

# Countess MATTERS

ISSUE THREE - MAR/APR 2011

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

Your **NEW**  
Trust  
Newsletter



***Reducing waste  
and improving  
efficiency***

Update on the Quality Improvement Programme  
Consultant becomes Chair of heart charity

Countess Factor highlights  
Plus much more...

## In Brief

Asda from Queensferry visited the Children's Unit in November with Pudsey Bear for Children in Need, which was a nice surprise for the children on the ward.



The Trust's Fertility department successfully passed an ISO inspection recently which was undertaken to ensure that the service continuously has a quality management system in place. Fertility Nurse Specialist, Karen Woodcock, said: "This management system covers all activity that takes place in the unit. It is a real credit to all the staff that I work with and manage that yet again we have gained this continued accreditation, and also the continued support of the senior management team and the Trust."

Last year the Rotary Club of Chester Deva chose to support the Breast Care Unit and as part of their fundraising activities they organised several dates for bag packing at local supermarkets in November, December and January. In total they raised the amazing total of £8000 so if you were one of the shoppers who threw into our buckets – thank you.

"Cheshire Cats" which is being performed at The Forum Theatre Chester between 11th and 16th April is described as "moving, emotional, poignant... and best of all it makes you laugh" by Jo Henwood of the Chester Chronicle when she first saw it performed in 2006. This touching play written and directed by the extremely talented Gail Young of Guilden Sutton was also a sell out show at The Edinburgh Fringe. Tickets are priced at £10 are on sale now. All proceeds will go to the Trust's Breast Care Unit.

# Reducing waste and improving efficiency...

## T

The Cost Reduction Strategy (CRS) is all about reducing waste and improving efficiency. As we have found during our focus groups around the hospital and our recent staff survey, almost all staff agree with achieving these two core principles.

The Cost Reduction Strategy, led by Stephen Cross and Steve Bridge (pictured right), has made great progress towards delivering the £20m of efficiency savings the Trust must find over the next three years. We believe in "Intelligent Cost Reduction" that is sustainable to improve efficiency and patient care.



prove ef-

The first year of CRS was from April 2010 to March 2011. The efficiency target was £6.3m and £6m of these savings have been delivered so far. The target for 2011/12 is around £7.5m. The good news is that £5m of savings have already been identified which leaves us with a further £2.5m to find and deliver before the end of 2012.

20 Focus Groups involving over 400 members of staff have so far taken place and generated hundreds of ideas, both large and small to be investigated. More sessions are planned in various areas of the hospital over the coming months. Recent feedback has told us that almost 85% of staff were aware of the Cost Reduction Strategy. In response to the recent CRS Survey, over 100 new ideas have



been made by front line staff of ways they believe can help reduce waste and improve efficiency in addition to the ideas still being made in the focus groups.

If you and your colleagues have ideas you would like to share and you would like to host a focus group in your area, please let us know by emailing [stephen.winterson@coch.nhs.uk](mailto:stephen.winterson@coch.nhs.uk)

Alternatively, please send ideas via the Q&A Forum, which you will find on the homepage of the Intranet, and also within the 'Countess Way' page or put them in the internal post to Stephen Cross c/o the Exec Suite. You can include your name or make suggestions anonymously.

***"This is the biggest financial challenge the Trust has ever had to face but with your help we can meet the challenge by thinking radically and innovatively."***

- Chief Executive, Peter Herring

## What is a Board of Governors?

All Foundation Trust Hospitals have a Board of Governors. Each hospital may have a slightly different number and mix but at the Countess of Chester Hospital the Board is made up of:

- 15 Public Governors who are elected by members within their constituency. The constituency is within the catchment area of the hospital. They stand for a period of three years and may not stand for more than 9 consecutive years. They represent the health interests of their members.
- 5 Staff Governors. All hospital employees are members unless they elect to opt out. Staff members elect Staff Governors to represent one of four staff groups.

## How do YOU become a Governor?

- You need to be a member and to live within the constituency that you wish to represent. Application forms can be downloaded from the Trust website or obtained from the Executive Office at the hospital. Two members who live in your constituency must support your application.
- Vacancies come up each year as governors stand for a three-year period and are replaced on a rolling programme. The elections are publicised in the local press.
- You must be over 16 years old and not have any conflicting interests.

