovator of the Year in recognition for our work with the CCG via the Maternity Network ‘New Beginnings’.

“The contribution from Midwifery & Obstetric staff in successfully reducing the induction of labour and caesarean section rate thus increasing normality in conjunction with our ‘shared decision making’ ethos strongly contributed to the panel’s decision. It was an honour to collect the award from Ben Cohen MBE with Alison Kelly, Director of Nursing & Quality on behalf of Midwifery Services. I feel proud to work with a Team dedicated to improving the quality of care provided to the families accessing Maternity Services.”

New Beginnings is a multidisciplinary and multiagency group led by West Cheshire CCG and made up of a committed team from Cheshire West and Chester Council, One to One Ltd., Cheshire and Wirral Partnership NHS Foundation Trust, Countess of Chester Hospital and The National Childbirth Trust. It has played a key role in significantly improving the quality of care for pregnant women in terms of safety, clinical effectiveness and patient experience.

The network’s partnership working has enabled the development of innovative services that are empowering pregnant women to have a better understanding of their health care choices and the consequences of these choices.
The Countess of Chester’s new Healthy Ageing Centre (HAC) opened its doors to the public for the first time before Christmas as the pioneering service welcomed patients to its facility at Ellesmere Port Hospital.

The HAC blends a medical and social approach to issues facing elderly patients and is a partnership between health and social care agencies as well as the voluntary sector to provide a more joined up solution to caring for the elderly.

The centre is in a newly decorated and fully equipped large space with room for the specialist staff such as Geriatric Clinicians, Specialist nurses, Specialist Therapists and a Frailty Co-ordinator who will be involved in this new approach. Patients, can be referred by their GP, Integrated Care Teams, Rapid Response, Community Geriatrician or A&E and will be assessed by the HAC’s multi-disciplinary team including one of HAC’s permanent Consultant Geriatricians, Dr Simon Hill or Dr Lisa Flanagan who will undertake a comprehensive geriatric assessment to identify the level of medical input and/or additional support is required to enable them to live well in their home.

Dr Tim Webster Lead Clinician for Care of the Elderly Services explains: “If you can identify issues that affect the elderly as early as possible you can prevent the escalation of problems that may otherwise result in a hospital stay. Our new Healthy Ageing Centre is designed to work with a number of different teams from the medical, social and voluntary sectors to identify and treat issues before they become crises. This is why for the first time Age UK will have a permanent representative in our team - a Wellbeing Coordinator - who will identify how the voluntary sector can identify and deliver help to patients who would otherwise struggle in their own homes without

Frailty Service improving links with GPs

The Countess’ Frailty Service is making it easier for GPs to get the support they need to identify issues as early as possible in an elderly patient’s care.

By calling the specialist care unit, a GP, who is concerned about a patient but requires specialist insight, knowledge and support, can have a clinician to clinician phone conversation with the Hospital’s Specialist Geriatricians Dr Simon Hill and Dr Lisa Flanagan to discuss individual cases and identify where a patient might benefit from additional support or from being referred.

The service is proving a great success with the emphasis on catching problems early and is working closely with the hospital’s Ambulatory Care Unit (ACU) as well as developing a proactive relationship with GPs, integrated care teams, rapid response, mental health services, community district nursing and social care providers. This ‘prevention as well as cure’ approach is being adopted throughout the Trust’s services with the Frailty Service linked in with the new Healthy Ageing Centre at Ellesmere Port Hospital as well as ACU and other West Cheshire community services.
Centre opens its doors  

NEW HEALTHY AGEING

emphasis. With the opening of the hospital just simply isn’t possible reach the social package of care was given just as much time the social package of care was given just as much awareness. Our hospitals do not work in isolation but come together to deliver a multi-agency approach. The new HAC is helping to address the issues and concerns of older people and their relatives. It is designed to help older people live the best possible life and Age UK will stay involved in those patients’ lives for as long as they need our support.”

