

# Countess MATTERS

APRIL - JUNE 2013

Countess of Chester Hospital **NHS**  
NHS Foundation Trust



***Countess among  
top 20% following  
risk assessment***

Introducing your new Director of Nursing & Quality Supporting dignity in care  
Research matters at the Countess Friends & Family Test *Plus much more...*

## In Brief

The Endoscopy Unit was presented with a Joint Advisory Group (JAG) Accreditation letter and certificate in February. The Joint Advisory Group on Gastro-intestinal Endoscopy (JAG) operates within the Clinical Standards Department of the Royal College of Physicians and is interested in the quality of Endoscopy Units including the general standards and quality of team work.

As part of the British Tinnitus Association's annual Tinnitus

Awareness Week (4th-10th February 2013) staff from the Audiology Department organised an information stand located in the main hospital corridor on Tuesday 5th February 2013 and also in the Audiology & ENT waiting room throughout Tinnitus Awareness Week with the aim of promoting tinnitus awareness and a better understanding of tinnitus and tinnitus management. Specialist Practitioners in Audiology were on hand to give information and advice throughout the week.

The 10th Anniversary of the Human Milk Bank Service in Chester took place in April 2013. A celebratory coffee morning took place in the Trust's Education & Training Centre with refreshments, biscuits and cakes.

Ricky Tomlinson was invited to attend the event to launch the milk bank's newly produced DVD about "Using Donor Milk" and also to present the milk bank's 1000th donor with a small gift.

## Care Quality Commission visit

The Care Quality Commission (CQC) recently undertook an unannounced inspection visit at the Countess. The focus of the visit was on 6 key areas:

- Patient care and welfare
- Respect and patient involvement
- Medicines management
- Record keeping
- Staffing levels
- Safeguarding vulnerable adults and children

The Countess received the CQC's report in early March and they gave the Trust a clean bill of health.

Chief Executive, Tony Chambers said: "I am absolutely delighted with the CQC report which confirms what we already know about the excellent standard of care delivered in this organisation. I am particularly proud of the observations made regarding the high standard of dignity, respect, care and welfare given to our patients"

## TLC teddybears

The Freemasons recently visited the Countess in celebration of their TLC teddy bear appeal. Children being treated in the hospital enjoyed a teddy bears' picnic which was organised by Richard Saunders, TLC Appeal Officer for Chester Freemasons.

To date the TLC appeal has donated over 21,000 teddy bears.



## Trust and legacy fundraising

In October 2012 Ngozi Ikoku joined the Countess' Fundraising Team as Trust and Legacy Fundraiser. She joins us from the arts and cultural sector and before taking up her post at the hospital she was director of Liverpool Arabic Arts Festival.

This is a brand new post dedicated to these relatively untapped areas of fundraising at the Countess. Later in the year she will be launching a

Legacy Giving campaign for the hospital, and more information about that will follow in due course. At the moment Ngozi is focussing on fundraising from grant making trusts and foundations for our new Babygrow Appeal and general hospital needs.

She would like to hear from any of our readers who have any contacts or connections with grant making trusts in the local area or UK wide to help in her

endeavour to maximise the charity's chances of successfully fundraising from charitable trusts and foundations. Ngozi works Mon-Weds in the Fundraising Office, and she can be contacted as below:  
e-mail: ngozi.ikoku@nhs.net  
phone: 01244 365685.



# Q&A with your new Director of Nursing & Quality, Alison Kelly



To get to know the Trust's new Director of Nursing & Quality, we asked her a few questions.

## **Can you tell us a little bit about yourself?**

I grew up in Llangollen and left at the age of 19 years to pursue my nursing career in London, moving back to the Northwest in 1988. I currently live in Bramhall, near Stockport where I have lived for 18 months.

I am married to Chris who is an ex nurse and we have two daughters, Sian who is 13 years and Chloe 11 years.

## **Can you tell us about your professional background?**

When I started my nursing career, I trained as an Enrolled Nurse in London and undertook a full time 'conversion course', converting to a Registered General Nurse in 1990.

I worked on the Neuro Unit at Salford Hospital for nearly 10 years, followed by 4 years as a Practice Development Nurse in Intensive Care at Macclesfield. During this time I further developed my educational focus by becoming an honorary lecturer at Keele University on the Critical Care Diploma course. I then took the leap into a corporate nursing role at Blackpool Hospital which was an excellent experience.