## What do Governors do?

Governors aim to make a difference to their local hospital. They see themselves as “critical friends” as well as supporting the organisation.

## Statutory duties include:

- Appointing non-executive directors, the Chairman and the external auditors.
- Removing these appointments if required.
- Deciding on the remuneration of the non-executives and the Chairman.
- Advising upon the strategic direction of the hospital.
- Holding the Board of Directors to account for the performance of the hospital.

## Governors do not:

- Get involved in the daily running of the hospital.
- Have direct input into management decisions.
- Deal directly with complaints.

## Who are your Governors?

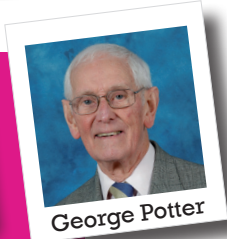


- 5 Partnership Governors who represent organisations who work with or relate closely to the hospital e.g. the Primary Care Trust and the Local Authority.

The effectiveness of the Board of Governors depends upon the background knowledge, skills and commitment of its members but also upon how well it works with the Chairman and Board of Directors who manage the hospital.



Stanley Skyrme



George Potter



Pat Clare



Stan France



Marilyn King



Elizabeth Bott



Keith Higham



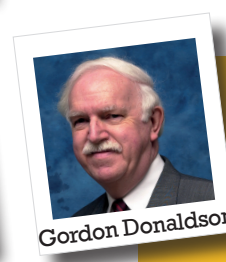
Sue Kettle



Helen Clifton



Sue Elphick



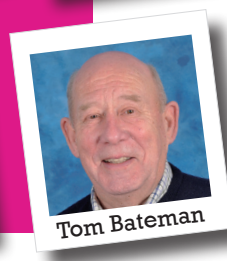
Gordon Donaldson



Eleanor Horsnby



Richard Taylor



Tom Bateman



Barry Harrison

■ Chester & Rural Cheshire

■ Ellesmere Port & Neston

■ Flintshire

# Update on the Quality Improvement Programme

Back in 2009, long before QIPP (Quality, Innovation, Productivity & Prevention) was introduced by the Department of Health, the Trust launched its own Quality Improvement Programme, or QIP for short.

At the time, the QIP Programme pulled together work being done in a wide variety of initiatives, including Action Against Clostridium Difficile, Advancing Quality, Clean Your Hands, Zero Tolerance to Healthcare Associated Infections, Cross Border SPIs (Safer Patient Initiative) and Patient Safety First.

A huge amount of progress has been made and the following is just a short summary of some of the quality improvements that have taken place recently.

## Responding to Acute Patient Illness and Deterioration (RAPID)

A group of clinicians led by Dr Santokh Singh including anaesthetics, respiratory and oncology has supported this project. Two rolling half days have been dedicated to the project and a number of Standard Operating Procedures (SOPs) are in the development phase to assist clinical staff in responding effectively to acutely ill patients.

Work is ongoing as part of the RAPID project to maintain low cardiac arrest calls and have good forward planning in place to respond to deterioration quickly and improve clinical decision making at the end of life.

## Risk assessment for VTE

Since the Trust identified venous thromboembolic (VTE) as a higher priority in 2009, it since became a nationally driven issue in 2010. We have a local group led by Dr Sameh Dimitri and we are part of a "safety node" led by the NHS Institute for Improvement.

In 2009, we set a target that >90% of patients should be:

- Risk assessed for VTE.
- Receiving correct thromboprophylaxis.
- Given information about DVT / PE.

The proportion of patients assessed has risen steadily with the target being achieved in October 2010.



## Health Care Associated Infections and Hand Hygiene

We continue to strive for low infection rates and considerable success has been achieved with MRSA (only 3 cases since April to January 2011) and C. difficile (just 66 cases since April 2010 to January 2011, against a cumulative target of 85).

Full compliance with required hand hygiene practices is a key element to ensuring that avoidable infections do not occur. Weekly hand hygiene compliance monitoring uses an evidence based monitoring tool, which refers to the latest national recommendations for best practice.

