



OUR VISION

Alder Hey 2015

It is essential that any organisation has a clear vision for the future as this enables the senior leadership to set direction and ambition of the Trust in the coming years. It then enables all staff to say 'What is the role and contribution of my team to deliver that new vision? What do we need to keep doing and what do we need to change?' The new vision statement for Alder Hey is:

Alder Hey, building a healthier future for children and young people, as one of the recognised world leaders in research and healthcare.

The new Board felt that after three years of becoming a Foundation Trust it needed to reflect on our progress to date but also re-set the strategic direction for the next three years in the context of the new environment. The development of that strategic plan is underway and will be finalised in April 2012. It will outline the ambition for our Trust, the priorities we need to deliver and the milestones along the way. It will also share more widely, the plans for the new Alder Hey Children's Health



Our Past, Present and Future at Alder Hey.

Park as we secure our preferred design and builder.

The environment in which we are now operating in is very different and more challenging than it has ever been before. Government policy is directing how we need to respond to survive and hopefully flourish in the future. At Alder Hey we are in a strong position and we have continually progressed in the last twelve

months. We have implemented a Clinical Business Units structure which has supported significantly more clinicians to be part of the decision making and running of our Trust. This is essential as we have to make some tough decisions in the near future.

Last year we achieved our cost improvement targets and we are making progress this year, this

Continued over...

2 Latest News

Continued...



The four main pillars being developed to sustain the Alder Hey Vision for 2015 and beyond.

supported us ending 2010/11 with a strong financial return and deemed us as an organisation with 'low financial risk' by our external regulators Monitor. This is essential if we are to continue to make progress with our plans for the new build and future investments. Compared to other NHS organisations, we are in a brilliant position with a unique opportunity and that has been down to your hard work but – **there is still more to do.**

Throughout November we shared the new vision and outlines of the framework of how we are going to get there - thank you to the 700 staff so far who have attended a briefing session and shared their thoughts and views. We hope over the next coming months more staff will get engaged in developing the key strategies but also more local plans of 'what does it all mean for me and my team?'

To become a leading player in the world, we need to do lots of things differently. The Board have shared the four main pillars which are being developed to

support the Alder Hey vision, as part of the strategic plan 2012 to 2015, these are centred around:

- **Research and Education**
- **Excellence in Quality**
- **Patient Centred Services**
- **Great Talented Teams**

In January we will be hosting further briefings to share with staff progress on each of these pillars and strategies that support them and provide further opportunities to input how we will implement them.

We do however know that to deliver on each of these pillars will require significant change in our thinking, which can be challenging. We also know that everyone in the organisation will be impacted by these changes. This is why we are also looking at our values and the way we work.

The **CHILDREN Values** have been a cornerstone of how we have worked for the last ten years and it is these values and behaviours we need to refresh and reaffirm, to ensure they can

support us over the coming years. All staff will have the opportunity to express what makes you proud about Alder Hey, what you value about 'the way we work around here'. This programme will engage with as many people as possible internally and externally and will also be part of our Trust's strategic plan 2012 to 2015.

The Executive Team will be looking for facilitators, over the next few weeks to get involved and help support the delivery of the programme in the New Year. If you would like to get involved please contact your line manager to be put forward. Weekly updates will be found on My Alder Hey and the briefing presentation and video is available online: <http://www.youtube.com/user/alderheyhospital>

If staff have any questions regarding Alder Hey 2015 or have any myths and rumours they would like clarifying, queries can be emailed to 2thetop@alderhey.nhs.uk

Decision Making Takes a Step Closer



The decision to appoint the preferred bidder for the new Children's Health Park is getting closer. We are almost there!

There are several stages of the process to complete over the next few weeks. After an extensive review and assessment of both designs, the Appointment Business Case (ABC) will go to Monitor for approval.

Once Monitor has approved the Appointment Business Case, dialogue will then close with the bidders. Following this, Alder Hey will then be officially announcing the chosen bidder very early in the New Year!

Once we have chosen the successful bidder, work will begin to set everything in place, so that we can begin building the new Children's Health Park in late 2012. The new hospital will be ready for business in 2015.

Thank you to all staff who attended the final presentations with each bidder in November. Your feedback over the last twelve months has been invaluable in helping us work with each of the bidding teams.