I moved to South Manchester University Hospital as a Divisional Head of Nursing for Surgery in 2007 before undertaking the role of Deputy Chief Nurse in the same Trust for which I have been doing for the past four years.

## **What do you see as the main challenges ahead for the Countess?**

As a new member of the Board, I want to learn and understand the organisation and what it means to work within it and I am keen to meet as many colleagues as possible. These are challenging times in the NHS as a whole and with such high public expectations, with the emphasis on delivering safe, high quality care to our patients; I am keen to ensure that colleagues feel supported in the day to day challenges that face them.

In terms of the local population and requirements for meeting their health needs in the future, I want to understand the dynamics of the local health economy. In my role as a Board member, I see great opportunities in working in partnership with local organisations and agencies in ensuring that the best possible services are provided to meet the needs of our local community.

## **What do you want to accomplish in your role?**

I am passionate about ensuring that our patients receive the highest standards of care from an engaged workforce. Building on an already

*"...our patients receive the highest standards of care from an engaged workforce."*

excellent reputation, I want to further enhance the support that we provide to our colleagues and through strong leadership, ultimately deliver care that enhances the experience of our patients.

## **Describe yourself in three words...**

Passionate, engaging and committed.



## **Director of Planning, Partnerships & Development**

Mark Brandreth has been appointed to the newly created board position as Director of Planning, Partnerships and Development.

Mark will lead on strategic planning for the trust, and will focus on developing new opportunities to develop a more integrated model of care for our patients by working with key partner organisations locally.

More about Mark in the next edition of Countess Matters.

# Partnership agreement and facilities framework

**T**he signing of the partnership agreement and facilities framework recently took place during a Partnership Forum meeting.

It was signed by Chief Executive, Tony Chambers and Murray Hazlehurst, UNISON Staff Side Representative, watched by Laura Carstenson, Non-Executive Director and Chair of the Partnership Forum. It was then signed by all the other recognised union groups across the Trust.

The Countess of Chester Hospital recognises that partnership working

has a vital role to play in the planning and delivery of high quality health care services. Partnership as defined within the agreement incorporates the following key elements:

- A commitment for managers and representatives to work together at all levels in the organisation
- An understanding of the relationship between employment security and employee flexibility
- Building relationships within the organisation that maximise employee involvement through reliable, robust and timely communication.

*"...delivery of high quality health care services."*



Members of staff can view the agreement on the Partnership Forum section of the Intranet (under 'P' on the A to Z).

## Friends and Family Test to help improve quality of care in hospitals

From 1st April 2013, all patients in acute inpatient hospital wards and A&E departments across the country have been asked to take part in the 'Friends and Family Test'.

The test is being introduced to allow patients the opportunity to feed back their views of the care or treatment they have received here at the Countess of Chester Hospital in near real time. This will provide us with valuable intelligence about the quality of healthcare received in our Trust.

When patients leave hospital they will be invited to give their feedback by

answering one simple question:

*"How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?"*

Patients will also be asked follow-up questions to find out the reason for their answers. The results will be published on the NHS Choices website from July 2013 onwards, allowing the public to compare hospital performances and make choices about their care.

For more information about the Friends & Family Test, please call 01244 362 116 or visit: [www.coch.nhs.uk/family](http://www.coch.nhs.uk/family)

Countess of Chester Hospital NHS Foundation Trust

### The Friends & Family Test

We would like to ask our patients one simple question... **Would you recommend the Countess of Chester Hospital to your family and friends?**

All of our Inpatients, A&E patients and Maternity patients will be given a flyer containing a short survey before you leave the hospital. To tell us your answer please complete your survey and place it in one of our comment boxes before you leave.

If you would like to take your time and return your survey after you have left the hospital, please post it back in a stamped addressed envelope to: The Communications & Engagement Team, Facilities Directorate, Countess of Chester Hospital, Liverpool Road, Chester, CH2 1UL.

You can also visit [www.coch.nhs.uk/family](http://www.coch.nhs.uk/family) to complete an online version or call 01244 363666 to complete a telephone survey.

Thank you for your time.

For any further details about the Friends and Family Test or to tell us about your experience in more detail, please call 01244 363666 or visit [www.coch.nhs.uk/feedback](http://www.coch.nhs.uk/feedback).