“We, as a voluntary organisation are embedded into local communities and are able to access help that the hospital just simply isn’t aware of. Our hospitals do a great job when it comes to physical repair but it is time the social package of care was given just as much emphasis. With the opening of this HAC for West Cheshire and others in the pipeline throughout the Northwest we are finally seeing a joined up approach to elderly care take shape, gain momentum and make a difference.”

Dr Tim Webster commented: “Age UK’s breadth of expertise, their network of contacts and database of services means our patients will begin to experience the greater benefit of this approach. Caring for the elderly can be like a ball of threads. If you pull on an individual thread the entire ball can start to unravel. If an elderly person suffers from a medical problem, if not supported in the right way it can lead to social isolation and escalation of issues resulting in more severe problems and long term hospital stay. The HAC is designed to prevent as many cases as possible reaching crisis point by targeting social support much earlier on in the process.”

Dr Chakraborty and members of our ACU team

FRESH APPROACH
REAPING REWARDS

The Trust’s Ambulatory Care Unit (ACU) has been open since May 2013 and its innovative approach to managing sub-acute illness and injury is reaping rewards for patients and the hospital.

The service, situated next to A&E was launched to try and ease the pressures on both A&E and the need to reduce overnight admissions. And the statistics are reflecting an INCREASE in ZERO length of stay in hospital which means this “Pull and Process” approach has resulted in less people needing to be admitted to hospital.

Indeed almost 70% of patients no longer need to be admitted overnight which is not only better for the individual but also has the potential to save the Trust millions.

Karen Townsend, Business Performance Manager said: “ACU has created an environment where patients can be ‘pulled’ out of A&E extremely quickly once they have been diagnosed as not requiring acute treatment and can be ‘processed’ by our clinical staff which includes Advanced Nurse Practitioners, Monday to Friday between 10-8pm without requiring a hospital stay.

To have increased our ‘zero length of stay’ rating is a real achievement and one we are hugely proud of. We are really seeing a benefit from the service now and patient feedback has been extremely good with over 90% of patients being ‘Very Satisfied’ with the service and 97% of patients saying ACU is easy to find.

“It is this ‘Easy to Find’ factor that we want to build on now by spreading the word to GPs and Community Nursing services across West Cheshire so that they know to refer their patients to ACU when they require sub-acute hospital treatment. Already 60% of our referrals are from GPs but it could and should be higher and we need to get the message out that we are here. ACU is not a way of bypassing services or ‘queue jumping’ but an efficient, effective way of treating patients quickly through early specialist input.”

Dr Chakraborty said: “When I speak to GPs in West Cheshire I tell them that ACU is a single point of Access Service with clinicians like myself available to diagnose patients quickly and easily so that they are treated and, in the majority of cases, returned to their own homes without requiring an overnight stay in hospital. I also ask them what they want from ACU. It is a two way process and we want to be proactive with GPs and Community Nursing Services to ensure we are targeting care in the areas that need it most.”

ACU has a key role to play in helping the hospital counter Winter Pressures and by ensuring that only the people who need to stay in hospital do so.

Karen added: “We have a key role to play in relieving the pressure on A&E, particularly during winter months. Through GP referrals we can ensure a patient gets the treatment they need promptly whilst A&E is able to manage their administering of care more efficiently. The service is making a big difference throughout the year but during winter it is vital that we play our part in tackling unnecessary admissions which put a stress and strain on the hospital.”

The Healthy Ageing Team in their new home at Ellesmere Port
The Trust’s Colorectal Surgery Department is leading the way in utilising the latest technology to provide Bowel Cancer patients with an increased level of support once they leave hospital.

The service which recently benefitted from moving to a new building with improved facilities has begun offering Skype Consultations as an additional support mechanism to patients when they return to their own homes – and the consultations are creating a stir not only with other specialties at the Countess but also in other parts of the country as the pilot is held up as an example of Best Practice.