The target is for all areas to routinely demonstrate 95% hand hygiene compliance. In December, the Hand Hygiene Report identified 96% compliance with hand hygiene practices overall, beating the Trust target for the third consecutive month.

## Stroke

In March 2010, investment in stroke services was realised when Ward 52 became a dedicated stroke unit. Improvement has been seen in care pathways and more patients have direct access to the unit. The following are just some of the stroke service improvements that have been made.

In September 2010, 81.6% of patients had direct admission to the Acute Stroke Unit from A&E compared with the January 2010 figure of 33%

We now have a stroke specific area where 63.2% of patients in September 2010 spent 90% of their inpatient stay.

Thrombolysis for stroke is now available 24/7 and every patient is carefully assessed as to whether they would benefit from this treatment.

## Medicines Management and Pharmacy

Our performance in discharge turnaround time has improved significantly from a baseline of 60-70% to over 90%, with almost 80% being turned around in 1.5 hours. The continuous improvement processes we have used have led to sustained improvements. TTOs waiting more than 2 hours tend to have prescribing problems which require resolution before processing, or, are for blister packing which takes a lot longer than standard dispensing. More importantly, we have seen a significant fall in complaints from patients about the length of time they have to wait for prescriptions

We published the Antibiotic For-

mulary on Sharepoint which is the most frequently "hit" document on there. Our Antimicrobial Therapy Specialist Pharmacist has made a significant contribution to the reduction in C. diff rates. Introduction of the formulary, the Antibiotic Stop / Review date Policy and the input of clinical pharmacists on wards in supporting their implementation and corresponding audit have contributed to our success in this area.

## Preferred Place of Death

By the end of April, all but two areas will be using the Liverpool Care Pathway to improve care at the very end of life. This will be complete by the end of June 2011.

## Leadership Walkrounds

Leadership walkrounds are now an integral part of the Executive team's role. These are done on a formal basis and recorded for the purposes of collecting data and ensuring that any matters raised are actioned locally or taken forward and actioned corporately. 28 formal walkrounds were carried out between April 2009 and July 2010 with both local actions and corporate actions identified.

## More Information

If you would like to find out more details about the achievements in any particular area, please contact one of the clinical champions, as named in the QIP Booklet. You can download the original QIP Booklet from the Intranet - under "Q" in the A-Z.

# Six Book Challenge

The "Six Book Challenge" is an initiative run by the Reading Agency, designed to encourage adults to read six books of their choice within a six-month time frame. The Library at the Education & Training Centre is rolling out this scheme, alongside the Staff Development Unit to all staff on the hospital site and to participants of the Literacy Group organised by the University of Chester.

As a participant, you will be given a reader's diary in which to write the details of the books that you have read. The reader's diary is then stamped as confirmation by library staff. When you have read 6 books, you will be given a Certificate of Achievement and entered for a prize draw in June. The prize is a £25 Marks & Spencer voucher!



We have recently acquired 6 copies each of 10 Quick Read titles. These are books that are less than 100 pages and novels in their own right (not simplified). These cover a range of topics from winning the lottery to Sci-Fi and murder mystery. To borrow these you must register to use the library. This requires filling in a registration form, showing both your staff badge and some proof of address.

# Countess leads the way in heart screening...



The Countess has been chosen as one of only two hospitals in the country to review professional Rugby Union players with cardiac problems, the other being St. George's Hospital, London.

Consultant Cardiologist at the Countess, Professor John Somauroo, is an Honorary Professor in Cardiovascular, Sports and Exercise Medicine and is on the RFU Medical Advisory Panel at Twickenham.

All Premiership Rugby Union players above the age of 16 are now offered testing for cardiac abnormalities in a screening programme recently announced at London Wasps' training ground. The programme is carried out in partnership with CRY (Cardiac Risk in the Young) a registered charity raising awareness of undetected cardiac abnormalities in young, apparently healthy individuals who may collapse or die suddenly, as in the tragic cases of footballers Marc Vivien Foe, Antonio Puerta and Phil O'Donnell.

Professor Somauroo, said on Sky Sports News: "There are twelve sudden cardiac deaths per week in the UK in people under the age of 35, which prompted the Rugby Football Union to screen their players. Each player undergoes a review of his personal and family history along with an ECG. We then determine whether a heart scan (an echocardiogram) is required."