Affording the New Build and Understanding Private Finance Initiative (PFI)

It is estimated more than £80million would be required to maintain our existing estate. Therefore it is essential we build a new hospital for the next generation.

The Children's Health Park Project is being financed by Private Finance Initiative (PFI) and will be supported by additional Trust investment. Alder Hey will be the first NHS organisation using a new PFI model that has been recently introduced.

to deliver public sector infrastructure and/or services, according to a specification defined by the public sector.

We have several very positive things in our favour. As a Foundation Trust, we have had three years of successful trading and have a good track record with our finances. We have worked hard to develop surpluses which will total approximately £36m. These are savings that we can now re-invest and use as a down payment for our PFI scheme. It's a bit like putting a deposit on the mortgage!

This 'deposit' will also enable us to access more favourable lending rates when we secure the 'deed of safe guard' from the Department of Health.

The next issue of The Alder Say will feature the chosen bidder and their designs for the new hospital.

For more information about the CHP Project, please contact Chris McCall from the Project Team on Ext 4783, or 0151 252 4783.



A PFI scheme is a method which uses private sector expertise and resources



Annual Members' Meeting and Open Day 2011



Staff demonstrate their plaster techniques with visitors of all ages.

generously contributed free food for the day!

A formal meeting included last year's highlights, presentation of our Annual Accounts for 2010/11 and the Report of the Council of Governors. A special presentation was also given by Professor Michael Beresford, Professor in Child Health, about 'Making a difference: Improving our Care and Understanding of Childhood Lupus'.

Film footage from the day is available to view at: <http://tinyurl.com/cewnr4g> You can also find out more by visiting www.alderhey.nhs.uk Thank you to everyone who helped make it such a fantastic day!

This year over 300 people attended our Alder Hey Annual Members' Meeting and Open Day. The day was incredibly successful thanks to the hard work and support of all staff involved.



Visitors got the chance to try out Alder Hey's latest technology.

Visitors were invited on seven tours around the hospital which included Ronald McDonald House, The Gait Lab, The Alder Centre, Radiology Department, Neuromedical Department, Surgery Theatre and our brand new Physiotherapy Unit.

Many teams from across the hospital provided information about their service and families enjoyed a variety of activities including face painting, interactive games, nail painting from Woodlands Spa, arm plastering and many more. Delicious refreshments were available and thanks to Paul Sydall from PS Meats who



Angela Jones receiving her Honorary Chair Award from Sir David Henshaw.

Former Chair, Angela Jones OBE, DL was honoured with a new role as Alder Hey's Honorary Past Chair. The new role will allow her to continue to work alongside Alder Hey as an official ambassador as we look to move forward into our new Children's Health Park.

Alder Centre Garden Officially Opened

Sir David Henshaw, Chair and Louise Shepherd, Chief Executive were recently joined by Alder Centre staff, volunteers and special guests to officially open The Alder Centre Garden.

The Alder Centre provides support and counselling for anyone affected by the death of a child and the new garden will provide a peaceful and tranquil place for visitors to spend time in.



Louise Shepherd and Sir David Henshaw officially open the Alder Centre Garden.

Pioneering Team Nominated for Top Award



The IV Team and Louise Shepherd were joined by Andrew Lansley, Secretary of State for Health at the HSJ Awards.

Congratulations to Alder Hey's IV Team who were recently nominated for a prestigious Health Service Journal Award. The nomination was in recognition of the team's efforts in implementing the Aseptic Non Touch Technique (ANTT) when inserting IV lines. The new line insertion technique has had a major impact, vastly reducing infections while saving £1,300,000!



ANTT was launched by the IV Team in April 2010 with 850 staff trained in the technique by September 2010 – a remarkable three months ahead of schedule. Part of the team's work involved reviewing all IV therapy guidelines, policies and training provision within the Trust to ensure compliance with current

evidence-based practice recommendations. The team have also helped medical and nursing staff with difficult cannulations and venipunctures, performing more than 400 procedures and dramatically cutting the demand on anaesthetists and theatre time.

The success of the project has also been recognised by other hospitals who have contacted Alder Hey to find out how they can replicate our success.

Sara Melville, IV Nurse Specialist said: "The way everyone in the Trust has supported us has been fantastic. I am really proud how we have developed this technique and how other hospitals are hoping to follow our lead. We remain focused on helping our patients get the best possible treatment and are now looking at how the new technique can be used for long lines."

