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MEMBER COUNTER

INTRODUCTION FROM THE CHAIR

Welcome to the latest edition of the Bridgewater members newsletter.

This will be my final Welcome message, as I will be stepping down from my role as Chair of Bridgewater Community Healthcare NHS Foundation Trust at the end of the financial year. It has been both a pleasure and a privilege to serve as your Chair, but from a personal perspective, the time is right for me to step down. I have been on the Board of Bridgewater since the Trust was formed in 2011, and during that time I have seen and heard so many remarkable stories.

Community services play a vital role in caring for and supporting some of our most vulnerable patients and their families, and enable people to be cared for in their own homes and communities. We know how important our services are to thousands of people across Cheshire and Merseyside and Greater Manchester.

We are a great organisation, with many outstanding staff members who go above and beyond in their care of their patients. Inside this edition of the newsletter, you will read about some of our fantastic colleagues who were recognised at this year's staff awards. You will also hear from our governors who play an invaluable role in the work of the Trust.

Better Care Together

Home · Community · Hospital

As our integration with Warrington & Halton Hospitals NHS FT progresses, our governors will play an increasingly important role in representing the interests of the communities we serve and the staff we employ, and I would encourage members to consider joining our Council of Governors by standing in our forthcoming elections.

I am delighted to welcome Nikhil Khashu , who became joint Chief Executive of Bridgewater and Warrington & Halton Hospitals on November 1. This is an important appointment as it paves the way for future joint working across the two organisations. By working together, we have a great opportunity to achieve more for our patients, communities and staff. I would encourage members to share their feedback and views on the programme [by completing our online feedback form.](#)

[Visit the Better Care Together website to find out more about the programme.](#)

Thank
you



Karen Bliss
CHAIR

CHIEF EXECUTIVE APPOINTED

Nikhil Khashu joins Bridgewater and Warrington and Halton NHS

Following formal approval, Bridgewater Community Healthcare NHS Foundation Trust (BCH) and Warrington and Halton Teaching Hospitals NHS Foundation Trust (WHH) have announced joint leadership arrangements.

As plans to integrate both organisations are progressing well, the earlier announcement this summer that Nikhil Khashu would become the new chief executive of WHH now extends to BCH. Nik joined the two organisations on November 1.

Joining the trusts on a two year interim basis, Nik will be seconded from NHS England's North West regional team, where he has been Director of Finance since April 2022.

More recently, Nik has been working nationally as NHS England's Deputy Chief Finance Officer. His previous experience includes executive director roles at provider organisations Calderstones and St Helens and Knowsley Teaching Hospitals.

Nik succeeded in a rigorous and competitive recruitment process to become WHH's chief executive in May, where Bridgewater were represented on the interview panel and played a key part in his appointment.

From a very strong field of candidates, Nik's unwavering focus on quality, patient care and staff experience shone through. Having lived in Warrington for 20 years, Nik demonstrated a very personal connection to the area and to our community and hospital services.

Speaking about the opportunity to lead both organisations, Nik said:

"It is a great privilege to have been appointed joint chief executive of Bridgewater Community Healthcare and Warrington and Halton Teaching Hospitals.

"Both organisations provide excellent care to the many thousands of people across Warrington, Halton and beyond. They share a joint commitment and ambition to further progress health and care services within home, community and hospital settings.

"It is my ambition for us to continue improving these services and provide better care together for our patients and families."



Karen Bliss, Chair of Bridgewater, said "We are looking forward to Nik joining our two organisations.

"Bridgewater has a much-deserved reputation for delivering high quality community services to the people of Warrington, Halton and further afield.

"Nik's appointment as joint chief executive of our two organisations underlines our shared ambition to improve services within the communities we proudly serve.

"This is an excellent appointment and one we are delighted to now formally confirm."

Steve McGuirk, Chair of WHH, added:

"I'm confident that Nik's background and leadership style will be a huge asset to both organisations, as well as to the wider health and care system.

"This is important as we navigate what will undoubtedly continue to be challenging years ahead across the NHS, and as we integrate our organisations."

#TEAMBRIDGEWATER THANK YOU AWARDS



Back in September, Bridgewater applauded our dedicated workforce by announcing the winners of this year's 'Thank You' awards.

A palliative care team who went over and above to achieve a patient's final wish; a Dental Officer whose career spans a remarkable 40 plus years and a school immunisation team who quickly vaccinated children after a Chicken Pox outbreak were just some of those recognised over the past 12 months.

The yearly Awards acknowledge and reward the huge contribution community healthcare colleagues make to local people.

Bridgewater paid tribute to our clinicians and corporate staff who have supported the delivery of frontline services in health centres, clinics and patients own homes and the individuals and teams who have helped them to do so.

This year, the ceremony highlighted the work of one very special colleague, Dental Officer Linda Dunlop, who had a double whammy, receiving both the Dental Employee of the Year Award and the prestigious Chair's Award. This was in recognition of her unwavering dedication to the Trust's Community Dental service and its patients, many of whom have special needs.