Designed by Medical Illustration, COH

## Research Matters

Since the introduction of the NHS Operating Framework (2008/09) the Countess has greatly increased recruitment to research trials.

In 2008/09 recruitment stood at 178 but by 2011/12 the figure increased to 1143. Considerable improvement and progress has been achieved in integrating research into clinical service in the Trust and we continually endeavour to drive this forward through the highly motivated research team, both research active clinicians and hardworking research nurses.

As a result of continued successful recruitment of participants to trials, the Research & Innovation Department has been selected by the National Institute of Health Research (NIHR) to be the first Trust nationally to undertake a research engagement project entitled "Research Matters".

The primary aims of the project are:

- To develop and increase successful 'Engagement' with all Countess stakeholders.
- To promote a wider awareness of research and innovation.
- To provide a platform to discuss and explore the benefits of research and innovation.

### Forthcoming research events

- International Clinical Research Day 20th May – to highlight the role of clinical research in the modern healthcare environment.
- Research & Innovation Awareness Week 24th – 28th June – promotion of research and innovation at the Countess of Chester through a wide variety of events.



- To meet a key performance indicator of the Clinical Research Network (CRN) and high level objective number 1 (2012-2015) by doubling the number of participants recruited into NIHR CRN portfolio studies.

Specialties actively engaged in research trials at Countess currently include:

- Critical Care
- Diabetes
- Dermatology
- Gastroenterology
- Haematology
- Oncology
- Paediatrics
- Respiratory
- Rheumatology
- Sexual Health
- Stroke
- Obstetrics & Gynaecology

### Want to get involved?

We aim to make research and innovation easily accessible to all stakeholders.

*If you are interested in active involvement in research trials or would like to learn more about research and innovation at the Countess of Chester Hospital please contact Mrs. Sheila Williams Research & Innovation Manager on 01244 365532.*



## Taking another step for Fairtrade

The Countess of Chester Hospital has been showing its support for farmers in the third world again this year as part of the Fairtrade Foundation's two week awareness campaign – 'Fairtrade Fortnight'.

The two week event aims to promote Fairtrade products, in addition to informing the public about how the foundation's activities aim to get farmers and workers in the developing world a better deal.

Continuing their efforts of the last four years the Countess introduced Fairtrade options onto their staff restaurant menu. Fairtrade Spaghetti Bolognese and Chilli Con Carne are just a couple of the options that were present on the menu throughout the two week event. Staff received a raffle ticket for every meal purchased in the staff restaurant containing Fairtrade ingredients, which went into a draw to win a hamper full of Fairtrade goodies.

Fairtrade beverages such as tea and coffee were also on offer, as were a range of Fairtrade cookies, chocolate, flapjacks and cakes.



# Countess among top 20% following assessment

**T**he Countess of Chester Hospital NHS Foundation Trust has received outstanding feedback during a recent risk assessment.



The Trust has spent the last year preparing for an NHS Litigation Authority (NHSLA) assessment with the aim of achieving a Level 3 standard, which is the highest possible standard of patient safety risk assurance that a Trust can achieve. Only 1 in 5 NHS Trusts currently have the Level 3 standard which places the Countess among an elite group.

The NHSLA handles negligence claims made against NHS organisations and works to improve patient safety and risk management practices in the NHS. The NHSLA standards provide a framework within which to support the delivery of quality improvements and patient care, organisational governance and the safety of patients. Being a safe organisation is the linchpin of NHSLA compliance.

Trusts pay an annual contribution - which is similar to an insurance premium - with the amount payable being determined by the level of risk that each organisation is assessed to have.

The Countess of Chester Hospital and Ellesmere Port Hospital's performance during the external assessment - which usually takes two days - in an unprecedented review it was completed in just one day by external assessors who awarded the Trust with a fantastic score of 49 out of 50 which very comfortably exceeded the pass score of 40 to achieve Level 3.

Chief Executive, Tony Chambers commented: "This is a tremendous achievement and I would like to take this opportunity to thank all of our staff for their contribution to this assessment."

## Healthcare working in theatres

Clive Sheppard, Speciality Manager in Theatres, has been visiting a number of colleges to promote health care working within the theatre environment.

The objective is to encourage individuals to consider becoming an Operating Department Practitioner (ODP) as a future career. Operating Department Practitioners (ODPs) are an important part of the operating department team, working with surgeons, anaesthetists and theatre nurses to help ensure every operation is as safe and effective as possible.