Karen Dawber, Director of Nursing said: "The IV Team have worked wonders and fully deserve their HSJ award nomination."

National Recognition for Annie Mercer



Annie Mercer is joined by colleagues Rebekah Lwin and Emma Twigg.

Congratulations to Annie Mercer, Head of Psychological Services and Clinical Psychology, who has been awarded with the Judith Houghton Award. The prize is awarded to members of the Paediatric Psychology Network (PPN) who have made a significant contribution to the field of Paediatric Psychology as judged by the PPN committee.

Emma Twigg, Clinical Psychologist and Rebekah Lwin, Consultant Clinical Psychologist on behalf of the Psychological Services Team nominated Annie for her commitment and dedication to the professional practice and service development of Clinical Psychology in paediatrics.

Emma and Rebekah told the committee: "Under Annie's leadership, Alder Hey's Paediatric Psychology Service has flourished. She has made a significant and outstanding contribution to the field of Paediatric Psychology. Her visionary and strategic capacity is to be hugely admired and there is many an important service policy out there that has been influenced by her."

Annie explains: "Being nominated for and receiving this award has been one of the highlights of my career. I am so proud of my team and humbled by their support. Remember - no health without mental health!"

In this issue Steph Jackson, Liverpool Community Physiotherapy Manager talks about the great care the Physio Team are providing to over 800 children and young people in the Liverpool community.

FOCUS ON

Liverpool Community Physiotherapy Team



Steph, who has been at Alder Hey for 28 years explains: “We are a large department and the majority of our work is carried out within the community, in a number of schools and patients’ homes. The team includes physiotherapists, physio assistants and an administrator. There is also a South Sefton Community Physiotherapy Team, based in Litherland.

back of this, we’re carrying out a detailed review of our work and reflecting on the achievements made. The service specification involves collecting a lot more information but the rewards of providing an improved service for our children, young people and families is valuable.

“Our department is divided into three teams; under five years, primary and secondary. This

means members of staff can focus on the needs of children in that particular age group.

“We received additional investment which enabled us to increase members of staff and also made it possible to provide more treatment, a greater level of

care and an incredibly patient centred approach. For us the quality of the care provided is our main priority. In several areas of the services we provide, we’re ahead of other areas in the country.

“Our staff work closely with parents and families to find out what they think of their care and what improvements they would like to see. Two way feedback has been successful as it has allowed us to improve our services. By communicating and involving families, we can build strong relationships which benefit the child. Everyone in the team plays an important part, Steph continues:

“Debbie Olubodun is the team’s administrator and she often engages with families for their feedback. She also organises a tremendous amount of activity that comes through the department, so we would not be able to provide what we do without her!

Debbie discusses feedback from one of the parents.



Steph Jackson with members of the Liverpool Community Physiotherapy Team.

“Over the past two and a half years we’ve been working on a contract with Liverpool PCT, making changes to our service specifications. Our team was one of the first to receive a three year contract of this kind. On the



“The team has received some great recognition over the past few months. Community Physios Stuart Clark and Kirsty Adams were awarded July’s Employee of the Month for their sports initiative. During the summer holidays they organised some great activities for children and young people who receive physiotherapy and their families. Team members worked with Liverpool Sports and Leisure Department to arrange sports taster days which gave children with mild to severe physical and learning difficulties the chance to try out some exciting sports and activities.

“By communicating and involving families, we can build strong relationships which benefits the child.”

Steph also explains how the team create individual plans for each patient. She said:

“An individual plan for each patient enhances communication between the staff and family

members surrounding that child or young person.



Leanne Turner helps out with a patient’s respiratory care.