Paul Brocklebank, Colorectal Nurse Specialist / Endoscopist and driving force behind the pilot said: “By using Skype we are able to offer our patients an increased level of support once they leave the hospital. We offer Skype in addition to our existing support measures as we felt that with more and more people using Smartphones and Tablets in their day to day lives there was scope to develop a pilot that would enable us to communicate with patients in a more detailed and constructive way than a phonecall.

“When a patient opts to receive a Skype Consultation we arrange a date and time to contact them. We have a secure specialist laptop to make the call on and the clinician sits in a private room as privacy and data protection is vital to this process. We then call the patient at the agreed time and discuss any issues that are concerning them. We have found that because the patient is expecting the call and we can see each other, they take it more seriously and ‘prepare’ for the conversation. They write down questions that they would perhaps forget in a hospital environment where they can sometimes feel flustered as well as being able to show the clinician what they are referring to, for example if they are experiencing any issues with their Stoma. We’ve found that Skype calls are lasting on average just over 10 minutes which is significantly longer than traditional unscheduled phone calls and we have also arranged ‘adhoc’ Skype calls to speak to a patient who otherwise would have experienced a delay in being reviewed within the hospital.”

“Skype calls are helping to reduce the “Everything to Nothing” experience that places the patient at the centre of their care whilst utilising modern technology. It ensures there is a direct and unique communication with our patients with the obvious benefit in terms of reducing journey times for both the patient and nursing staff whilst ensuring patients feel much closer to their nursing and medical team with the ability for instant assessment and decisions to be made. This is great progress and I am extremely supportive and proud to be involved.”

A Patient’s experience...

Terence Dillon, 61, recently received treatment for bowel cancer at The Countess and has been one of the first patients to benefit from using Skype at home.

Terence said: “I had my operation on the Wednesday at 3pm and then on the Friday was told that I could go home as I was making such good progress. I was obviously pleased but also a little apprehensive as I hadn’t expected to be discharged so quickly. You feel very safe when you’re in the hospital with all of the fantastic staff and the idea of going home and being ‘on your own’ can be daunting.

My consultant was happy though and I knew I had my Skype call booked for the following Monday with Paul Brocklebank so I went for it.

“As arranged, Paul called me on the Monday and we had a good chat. It felt like the hospital was still there in a way. Being able to see Paul’s face was reassuring and I was able to show him how my scar was healing. It is more comfortable at home, as great as the hospital is, it isn’t particularly restful and once you’re at the stage I am at that is what you need. Rest.

During one of our calls I actually got up to answer the door bell. When I came back I apologised to Paul but he said it had been useful because he could see that I was able to move freely without any problems and had done so instinctively.

“It’s three weeks since my stay in hospital. The Skype calls have reinforced my confidence and reassured me that all is going well with my recovery. I would definitely recommend it to others. Skype has worked for me.”
CATERING QUALITY
assured at The Countess

For most of us the thought of catering for a dinner party is a daunting prospect but for The Countess’ Head of Catering Services, Craig Hough and Head Chef Sue Miller that would feel like a walk in the park.

Each day they source and prepare 2,500 meals for patients and staff across the Chester and Ellesmere Port sites on what has become an almost 24 hour, 7 day a week mission. A mission to find the best quality produce, sourced locally and for the best price so that patients and staff have the choice to eat healthy, tasty and nutritious meals when they are in the hospital.

Craig Hough, Head of Catering Services said: “We cater for 525 patients at both the Chester and Ellesmere Port sites and provide them with three meals and seven drinks for £3 per day. Keeping costs down is a constant challenge but we took the decision several years ago to use suppliers from within a 100 mile radius and are committed to serving patients high quality meals made from locally bought produce.