Clive commented: "We do not attract enough students in Operating Department Practitioner (ODP) roles who live locally. This is for many reasons, however the main reason is that very few of the general population know much about us. Many students from other professions who pass through Theatre often comment how they would have liked the opportunity to take this career pathway, but didn't know about it."

Thanks to the pro-active support of Karen Rees, Pathway Manager for Planned Care, Clive has been able to undertake some steps to improving knowledge about this excellent career opportunity.

Clive added: "I have facilitated a programme which involves me visiting colleges in the region and raising awareness of ODP to students studying Health and Social care. I hope in the future to also roll this out to the 6th forms at secondary schools."

For any further details about a career as an ODP, contact Clive Sheppard SODP, Speciality Manager at [clivesheppard@nhs.net](mailto:clivesheppard@nhs.net) or visit the following website: [www.nhscareers.nhs.uk/explore-by-career/operating-department-practice/](http://www.nhscareers.nhs.uk/explore-by-career/operating-department-practice/)

# Governors' update

keeping our members involved

## Welcome from your Governors

*Your support for the Countess of Chester Hospital is much appreciated and extremely important especially in these challenging times for the NHS.*

I hope you will agree that we are fortunate to have a top hospital and excellent health services in our community but, if not, you do have the opportunity to make your voice heard.

I wonder if you have ever considered, even for a moment, the possibility of standing for election to be a Foundation Trust Governor? Since I became a Governor in 2004 there have been many changes and developments. The Council

of Governors is now an integral part of the work of the hospital. Their voice is listened to in monitoring, supporting and advising. Governors can follow their own interests working on committees, investigating, recruiting members and meeting other hospital Governors locally, and from Trusts around the country, broadening and sharing experience.

If you would like to find out more please contact Clare Raggett on 01244 365816 to make an appointment to come and talk informally to Stephen Cross, Foundation Trust Secretary. You will be warmly welcomed and your questions answered.



I know that if you are a successful candidate after the elections next autumn you will be joining an enthusiastic team which will form a substantial structure to help guide the hospital through the coming years.

We look forward to meeting you.

Sue Elphick MBE

Publicly elected Governor, Chester and Cheshire

## Dates for your diary

### Board of Directors Meetings 2013

- Tuesday 7th May 2013 - Education & Training Centre, 1.15pm
- Friday 24th May 2013 - Education & Training Centre, 1.15pm
- Tuesday 2nd July 2013 - Boardroom, 1.15pm
- Tuesday 3rd September 2013 - Boardroom, 1.15pm
- Tuesday 1st October 2013 - Boardroom, 1.15pm
- Tuesday 12th November 2013 - Boardroom, 1.15pm

### Council of Governors Meeting 2013

- Tuesday 7th May 2013 - Lecture Hall, 3.30pm
- Tuesday 2nd July 2013 - Lecture Hall, 5pm
- Tuesday 3rd September 2013 - Lecture Hall, time TBC
- Tuesday 2nd November 2013 - Lecture Hall, time TBC

### Annual Members Meeting 2013

- Tuesday 1st October 2013 - Lecture Hall, 5pm

All members of the public are invited to attend. Please note that the above dates and venues may be subject to change. Please visit [www.coch.nhs.uk/publicmeetings](http://www.coch.nhs.uk/publicmeetings) for the most up to date information.

### Council of Governors Drop-in sessions

The drop in sessions take place on Friday 14th June 2013 at 1pm in our Education and Training Centre.

The elections are taking place from 6th June 2013 to 21st June 2013, for an information pack, please contact Clare Raggett on 01244 365816 or email [claire.raggett@nhs.net](mailto:claire.raggett@nhs.net)

### Governor Roadshow

Come along and meet your local Governors at the next Countess of Chester Hospital Governors Roadshow on Sunday 12th May 2013 from 9am - 11am at the Countess of Chester Hospital Car Boot Sale.



## Spotlight on... the 'Quality Team'

*I am a Public Governor for Chester and Rural Cheshire and as part of my role I am a member of the 'Quality Team' comprising staff and public governors who visit the wards and clinical areas.*

These visits commenced in March 2012 in line with the recommendations made by the 'Care Quality Commission' for governors to observe the quality of care delivered.