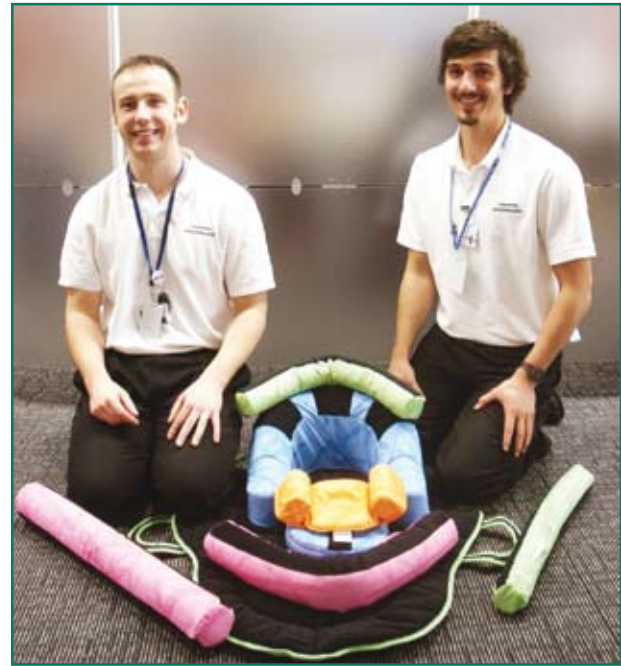
“Also, Leanne Turner, Community Physio received a ‘Highly Recommended’ at AHAA 2011. Sir David Henshaw, Chair came to visit the centre to speak to Leanne and I about the excellent work achieved in the Community Respiratory Physiotherapy Service. Leanne started a pilot service in July 2010 focusing on patients with respiratory problems who have complex health needs. The aim of the pilot was to reduce non-elective admissions, length of stay and A&E attendances. Following its success this service was made permanent in November 2011.”

“The plans include details of the patients’ needs which may include oxygen, medication and how they should be positioned. Community Physios, Stuart Clark and Josh Birch are leading the training for 24hour postural care. This approach focuses on children with physical disabilities and ensures quality care is delivered at every stage of a child’s treatment. To

achieve this, a steering group involving parents and the physiotherapists work with external agencies within education, social care, health.

“We have also been able to acquire positional equipment and sleep systems that can be kept at Alder Hey, respite centres, at home – wherever the child goes!

“I love doing what I do. I have had the pleasure of working



Stuart and Josh assemble the ‘Swiggles’ equipment used to support babies.

with many children and their families over the years. Although I don’t get the chance to spend much time now with many families, when I do it’s great. It’s a reminder of how vital it is that we continue to provide the best service possible.”

For more information about the work undertaken within the Liverpool Community Physiotherapy Team or to keep up to date with news, take a look at their section on the Alder Hey website: www.alderhey.co.uk/services/Community_Physiotherapy.asp or call the team on 0151 0151 438 2090.



Patient Callum Jones demonstrates the fantastic sleep system.

8 AHAA 2012 and Employee of the Month

Nominations Flying in for Alder Hey Achiever's Awards 2012!

The Alder Hey Achiever's Awards 2012 are underway and over 50 nominations have already been received. If you know a member of staff or team who have gone that extra mile for Alder Hey then now's your chance to nominate them.

The awards recognise the talents and achievements of our staff who can be nominated in seven categories.



The Imagine Award for Patient Experience – For those who make our patients' experience extra special.

Unsung Hero Award – For someone who makes a difference by going the extra mile.

Leadership Award – For those managing change to achieve the vision.

NEW – Research Award – For a researcher or research team who have undertaken/ are undertaking research to improve the delivery of patient care or to advance the treatment of our patients.

Service Transformation Award – For an individual or team who has made a demonstrable difference to how the service is delivered.

Clinical Innovation – For an individual or team who have developed, designed or re-designed a treatment or intervention around the needs of the patient.

Learner of the Year Award – For staff who have overcome barriers to return to learning, or who have demonstrated commitment to personal development for the benefit of patients or a service.

Staff, patients and families can all nominate via www.alderhey.nhs.uk, online at: <http://tinyurl.com/6hwrovvm> or by completing a nomination form which is available in the Oasis Restaurant. The closing date for nominations is 31st January 2012 so make your nomination count!

Employee of the Month



June's winner was Joanne Price, Secretary in Paediatric Ophthalmology. Joanne was nominated by colleague Mr Bill Newman for her support who said: "Joanne has an exceptional work ethic and is always going over and above what is expected of her. She has continued to provide great support to both me and the team."

July's winner was Stuart Clark and Kirsty Adams, Liverpool Community Physiotherapy Team. They were nominated by Steph Jackson, Physiotherapy Manager, for their inspiring work over the summer working with Liverpool Sports and Leisure to develop a programme of sports, giving disabled children and their siblings the opportunity to try new sports.



Louise Shepherd, Chief Executive, presents Kirsty and Stuart with their certificate.