“We put quality and value first and we buy as much fresh food as possible. Sue is quality focused and passionate about putting patients first. Our fresh meat is sourced from a family butchers in Wigan rather than using frozen or poorer quality meat, our bread is also delivered fresh from Roberts Bakery in Northwich, Our fresh fruit and vegetables are from Manchester and our milk is sourced from Chester. We were described as a ‘beacon of excellence’ by Farmers Weekly in 2013 for our approach and it is one we are determined to maintain. We have been able to keep our food bill down because we generate less waste. Fresh meat uses less fuel, water and cooks quicker and proves the old analogy of ‘buy cheap, buy twice’. Our food spend is among the lowest in the country but the meals we are serving to patients and staff is of an extremely high quality. I like to think that we serve the sort of meals you eat at your Mum’s. It is proper home cooked food packed full of goodness.”

Sue Miller, Head Chef added: “We genuinely care about what we do and are determined to cater well for all of the dietary requirements and preferences that we encounter on a daily basis in the hospital. We don’t like complaints and would much rather work with patients to ensure they get meals each day that they will enjoy and which will help them on their road to recovery. If we know about an issue we will do our best to accommodate all requests. One way we try and ensure good communication between ourselves and the wards is that I get involved in the induction process for the Nursing Assistants so that the nursing staff are as informed as possible regarding menus and Craig attends the Religious Belief Committee so that we are considerate of all faiths when planning our menus.

“We not only serve breakfast, lunch and dinner to patients but we also cater for over 1,000 staff meals per day. Our staff restaurants are really well used and we feel that is a reflection of the quality on offer. Over twelve days in December we served 2,500 Christmas dinners and we received feedback from a ward that one patient didn’t want to go home on New Year’s Eve because the food at the hospital was so good. I have always said that good quality; home cooked food is the cheapest form of medication!”

The Trust has joined a massive social media movement launched by a terminally ill doctor from the north of England.

The ‘Hello my name is…’ campaign was spearheaded by Dr Kate Granger, a young hospital consultant from Yorkshire who works in elderly care, to improve the patient experience not only here in the UK, but across the world. Kate became frustrated with the number of staff who failed to introduce themselves to her when she was in hospital. Her campaign on social media platform Twitter is inspiring nurses, doctors, therapists, receptionists, porters, domestics and staff in all roles.

Dr Granger, 33, has terminal cancer, and has made it her mission in whatever time she has left to get as many members of NHS staff as possible pledging to introduce themselves to their patients.

The campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly. Kate talks about this as “the first rung on the ladder to providing compassionate care” and sees it as the start of making a vital human connection, beginning a therapeutic relationship and building trust between patients and healthcare staff.

The Trust is one of more than 100 NHS organisations that pledged to boost their own ‘Hello my name is…’ campaign.

To show your support for Dr Granger’s campaign on Twitter follow @GrangerKate, and use #hellomynameis. To find more about the campaign, visit www.hellomynameis.org.uk/home.
The Trust’s Board of Governors recently undertook a ‘Behind the Scenes’ tour of the catering service to see for themselves just what it takes to feed 1,500 people every day.

What they found was a well-oiled machine run by Craig Hough, Head of Catering Services whose team of 80 people is responsible for preparing meals from scratch for over 500 patients and 1,000 staff across the Chester and Ellesmere Port sites.

Craig said: “We were pleased to have the opportunity to show the Board of Governors what goes into catering for the hospital and I hope they found the tour both informative and enjoyable. I think they will have seen that time management is key in our job. We are a cog in a large machine and we must keep on schedule otherwise there is a knock-on effect felt throughout the hospital. We were also keen to demonstrate our determination to use fresh, local produce wherever possible, an approach we have been commended for. Many hospitals now use bought-in catering services but we believe it would significantly reduce our ability to meet the needs of patients and would produce a one size fits all solution that simply does not work in a modern hospital. We currently offer small, medium and large plates – we couldn’t do that with bought in. Our food waste is 3%, one of the lowest in the country but that still equates to all of the food prepared on one day a month being thrown in the bin. That is a shocking statistic but some hospitals are throwing the equivalent of one day’s worth of food away.