The format is that on a pre arranged day and time two governors meet with a senior nurse. We then discuss which wards or clinical areas we would like to visit and an unannounced visit is made. I must stress that governors are always accompanied by a senior nurse and are introduced to the ward manager. Also, the role is observatory and we are not party to any patient information.

Our observations relate to the overall activity on the ward, for example we look at the charts relating to patient care and treatment. Also, we question the use of the 'This is Me' protocol for dementia patients. We check the storage of medicines and the overall cleanliness of the ward area, including the cleanliness of lavatories and commodes. Visits take place at different times of day so that meal times can be observed with the facility for feeding patients if required.

We aim to talk to 3 patients relating to their satisfaction of care and whether they have any adverse concerns. This patient contact also enables observation of correct bed height and availability to call bells and fluids. These visits have been very successful and patients are pleased to talk to us. A short synopsis of visits is written and fed back to the senior nurse and governor quality meetings (held 4 weekly). Should any adverse comments be reported the senior nurse presents an action plan that can be followed up at a later date.

Monitor, the body that oversees the NHS state that governor involvement in patient quality of care and observation of the clinical areas will increase in the future. As my employment background was in clinical nursing and midwifery and midwifery education (1965-2005) I feel I am well placed to undertake this role. My term as governor ends in October 2013 and I am hoping to be re-elected in June 2013, so that if successful I can continue with this work relating to patient quality of care.

Marilyn King  
Governor Chester



## Membership news in brief

*This edition of Countess Matters will be the first that our newest members have received. I'm sure you will find it informative and enjoyable.*

Many of you 'know' me as the person who invited you to sign up for membership when you were in the hospital. As members we can make our voices heard and support the hospital and its staff in the excellent service provided for everyone.

The Countess of Chester Hospital is one of only five hospitals in the country to have won the CHKS Forty Top Hospitals Award for twelve consecutive years.

Very soon we shall be holding Governor elections among the membership. Governors represent areas in which they live, communicating public opinions to the Board, influencing forward planning for the hospital.

You can stand for election as a Governor. Find out more by coming to the Governor Drop-in Sessions advertised in 'Dates for Your Diary'. See you there.

Eleanor Hornsby  
Governor Flintshire.



## A patient's story

*I am Robert Astley and I'm 88 years old. I have always been active and never had a serious or prolonged medical condition.*

Early in 2012, I attended the Countess for a routine prostate check-up (all clear!) but the Urologist discovered a large aneurysm on my abdominal aorta. He referred me immediately to the vascular surgeon and a series of tests and scans was carried out.

The verdict came in August – it was not possible to insert the usual 'stent' via the femoral artery because the aorta had a 'kink' in it which prevented its entry. It was considered too risky for me to undergo open surgery, so I was left in the position that nothing could be done. The advice given was do nothing strenuous, keep your blood pressure down, slow down, keep calm or the aneurysm would go 'pop' and that would be it! It was like living day to day sat on a time bomb.

I live alone but at the end of November my family were visiting me and after a quiet day with them, the bomb went off! I had gone to bed and shortly afterwards I started having severe pains in my abdomen and I felt dizzy. The family immediately called the ambulance which arrived promptly and my situation was explained to the paramedics.

I was sedated and rushed to the Countess A&E where further discussions took place. I was still conscious and able to explain my symptoms to the team. They had time to do scans and said that



instead of going 'pop' the aneurysm had started to leak. The chief of the assembled team said he was prepared to operate and try to repair the leak but that it was a very risky procedure. Either way I didn't have much choice so I gave my consent and away we went!

My next conscious awareness was waking up in the Intensive Care Unit with tubes all over the place and feeling sore! The sister in charge was brilliant - answering all my questions and making me as comfortable as possible during my two days stay there. The surgeon came and told me he had 'stitched me up' and in answer to my question said that it was fully repaired and wouldn't happen again.

I was then moved to the High Dependency Unit (a noisy place at night in spite of sister's efforts) for a further two days and then to ward 54 to complete my recovery.

I was discharged into the family's care well in time for Christmas.

I can only commend the surgical team for the promptness and skill in the emergency and the continued after-care given by the nursing staff. The regular visits from the surgical team ready to answer questions and give advice was reassuring and comforting.

Now, in February, I am comfortable and confident that I will be able to carry on and live the rest of my life normally. How fortunate we all are to have this fast access to such a skilled and brilliant vascular team at the Countess.