Jenny Cottrell (right) with Executive Member Jayne Shaw.

August's winner was Jenny Cottrell, Cystic Fibrosis Nurse Specialist. Jenny was nominated by Vicky Melia, Medical Secretary who said: "Jenny carries out amazing work for both staff and patients under very demanding circumstances. She has been an inspiration to me and all her colleagues within the Trust."

September's winner was Sian Falder, Consultant Plastic Surgeon. Sian was nominated by colleague Juanita Harrison who said: "Sian continues to think innovatively and uses state of the art dermal replacement dressings, cultured cells and medications to ensure the best possible outcome. Sian shows great empathy, understanding and compassion for her patients and their families."



Louise Shepherd, Chief Executive, congratulates winner Sian Falder.

Feedback from Internal Communications Survey

Thank you to those who took part in our online Internal Communications Survey. The survey asked for opinions on the staff newsletter, other internal communication tools and the general effectiveness of the communication systems currently in place. There was a great response and the Marketing and Communications Team will now use the feedback to improve the internal communication tools available.



There was some positive feedback on the staff newsletter, along with suggestions of how it could be improved. Some people felt the newsletter was informative and interesting while others commented that it was sometimes repetitive.

Some suggested making the corporate information section more relevant to staff and many preferred the more interview style pieces, that gave a greater understanding of what various departments are up to.

Staff also provided comments and suggestions for any future communications techniques. Many highlighted the importance of ensuring staff in the community can access information in good time.

Feedback from staff is valuable in ensuring the best communication tools are in place to engage effectively with all staff across the Trust.

Farewell to Executive Member Jayne Shaw

Later this month Jayne Shaw, Director of Human Resources and Organisational Development is saying goodbye to Alder Hey as she joins the team at Mid Cheshire Hospitals Foundation Trust.



Jayne has dedicated over eight years to Alder Hey and has supported the Trust through many challenges and changes. We would like to wish Jayne all the very best in her new role.

Jayne explains: "I've had a very rewarding experience and that's attributed to our exceptional workforce."

NEW Intranet is taking shape!

Over the last couple of months, representatives from the CBU have met with the Marketing and Communications Team to decide how they would like their section to look on the NEW Intranet. Members of staff from each CBU have been working hard to collate information.

Information is still being gathered and as the project grows. The Intranet will become a great resource for both staff based at the hospital and in the community. Look out for your CBU pages in the new year and if you would like to provide feedback please email communications@alderhey.nhs.uk



Example of how the new Intranet could look.

10 Staff Updates

Quick Thinking Nurse Uses Lifesaving Skills



Shelley (centre) is congratulated by her colleagues.

A huge well done to Shelley Waterworth, Cardiac Nurse on Ward K2 who resuscitated a man who had been pulled from the sea.

Shelley and her mum were enjoying a holiday in Spain when they heard

people calling for medical assistance on the beach. They stepped forward with others to help the man who had been submerged for up to ten minutes.

Shelley had to place a tube down the man's throat to open his airways and gave him oxygen available from an arriving doctor on the scene. After 30 minutes of compressions, the man's pulse returned and he opened his eyes. Shelley and her mum's quick thinking helped to bring him back to life before he was taken to hospital for further treatment.

Wedding Bells for John Doran



Congratulations to Shift Engineer John Doran who recently married his partner Jan Roberts.

John wanted to mark the 11th day, of the 11th month, of the 11th year with a special occasion and thought what better way than to celebrate with a wedding! John would like to thank colleague and friend Mubiana Ngenda for being their witness and providing a great speech and a thank you to everyone for their best wishes.



Bulletins

Proposed Changes to NHS Pension

The Government are proposing changes to the NHS Pension Scheme. If you have not read the information provided, you can still access details on the Intranet or speak to your CBU Human Resources Advisor.

Flu Vaccinations

Don't forget to protect yourself and those around you by receiving the flu vaccination.

Information on all dates and times is available in My Alder Hey, posters around the hospital site, from your line manager and from our Team Prevent colleagues in Occupational Health.

Don't be responsible for the spread of flu, have the flu jab!

WIN £50 Voucher With NHS Staff Survey 2011

Congratulations to Jayne Smith, Contracts and Information who recently won a £50 shopping voucher for completing her NHS Staff Survey. There are still chances to win, so just complete and return your NHS Staff Survey Questionnaire to be automatically entered into the £50 shopping voucher prize draws.