The way we operate at the moment gives us flexibility – our menus enable us to serve an elderly patient with less appetite a small ham salad but a big rugby player who has broken his ankle a large portion of Chicken and Veg pie to build his strength up. You can’t do that with bought in and it would drive your waste levels and costs up. It was good to have the chance to explain our approach to Governors face to face.

“We operate in a heavily regulated industry, food hygiene and management is continually updating and we have an obligation to our staff to keep their training and skills current. We were proud to show the Governors how good our staff retention is and how we have promoted from within. Three of our chefs started with us as porters but we quickly saw they had flair and creativity and encouraged them to develop their skills. All of our chefs have been with us for over ten years. I think that reflects positively on us and hope the Governors saw this while they were with us.”

Geoffrey Lloyd, Member of Board of Governors was impressed with what he saw: “I was pleased and surprised to find that fresh food (meat, milk, vegetables and fruit) was sourced locally and delivered daily. We saw food of the highest quality being prepared. I was also very impressed by the efficiency with which meals were prepared at the request of individual patients - the combinations on the menu card resemble a pools permutation! Kitchen staff appeared hardworking, efficient and happy. That some staff have been employed for circa 30 years must reflect a good working environment. The management team were enthusiastic and proud. And deservedly so!”

Liz Kevan, Member of Board of Governors was also impressed with the service: “The Countess catering service is just one big family where everyone works in unison, it is very efficient and the food produced is first class. There are big challenges in supplying nourishing, tasty food at low cost but all in all I was very impressed with what I saw.”

Governor
Liz Kevan

Governor
Geoffrey Lloyd
THE TRUST CELEBRATES THE ACHIEVEMENT OF STAFF REACHING 25 YEAR MILESTONE

A presentation event was recently held to celebrate the achievements of those staff reaching their 25 year service milestone. Individuals were presented with a certificate by Sir Duncan Nichol in recognition of their loyalty, commitment and high level of skill. Congratulations to all of the Long Service Award winners and thank you for all that you have done throughout your 25 years in the Trust.

1987
Peter Hughes
Christopher Jeffrey
Helen Robinson

1988
Mary Cann
Elizabeth Dougherty
Alison Douglas
Paul Fountain
Janet Hallmark
Kathleen Hartley
Carol Hatton
Brian Healey
Michael Lampard
Paul Langridge
June Minshall
Janet Murray
Colm O’Mahony
Pamela Potts
Kristina Salisbury
Sean Sherry
James Smith

1989
Ann Blythin
Kenneth Davis
Nicola Dunn
Alan Dunn
Catherine Dunne
Jill Ellis
Gillian Hawthorne
Carole Jones
Mark Jones
Catalina Macdonald

Deborah O’Neill
Alison Potts
Michael Preece
Kathleen Roberts
Alison Robinson
Jennifer Thomson
Judith Trumper
Gillian Walters
Carys Williams
Jacqueline Williams
Chair of Governors Michael Hemmerdinger speaks at the Workshop

Please come along and see the Board of Directors and Council of Governors in action. The dates of the meeting are as listed:

**BOARD OF DIRECTORS**
- Tuesday 3rd March 2015
- Tuesday 5th May 2015 at 1.15pm
- Friday 22nd May 2015 at 1.15pm
- Tuesday 7th July 2015 at 1.15pm
- Tuesday 1st September 2015 at 1.15pm
- Tuesday 3rd November 2015 at 1.15pm
- Tuesday 8th December 2015 (time and venue to be confirmed)

All meetings will be held in the Education and Training Centre at the Countess of Chester Hospital, but please do check our website for the most up to date information.