He added: "We have detected problems in a small number of players, but



the majority have continued to play sport without the worry of the risk of sudden cardiac death."

As well as being on the Twickenham Medical Advisory Panel, Professor Somauroo lectures nationally and is also involved in the screening of athletes from a variety of sports including Liverpool Football Club (recently screening Luis Suarez on his transfer to Liverpool - As shown above) and Sale Sharks RFU. He has formed close links between the Countess and both the University of Chester and Liverpool John Moores University Sports and Exercise research departments.

The Countess was chosen as one of only two hospitals in the country to perform the RFU screening because of the specifically-trained personnel (doctors and cardiorespiratory technicians) who can investigate and differentiate between life-threatening heart problems with changes in the heart due to being an elite athlete.

There may well be more elite athletes coming to the Countess in the future now that Rugby League, England Cricket, County Cricket Clubs and other Premiership Football Clubs are also looking to send their athletes to the Countess.

## The Foundation Trust Governors' Association (FTGA)

"NHS Foundation Trusts were first established in 2004 and I was elected as a Public Governor in that year. Initially we were unsure about the role of Governors. Early in 2005, four Governors from the Countess of Chester Hospital went to London to meet other new Governors from that initial first wave of Foundation Trusts. We wanted to share progress, problems and discuss how we could develop a network to share our experiences.

From that first meeting, the FTGA was conceived with the objectives of:

- Sharing information and good practice
- Networking with fellow governors
- Identifying training needs
- To give Governors a voice on the national agenda

Since then, the number of Foundation Trusts has grown from the initial 15 to 135. 66% of these FTs are members of the FTGA. Two Governors from the Countess represent their fellow Governors at the two national meetings held each year. These meetings are very well attended and always have a keynote speaker – Sir David Nicholson, the new Chief Executive of the NHS Commissioning Board, addressed the last meeting in November 2010. We have time to learn, share best practice and to network. We then pass on the information we gain to our fellow Governors at our next meeting at the Countess.

The FTGA now has a clear strategy for its future role but it has fulfilled the needs we identified at our very first meeting:

- 14 booklets have been published which define the role of governors and give a sound basis for the training of new governors
- Newsletters give us a clear and up-to-date explanation of Government policy so we can

understand the future direction of NHS policy

- The website enables Governors to network and share ideas and best practice
- The FTGA meets with Monitor, Government ministers and other influential agencies to ensure that our voice is heard nationally.

I am sure that our new Governors and our Board feel more confident by having the wealth of knowledge and experience of the FTGA to support us in our work.”



**Pat Clare**  
Elected Governor

### See how the Countess is up to the challenge

“Like most of the country, the Countess of Chester Hospital is currently facing a number of challenges in a tough economy.

But despite these challenges the Countess is working more efficiently than ever. Through the Cost Reduction Strategy and other programmes, the Trust is looking at innovative ways of making savings where it can while still giving first rate care to all who need it, thanks to the dedication of nurses, doctors and everyone involved. The most important aspect of the CRS programme is that all staff are involved and have an opportunity to make suggestions about how the Trust can make savings.

And from our Trust member’s perspective, this is why Roadshows are so important. They give us the opportunity of meeting with the public and letting you know what is happening in YOUR hospital. You can meet with the hospital Governors who represent you and members of staff who are able to answer any questions you may have about the hospital and the services it provides.

We would love to do a Roadshow in your area – in a shopping centre, school hall, church, golf club – we will come along daytime or evening to meet with your group. Please feel free to get in touch if you would like to get involved.

The next Roadshow is in Buckley on Saturday 19th March at 10.00am. It is being held at the Methodist Church, Buckley Cross and is being organised by the Churches Together (Buckley Cytûn). There will also be a Roadshow at the Blacon Healthy Living Centre at 10:00am on Wednesday 30th March.

Please do come along and meet us.“



**Eleanor Hornsby**  
Elected Governor, Flintshire

## 3rd Santa Stroll sees more than ever taking part



The weather was not particularly kind but nevertheless 223 walkers registered to take part in the Trust’s annual sponsored 5km (3mile) Santa Stroll on Sunday 5th December. Participants could choose to support either the Relative Comfort Appeal, the Special Care Baby Unit or the Breast Care Unit with their sponsorship money. Early indications are encouraging and The Fundraising Dept hopes to raise more than £6,000 from the event.