Quality Health receives and administers the survey which remains confidential. Deadline for receipt is 16th December. For advice and support about the survey, please visit: www.nhsstaffsurveys.com or contact Alder Hey's Staff Survey Lead melissa.swindell@alderhey.nhs.uk

Policy Updates

Please note the following policies have been updated and are available on the policies page of the Intranet.

Breastfeeding Policy – C3
Infection Control and Notifiable Diseases Policy – C15
Radiation Protection Policy and Procedure – RM36

Trust Brief

Trust Brief is held in the Education Centre and all are welcome to attend.

- Wednesday 21st December, 12.30pm – 1.30pm
- Wednesday 25th January 2012, 8.30am – 9.30am

Have Your Say...



This issue we hear from Trust Secretary, Gill Fury.

Gill joined Alder Hey in 2007 and has worked in the NHS for thirty years. As Trust Secretary, Gill was instrumental in ensuring that our Foundation Trust application to Monitor (the Independent Regulator for Foundation Trusts) was successful. This included expanding our membership base by 8,000 people and ensuring that all governors were appointed.

Gill explains: "The Council of Governors are a group of people who work with the Board of Directors to ensure that the views of the population we serve are represented. The Council has recently undergone a change due to various elections that have taken place over the summer and we are now almost at full capacity with a new group of enthusiastic governors keen to get involved. There are five different categories of Governor; appointed, parent and carer, patient, public and staff.

with Gill Fury



"This diversity ensures that we capture as many different view points as possible."

Gill works closely with our governors, from providing their induction to supporting them in their many activities. Gill adds:

"A key part of a governors role is to report any important news from the Trust to the communities they serve, making sure people have the chance to get involved and have their say on how the Trust is run. Our governors are currently working hard to promote the new Children's Health Park and they also played a valuable part in this year's Annual Members' Meeting and Open Day."



Gill's nephews enjoyed the face painting at this year's AMM and Open Day.

Gill said: "The governors will also be actively involved in the development of the Alder Hey Vision. By promoting Alder Hey's many projects and initiatives, they are encouraging staff and people within their community to get behind us and show their support."

New Staff Governor Sharon Cody

Gill also wanted to congratulate Sharon Cody, Pharmacy Technician who was recently voted a Staff Governor. Gill said:



"Staff had the opportunity to vote a new member to the group of Staff Governors. Sharon has worked at Alder Hey for ten years and thinks that Alder Hey staff do an excellent job upholding the Trust's reputation."

If you would like to find out more about the Governors and being a Foundation Trust Member please contact:
gill.fury@alderhey.nhs.uk

Dealing with the Media and Cascading Information

Please note that the Marketing and Communications Team have published two important policies; Dealing with the Media Policy and Internal Communications Policy.

They have been developed to inform all Alder Hey staff about the procedures which need to be followed when dealing with the media and film crews along with the processes and tools available for cascading information internally within the Trust.

It is important that all colleagues follow the procedures to ensure Alder Hey's message is a consistent one. If staff have any queries regarding the policies please contact
communications@alderhey.nhs.uk



Clothes Throw Raises £50,000 and counting!

This year's Clothes Throw has so far raised a fantastic £50,000 for Alder Hey Imagine Appeal. Thanks to everyone who supported the events, bought items donated by celebrities online and came to our pop-up shop in Liverpool ONE.

We're looking forward to making this bigger and better next year and to keep up to date with the Clothes Throw you can log onto our dedicated site www.theclothesthrow.com or follow us on Twitter or Facebook.



A selection of fabulous clothes donated for the Clothes Throw events.



Gymnast, Beth Tweddle MBE, gets ready to bid on some great celebrity donations.

Bought Your Christmas Cards?

Our Christmas cards are still on sale and available in all Home Bargains Stores across the UK and in the Imagine Office.

Four lovely designs by four of our patients are in packs of 12 for a recession busting 99p! A donation of 20p comes to Alder Hey Imagine Appeal from each pack which is very generous given that the average donation from charity cards is around 5p!



Bangor on Dee

We were the beneficiaries of a charity race day at Bangor on Dee in November and raised around £34,000.

BBC's John Parrott hosted the lunch and subsequent auction which included signed breeches from AP McCoy and a behind the scenes day at Channel 4.