**ANNUAL MEMBERS MEETING**
Tuesday 6th October 2015 at 5pm in the Lecture Hall, Education and Training Centre

**PARTNERSHIP ORGANISATION GOVERNORS**
- Voluntary Services - Michael Hemmerdinger (Lead Governor)
- University of Chester – Professor Dorothy Marris
- Cheshire West and Chester Council – Cllr Adrian Walmsley
- Western Cheshire CCG – Chris Hannah

If you would like to contact your local governor, please email Claire Raggett: Claire.raggett@nhs.net or Sandra Faulkner: Sandra.faulkner1@nhs.net or telephone 01244 365816/01244 365284

**Who are your governors?**

Please see below a list of the staff governors at the Countess:

**Nurse/Midwives Qualified**
Naomi Cawley, Carole Jones, Karen Woodcock

**Doctors**
Dr Ian Benton

**Allied Health/Professionals/Technical/Scientific**
Dr Chris Green

**All Other Staff Groups**
Sarah Balogh, Steve Bridge

If you would like to contact your local governor, please email Claire Raggett: Claire.raggett@nhs.net or Sandra Faulkner: Sandra.faulkner1@nhs.net or telephone 01244 365816/01244 365284

---

**Please see below a list of all the public Governors for each constituency:**

**Chester and Rural Cheshire**
Helen Clifton, Caroline Stein, Marilyn King
Elizabeth Bott, Sue McClelland-Sheldon, Sue Elphick
Geoffrey Lloy, Tom Bateman

**Ellesmere Port and Neston**
Brian Ellingham, Stan France
Sue Kettle, Pat Clare

**Flintshire**
Liz Kevan, Russell Jackson, Fran Parry

---

**Council of Governors**

- Tuesday 3rd March 2015 at 5pm
- Tuesday 5th May 2015 at 5pm
- Tuesday 7th July 2015 at 5pm
- Tuesday 1st September 2015 at 5pm
- Tuesday 3rd November 2015 at 5pm
- Tuesday 8th December 2015 (time and venue to be confirmed)

All meetings will be held in the Education and Training Centre at the Countess of Chester Hospital, but please do check our website for the most up to date information.

**ANNUAL MEMBERS MEETING**
Tuesday 6th October 2015 at 5pm in the Lecture Hall, Education and Training Centre

---

Chair of Governors Michael Hemmerdinger speaks at the Workshop

**Dates for your diary:**

Please come along and see the Board of Directors and Council of Governors in action. The dates of the meeting are as listed:

**BOARDS OF GOVERNORS**
- Tuesday 3rd March 2015
- Tuesday 5th May 2015 at 1.15pm
- Friday 22nd May 2015 at 1.15pm
- Tuesday 7th July 2015 at 1.15pm
- Tuesday 1st September 2015 at 1.15pm
- Tuesday 3rd November 2015 at 1.15pm
- Tuesday 8th December 2015 (time and venue to be confirmed)

All meetings will be held in the Education and Training Centre at the Countess of Chester Hospital, but please do check our website for the most up to date information.
**CHRISTMAS AT THE COUNTESS 2014 – ROUND UP**

**Staff got into the Christmas spirit all around the Trust with Christmas Trees, tinsel, Santa hats and even a skeleton version of Father Christmas himself!**

The Trust would like to say a big thank you to Pat Daniels and Margaret Allan for their wonderful contributions to the Children’s Memorial Garden decorations, as well as Mike Lampard and his electricians for all their help in getting the garden and the bridge lights put up for all to see. Margaret’s grotto was a great success with lots of visitors, lots of chocolate and lots of smiling faces.

Thank you to all staff for bringing a bit of sparkle into our patients’ lives during the festive period.

**Frozen Princess Elsa brings Christmas joy to the Children’s Ward**

**Head of Facilities Margaret Allan decked the halls with Christmas cheer**

**Even a festive skeleton got in on the act**

**Staff throughout the Trust embraced the Christmas spirit**

---

**Contract signed for fourth day case theatre**

The Trust has signed the contract for a fourth day theatre to be built by extending our flagship Jubilee Day Surgery Centre. Building work on this £2.1m project will start this month (February) and will be completed by Christmas 2015.