Ted Garland and Emma Chalk both deserve a special mention as they each raised over £600 - Emma managed to get matched funding from her employer, Marks & Spencer Money. Thank you to everybody who took part and to all the volunteer marshalls and the soldiers from Dale Camp who helped out again this year.

# Last Newsletter for Jo



This is a very special edition of Countess Matters as it will be the last newsletter designed

by Jo Richardson, Corporate Design & Medical Illustration Manager, who is leaving the Trust 17 years after setting up the department. Jo is the only original member of the newsletter editorial team who produced the Trust's first newsletter (formerly titled Countess Today & then The Pulse).

All members of staff throughout the Trust will be familiar with Jo's work over the years whether it be through her photography, design, or video work. Her creativity, hard work and dedication to her department & the Trust will be missed by everyone.

Jo commented: "It feels very strange leaving after all these years, but I know I'm leaving the dept in the hands of a great team. Led by Richard Cooke as the new manager, I know the team will continue to offer a first rate professional service to the Trust and I wish them all well for the future.

"I'm also giving up Medical Photography as a career after 25yrs to pursue new adventures so there's an added sadness to leaving knowing I will never work in a hospital again.

She added: "I would like to thank everyone who has helped me create and develop the department over the years without whose help we wouldn't have the great department we have today."

# Cold weather can't keep Trees of Light visitors away...

**I**n early December the Trust held its annual Trees of Light Service and hundreds of people braved the cold and icy weather to watch Consultant Surgeon Linda de Cossart MBE switch the lights on.

After the service, all those attending were invited to enjoy a hot drink and mince pie and had the opportunity to see the name of their loved ones recorded in the Book of Honour.



Proceeds from donations made to this year's appeal are continuing to develop the bereavement service with the provision of a new counselling service. The printing of a newly designed leaflet was generously sponsored by Storrar Cowdry Solicitors and a new donation option was provided so they could be made by debit and credit card. Fundraising Manager, Janet Ratcliffe said: "We are always humbled by the generosity of others and this year we saw a 25% increase in donations compared to 2009 and hope that people will continue to support us in 2011."

She added: "We are printing the application forms much earlier this year and these will be available soon. Our current 2010 donors will automatically be sent a form in September but if you have not sponsored a light before and would like an application form please call the fundraising office on 01244 366240 or download a form at [www.coch.nhs.uk/fundraising](http://www.coch.nhs.uk/fundraising)."



T H E

Countess

F A C T O R

The X Factor came to the Countess in November when the first Countess Factor competition was held in the Education and Training Centre. It was a memorable evening with 10 class acts competing for the prestigious C Factor Trophy.

Special thanks must go to Dr Ravi Jayaram who with Thelma Argyle, Ileene Macaulay and Sarah Hoyle organised the event. The three judges; Diana Minogue (Di Ormandy) Ginny Cole (Dr Virginia Clough) and Father Louis Grosh (Dr Colm O'Mahony) were fantastic.

Over 100 people supported the event and, thanks must go to all who took part. The audience was well entertained with some great talent amongst the participants. There was a wide range of acts including solo and duo singing, dancing, poetry reading and martial arts.

The judges had a very difficult job deciding on the winner. The audience also voted for the winning act and after a great deal of deliberation Lisa Myers, staff nurse on Ward 34 was crowned the winner with Dan Worsley, who performed a spectacular martial arts display, as runner up.

The event raised over £700 for the Kisiizi Charitable Fund. By popular demand, the C Factor will be repeated in the Autumn. So, get your act together and ensure that you enter.

# Mentor of the Year

**T**he Practice Education Facilitators, Anita Hargreaves and Tracy Barker are pleased to announce that Penny Brown, registered nurse on Abbey Ward, was recently awarded the runners-up prize at Chester University's Mentor of the Year Awards 2010.

Penny was nominated by the Practice Education Facilitators for her professionalism and commitment to her students and particularly for students underachieving. The award is given to only three mentors across Cheshire who can be nominated by students and practice staff.