My sincere thanks to all at the hospital.

Bob

## Letters and Comments

*For some patients, the enquiry into poor standards of care at the Mid Staffordshire Hospital and the subsequent report will have prompted the question, could the Countess of Chester Hospital become the subject of a similar enquiry.*

Only the Trust Chairman, Chief Executive, Directors and Governors can answer that question authoritatively.

From an individual patients view point, all I can say is that there is absolutely no evidence to indicate or suggest even the remotest possibility – quite the contrary. Over the years, both my wife and I have had reason to be grateful for the expertise, professionalism

and compassionate care shown and practised by virtually all members of staff that we have had contact with, not just in one department but across a wide range of services.

We have witnessed and benefited from the considerable improvements in all departments and to all aspects of the hospital operation.

The standard of care and hygiene is now exceptionally high, the expertise and professionalism shown and practised by most is exemplary. I am confident the Council of Governors will not want to see, or allow, those hard earned improvements to be devalued.

Having said that, as a patient, I accept

that we don't live in a perfect world, free from constraints. From time to time decisions will be taken that don't entirely meet with my ideals but then I don't have the necessary knowledge or qualifications to manage such a large and complex operation so I am dependant on others who do have the necessary skill and ability and on the strength of their achievements to date.

I have every confidence that the Trust Chairman, Chief Executive, Directors and Governors will maintain or indeed improve the standards we enjoy at this present time.

James Frost  
Trust Member, Chester

## Who are your Governors?

I was delighted to be re-elected as a Governor of the Countess of Chester Hospital NHS Foundation Trust. I much appreciate the challenges of working together with staff, Board of Directors and other governors to improve patient care and experience.

As governors we have key advocacy and scrutiny roles, and sometimes, as "mystery shoppers". We need to look at the total patient pathway and help to find the most effective and life enhancing ways to provide services inside and outside the hospital together with all the other community and hospital local providers.

My special interest, concerns and experience include dementia, and equality and diversity aspects of the overall quality of care given to any individual whether patient or staff.

It is very pleasing to be able to note the outstanding strides made this year in screening patients for memory loss and caring for patients suffering any form of

confusion or dementia. The dedicated special staff team, Dr Tim Webster, Andy Tysoe and Sue Burton from Cheshire Wirral Partnership NHS Foundation Trust (CWP) have been doing a great job working extremely hard with all concerned and providing an essential boost to the Trust's overall care quality standards.

I am always glad to hear from people about their experience relating to our services. Please do get in touch if you'd like to discuss any matter, positive or negative.

Elizabeth Bott, MBE  
Governor, Chester and Cheshire



## Council of Governors Elections

Are you interested in joining the Countess of Chester Hospital's Council of Governors in the future? If so why not come along for a coffee and a chat with our existing Governors and find out more about the role. So join our Governor drop in session on:

**Friday 14th June 2013 at 1pm in our Education and Training Centre.**

The elections are taking place from 6th June 2013 to 21st June 2013, for an information pack, please contact:

Claire Raggett on 01244 365816  
or email [claire.raggett@nhs.net](mailto:claire.raggett@nhs.net)

## New Non-Executive Directors

The Trust is pleased to welcome the appointment of two new Non-Executive Directors, Elaine McMahon and James Wilkie who took up their posts on 1st April 2013.

## Introducing... Revd Jennifer Croft, Anglican Chaplain



"I started as a trainee NHS medical physicist in the mid-1980s in Doncaster, and then went to the University of Leeds to study for a degree in physiology. During this time, I also worked in the pharmaceutical industry in surgical research. Following this, I spent a further few years at Leeds in the Cardiovascular Studies department, working as a research scientist and PhD student on the famous tilt test studies with Prof Hainsworth. I then

relocated down in Coventry and continued my career as a clinical scientist. I've always believed that my working life would focus around science.

So, nothing prepared me for 'the call' in 1998 to Ordained Ministry within the Church of England. After a time of testing my vocation, I went to Ripon College Cuddesdon and studied theology at the University of Oxford. There followed a 4 year curacy in Leamington Spa, alongside hospital chaplaincy work at Warwick Hospital and St Michael's Hospital, Warwick and also as Chaplain amongst Deaf People in the Diocese of Coventry. In 2005, I was

appointed as Lead Chaplain at Coventry University and spent 5½ happy years in the University environment.