By creatively using the space vacated when the endoscopy team moved to the Haygarth building and extending and adapting existing accommodation the capacity of the service will be increased by one third. This will mean that the Trust is future ready for the ever growing number of day procedures. Dr Mark Skues, Clinical Lead for Day Surgery, and the Immediate Past President of the British Association of Day Surgery said, “This is a tribute to the dedication of all clinical, administrative and managerial teams who have worked tirelessly towards the ongoing provision of high quality day surgery pathways in the Trust. Placing the patient at the centre of day surgery process is the next step by being in the right place, at the right time, to have the right operation. 2015 promises to be an exciting year with the maintenance and further development of Day Surgery capacity in the Trust.”
THE ALL NEW
CORSA HAS ARRIVED
AT LOOKERS VAUXHALL CHESTER

Corsa Sting 1.2 3dr from just £499 deposit and only £129 a month

Corsa Excite 1.2 3dr from just £499 deposit and only £149 a month

Corsa Limited Edition from just £499 deposit and only £169 a month

Corsa 1.2 SRi VX-Line from just £499 deposit and only £189 a month

CALL TODAY FOR A TEST DRIVE IN THIS STUNNING NEW MODEL

LOOKERS VAUXHALL CHESTER
302 Sealand Road, Chester CH1 4LQ
TEL: 0844 659 2637
www.lookers.co.uk/vauxhall

Official Government Test Environmental (Data: Fuel consumption figures, mpg/litres/100km) and CO2 emissions (g/km) Vauxhall range urban 14.1 (19.5) - 75.3 (32.7) extra-urban 57.9 (44.0) combined 49.6 (46.3) CO2 emissions 107 (1151) g/km. Figures shown are pre-2017 NEDC. Figures are for comparison purposes only. Official EU-regulated test data are provided for comparison purposes and actual performance may depend on driving style, road conditions and other non-technical factors.

*Offer subject to availability. Personal Contract Purchase. Exclusions apply. Finance subject to status. Terms and Conditions apply. Applicants must be 18 years or over. Written enquiries are invited. For further details see www.lookers.co.uk/vauxhall.
Welcome to Kerrylettings

Providing Quality, Value for money Student Accommodation in Chester

We are a locally based specialist student lettings business with over twenty years experience. We provide high quality student accommodation to serve all of the Chester university campuses. We take pride in the high level of service we provide to our tenants and are always striving to improve and innovate.

We are members of the Cheshire landlord accreditation scheme and all of our properties are student stamp approved for the University.
LAUNCHING JANUARY 2015

A selection of 1 & 2 bedroom luxury apartments and penthouse suites

CESTRIA
George Street, Chester CH1 4DS

Register your interest today:
01745 538200
www.watkinjoneshomes.co.uk

Watkin Jones Homes, 55 Ffordd William Morgan,
St Asaph Business Park, St Asaph, Denbighshire LL17 0JG.
Prepare to be transformed...

WITHOUT SURGERY!

• Weight reduction
• Contour shaping without surgery
• Skin retraction

We provide non-surgical weight loss solutions. We provide Alizonne Therapy which delivers incredibly effective weight loss along with skin tightening and firming.

Contact us today to discuss your individual circumstances:

0151 214 3211

www.alizonne.co.uk/liverpool
Email: enquiries@zibaclinics.co.uk

Sanctuary Care is opening a new care home in Upton Dene, Chester, Autumn 2015

Our beautiful new care home will include all of the luxuries you’d expect along with special touches to make it a true home. Staff will be carefully chosen for their kind and compassionate nature and will provide nursing, dementia, residential and respite care.

For more information please call:
0800 916 1499
or email:
care@sanctuary-housing.co.uk

‘Keeping kindness at the heart of our care’
Add a healthy glow to your family’s lifestyle in one of our stunning new homes on this select development.

Only a few spacious 4 bedroom family homes now remain in this sought after residential area close to Chester Zoo and within easy reach of the nearby motorway network.

Built to an extremely high specification, with several plots ready for immediate occupation, you can look forward to Spring in great shape with a dream move to this exciting new address.

prices from £274,950

for further information call 0845 548 0325
showhome and sales centre open Thurs to Mon 10.00am to 5.00pm