Penny was presented with her award certificate and a £25 book token by Abbey Ward Link Lecturer, Jan Woodhouse and Practice Lead, Chris Barker, both from the University. Jan congratulated Penny and read out the nomination letter to her.

The nomination letter highlighted that, "Penny is able to approach the difficult discussions with the students in a caring and very professional way. Students have commented on how caring and approachable Penny is as a



Mentor, but they are fully aware that she will assess them fairly and support them as much as possible."

If students or practice staff would like to nominate a nurse or midwife mentor for the 2011 Mentor of the Year Awards, please email Eve Collins at the University of Chester ([e.collins@chester.ac.uk](mailto:e.collins@chester.ac.uk)) explaining the reasons for your nomination by 1st September 2011.

The photograph shows (left to right) Anita Hargreaves, Jan Woodhouse (presenting award), Penny Brown and Chris Barker.



## A word from your Youth Governor

I'm Anya, one of the Youth Governors at the Countess. Here's a little bit about me to begin with: I love being with friends, playing the flute (rather badly!), watching TV and reading. I live in Dodleston and started sixth form in September.

For a few years now I've been attending the Governors' meetings as a member of the Foundation Trust and I would like to encourage other members to do the same; you are very welcome! It's a good way to see 'behind the scenes' of the Countess and the work that the Governors do. I have found the meetings generally fascinating, giving some great insights into how a Foundation Trust works and is run, as well as some of the pressures that it faces.

Recently, for example, severe wintry weather has been a problem, with the number of people needing help in A&E increasing significantly. It was interesting to compare the 'backstage' aspects of such a big organisation with that of the GP practice that I had some work experience at recently; both relied on careful planning and lots hard work that is rarely seen.

During the summer, I spent two weeks helping out in the hospital in the Stroke Unit and the Acute Medical Unit. I really enjoyed this experience, even though it was sometimes sad, and would recommend it to others my age. I respect the work of the staff very much; they all worked incredibly hard for the patients.

The Board of Governors aims to be a link between the local community and the leadership of the Countess. Although I'm fairly new to the role, it's a real privilege and I look forward to working with the other Governors, especially Harriet and Louis (the other Youth Governors), particularly on matters involving children and young people. If you have any questions or ideas, then feel free to get in touch.

Anya Bos, Youth Governor



### BOARD OF DIRECTORS MEETING DATES FOR 2011

Date	Venue	Time
Tuesday, 1st February 2011 ( <b>Held in Public</b> )	Boardroom	1.15 pm
Wednesday, 1st June 2011 ( <b>Held in Public</b> )	Boardroom	1.15pm
Tuesday, 6th September 2011 ( <b>Held in Public</b> )	Boardroom	1.15pm
Tuesday 1st November 2011 ( <b>Held in Public</b> )	Boardroom	1.15pm

# Healthy Living Centre

Governors from the Trust were invited to join NHS Western Cheshire and members of the community at the opening of the Blacon Healthy Living Centre recently. Governors were promoting the work of the hospital and how it can link to health prevention. A Governor's Roadshow will be taking place at the centre on 10am, Wednesday 30th March 2011. Please come along and find out about the latest developments at your local hospital.

## Board of Governors Roadshow Events

**10am, Saturday 19th March 2011 - Methodist Church, Buckley Cross**

**10am, Wednesday 30th March 2011 - Blacon Healthy Living Centre, Blacon**

# A short history of the building of the Countess

The Maternity Building, since renamed the "Women & Children's" Building, was opened in 1971. This was the first modern acute hospital building to be built on the health park site. At this time the Chester Royal Infirmary and Chester City Hospital provided other acute hospital services.

Phase 1 of the General Wing was opened in 1982 with Phases 2 and 3 completed in 1992. This allowed for the transfer of inpatient and outpatient services from the Royal Infirmary and City hospitals in Chester to this one central location. The Royal and City hospital sites were then disposed of as part of the NHS Estate Rationalisation Programme.



With the addition of the Jubilee Day Surgery Centre (2002), OPD3 (2003) and OPD4, (2005), together with a number of smaller extensions, the total floor area of the hospital has now grown to more than 40,000 square metres.