In January 2011, I was then appointed as part-time Vicar of St John's Church High Legh, in the Knutsford Deanery in the Diocese of Chester. In this move back home to the Northwest, I became aware of an increased sense of calling to return to hospital chaplaincy and I'm so delighted to be the new Anglican Chaplain at the Countess of Chester Hospital. It is the most privileged role and is at the forefront of the churches' wider missionary role of caring for, and ministering to, both patients and staff."

## Renew your FREE Countess Matters subscription now

We currently post out approximately 4,500 copies of each edition of our Countess Matters newsletter.

Many members who are on our postal distribution list may have become members at a time when our alternative ways of providing Countess Matters were not as developed as they are today. For instance...

### Did you know?

...Countess Matters is available to view on our website at:  
[www.coch.nhs.uk/countessmatters](http://www.coch.nhs.uk/countessmatters)

### Did you know?

...we send an electronic copy to all members who have provided us with an email address

### Did you know?

...we always have copies of the latest Countess Matters on display around the hospital. We also even send out a number of copies to our local GP surgeries for displaying in patient waiting areas.

Because we offer Countess Matters in so many ways, we would like to ask members who are currently on our postal distribution list to re-subscribe for postal delivery of Countess Matters.

You can do this by completing the following slip and returning it in the FREEPOST envelope provided. If you return your slip we will keep you on our postal distribution list for Countess Matters. If we do not receive your subscription slip we will assume you are happy to receive Countess Matters via one of the other options mentioned above and you will therefore be removed from the postal distribution list.

**We would kindly ask you to ensure that you return your subscription slip no later than Friday 3rd May 2013.**

Name:

Address:

Phone number:

For any further details about how you can receive Countess Matters, please contact Andrew Duggan, Acting Head of Marketing & Communications, on 01244 362116 or email [andrew.duggan@nhs.net](mailto:andrew.duggan@nhs.net)

# Supporting dignity in care

**A**s part of a month of action to promote Dignity in Care, the Countess of Chester

Hospital promoted a range of activities in the hospital throughout February.

These activities were promoted to patients, relatives, visitors or anyone else with an interest in dignified healthcare.

This year the Countess worked closely with Skills For Health. Skills for Health Academy North West, working in partnership with the Countess and West Cheshire College run Cadet Programmes aimed at young people aged 16 to 18 years. These programmes, offered in a range of occupational areas, provide local young people with the opportunity to study for nationally recognised qualifications whilst at the same time 'working' and learning alongside health professionals in an NHS environment.

Dignity Action Day, which took place on 1st February 2013 is a national initiative led by the Dignity in Care Campaign and its key partners to bring staff and members of the public together to make a difference to those in care. Alzheimer's Society supported the Trust's dignity campaign and there were various opportunities for patients, members of the public and staff to contribute their thoughts around dignity.

There was a 'listening wall' positioned near to the main entrance where people were able to post comments about their experience and general views on dignity in healthcare.

In addition, on Thursday 14th February 2013 the Cadets displayed their work on the Dignity agenda at the Countess and launched



the new Cadet Dignity Promise which highlights what dignity means to them and how they will commit to treating all with dignity and respect.

Deputy Director of Nursing & Quality at the Countess, Sian Williams said: "Providing the best clinical outcomes and highest quality care in a safe, friendly environment where a patient's dignity is fully respected is one of our six key strategic objectives and dignity with care and compassion is a major focus within the Trust. With the changing health economy and the changing needs of patients for the future, dignity in care will continue to be a top priority for the Countess."

## babygrow



Building a Neonatal Unit for the future

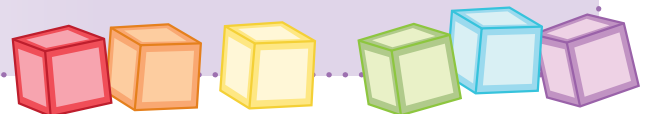
Our current major fundraising appeal has a target of £3 million to build a new Neonatal Unit. Can you get involved and support us in any way? Make a donation, organise your own event or volunteer to help at one of our events.

For more information call Janet on:

01244 366397

or visit our website:

[www.coch.nhs.uk/babygrow](http://www.coch.nhs.uk/babygrow)



**Countess**  
**MATTERS**

EDITORIAL TEAM

**Tell us what you think!...**

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