Dave Leyland, Estates Design Development Manager, said: "The General Wing was one of the first "Nucleus" hospitals to be built in the UK. Standard departmental layouts were used for hospitals throughout the country, with improvements being made to each subsequent development."

"Nucleus" design ensures a very high level fire safety, allowing patients and staff to move from one fire compartment to another without having to evacuate the whole building. In order to maintain this very high level of safety the City Council and the Fire Service advise on all extensions and alterations to the buildings at the design stage.

The design concept also means that a high proportion of rooms can benefit from natural light and ventilation.

Dave added: "Nucleus hospitals were an innovation in healthcare building design, and architectural and engineering innovation is still a dominant factor in the NHS, with the need to develop low energy and cost effective building systems for the future."

## BOARD OF GOVERNORS MEETING DATES FOR 2011

Date	Venue	Time
Tuesday, 1st March 2011	Lecture Hall, Education and Training Centre	5.00 pm
Tuesday, 12th April 2011	Lecture Hall, Education and Training Centre	5.00 pm
Tuesday, 12th July 2011	Lecture Hall, Education and Training Centre	5.00 pm
Tuesday 20th September 2011	Lecture Hall, Education and Training Centre	5.00 pm
Tuesday 4th October 2011 <b>Annual Members' Meeting</b>	Lecture Hall, Education and Training Centre	5.00 pm
Tuesday 6th December 2011	Lecture Hall, Education and Training Centre	5.00 pm

# Relative Comfort Appeal...



Plans have now been drawn up for the new accommodation unit that relatives of critically ill patients can use both during the day and overnight when necessary.

The provision of this self contained accommodation will mean that families can stay close to their loved ones at a critical time, and patients will also have the reassurance that their family and friends are nearby. There will be further privacy for families through the provision of a counselling room and a communal, bright waiting area/lounge with kitchen facilities.

This additional designated space will give families the opportunity to rest and recharge their batteries, and will eliminate the need for relatives to have to sit and sleep in the corridor.

So far £170,000 has been raised towards a target of £395,000. If you can help in any way, please contact the Fundraising team on 01244 366240. Perhaps you could take a collecting tin, get the company you work for to nominate us as your Charity of the Year, or organise a fundraising event with your friends, family or work colleagues.

## Some dates for your diary:

- Thursday 10th March Fashion Show at The Mollington Banastre £6.50 to include a glass of wine, in aid of Kisiizi Hospital
- Wednesday 23rd March Jewellery and Gift Sale in the hospital in aid of Kisiizii Hospital
- 11th – 16th April “Cheshire Cats” at The Forum Tickets £10 in aid of the Breast Care Unit
- Sunday 15th May – Shell Chester Half Marathon
- Sunday 22nd May – Wirral Coastal Walk
- Saturday 18th June – Moonlight Walk – Registration £10 to support the Breast Care Unit and The Relative Comfort Appeal
- Saturday 25th June – Summer Ball at The Mollington Banastre Tickets £30 in aid of Kisiizi Hospital Uganda
- Sunday 26th June – Cheshire Triathlon
- Sunday 3rd July – Chester/Liverpool Bike Ride
- Sunday 9th October Bank of America Chester Marathon
- Friday 2nd December – Trees of Light Service, with proceeds used to support our Bereavement Counselling



## Forthcoming Fundraising Events

We are always looking for people to take part in a sponsored event – and you can choose to raise funds for any one of more than 100 different charitable funds that we have at the hospital. Perhaps one of the following events might appeal to you – or you can make a suggestion of your own.

Please always let us know in advance of taking part so that we can provide you with a personalised sponsorship form and a Certificate of Thanks on completion! It's also good for us to use any photos you have to publicise our charity in the local papers and on our fundraising webpage.



**Countess  
MATTERS**

EDITORIAL TEAM

### Tell us what you think!...

**Jo Richardson: Corporate Design & Medical Illustration Manager – Design and Layout, ext 5431**

**Andrew Duggan: Marketing and Communications Officer – Editor, ext 6381**

**Sue Elphick MBE: Governors' Editor.**

Deadline for next issue: Friday 1st April 2011