Linda, who is retiring after over forty years, is known for her calm approach to treating children, coaxing even the most nervous patients into having treatment, sometimes by creating magical worlds for them through her skills in clinical hypnosis.

Speaking about her double triumph, Linda said:

"I was over the moon to win the Dental Employee of the Year, so couldn't believe it when my name was also called out for the Chair's Award, as it's the big award of the event! I've loved my time at Bridgewater, I feel so proud of everything we achieve day in, day out for our patients.

"I'd like to add that I could not have achieved anything without the help and support of our marvellous dental nurses, receptionists and back office staff they get a huge thank you from me. I will really miss my team and the people we care for when I leave in December, but receiving the award will always be a perfect reminder of my career in the NHS."



#TEAMBRIDGEWATER THANK YOU AWARDS



This year, Bridgewater handed out a record number of awards, rewarding colleagues across our wide geographical footprint, including Adult's, Children's, Dental and Corporate services.

The full list of winners, and what made their nomination standout, included:

Children's Directorate Employee of the Year

Emma Godfrey, Team Leader and Specialist, Paediatric Bladder and Bowel Service

"Someone who overcomes all challenges with a smile, Emma's huge enthusiasm to develop her team makes for happy patients and families, too. Because of Emma her team love their jobs, Bridgewater and the NHS."

Children's Directorate Team of the Year

Halton and Warrington School aged Immunisation Team

"Halton and Warrington School aged Immunisation team always go over and above. This year, faced with an outbreak, they offered Chicken Pox vaccinations with less than 24 hours' notice."



Corporate Directorate Employee of the Year

Susan MacFarlane, Administrator

"With an unwavering care and dedication to her work that positively impacts on patient outcomes and experience, Susan is recognised for her robust work ethic, living and breathing the Trust Values."

Corporate Directorate Team of the Year

Practice Education Facilitator Team

"This year, the Practice Education Facilitators' increased retention and recruitment to the District Nursing teams, their education programmes also retaining students and giving them a sense of belonging."

Dental Directorate Employee of the Year

Linda Dunlop, Dental Officer, Dental West, St Helens

"The first into work, the last to leave and the first to volunteer, Linda ensures that all patient needs are met. As she approaches the end of her exemplary career, she's as dedicated to her colleagues and patients now, as she when she began."

Dental Directorate Team of the Year

HCRC Widnes Dental Team

100% committed, HCRC Widnes Dental team go the extra mile, using their creativity to encourage often anxious children to relax during their treatment. As one patient said, 'if only all dentists could be like this!'"



#TEAMBRIDGEWATER THANK YOU AWARDS



Partnership and Collaboration Award

The Apprenticeship Team

"The Apprenticeship Team contribute to the Trust's commitment to being an Anchor Institute and its aim for Health Equity. Their excellent recruitment and support retain Bridgewater's Apprentices and this year alone, they've told over 3,500 students about NHS careers."

Research and Innovation Award

Warrington Community Neuroscience Team

"Having already introduced 'off the shelf splinting' to patients, reducing referrals and hospital appointments, Warrington Community Neuroscience Team now hope to bring bespoke thermoplastic splinting to the service by the end of the year."

Kindness and Compassion Award

Charlene Liptrot, Infection Control Nurse, Infection Control Assurance

"Always with a kind word, Charlene's team say she provides the level of kindness, empathy, and compassion in her care that they'd wish to receive themselves."

Warrington Directorate Employee of the Year

Beverley Hoolihan, Administrator, Warrington Central District Nurses

"Integral to her team, Beverley works tirelessly and professionally. Her willingness to lend a hand has also helped develop relationships and collaboration with other teams."

Warrington Directorate Team of the Year

Warrington Dermatology Team

"Warrington Dermatology Team's patients are always at the forefront of their minds. Anxious patients leave with smiles on their faces and colleagues say: "I would want this team to care for my family."

Halton Directorate Employee of the Year

Claire Regan, District Nurse Co ordinator Adult District Nurses, Runcorn West

"Often the first port of call for her colleagues, Claire's hard work ethic and attention to detail make her stand out. Her team say that Halton are very lucky to have her."

Halton Directorate Team of the Year

Halton Palliative Care Team

"Halton Palliative Care team's goal is for every person to have a good death. When a patient became unable to crochet the hearts she wanted given out at her funeral, the team crocheted in their spare time, ensuring she achieved her final wish."



JOIN US AND MAKE A DIFFERENCE

Elections for Council of Governors

In May 2025, we will be holding elections for our Council of Governors. Our governors play a vital role in the work of the Trust. We are extremely fortunate to be served by people who live in the communities where our staff provide care to patients in community settings.

In 2025 we shall be seeking public and staff governors to represent their public and staff members. Here are the thoughts of just some of our public governors who serve the Trust and represent your interests on our Council of Governors:

"Governors can provide the Trust with constructive and useful feedback from their members and local communities. We are the Trust's critical friends, and I feel the role is valued by the Trust. It gives me great personal satisfaction that, along with our governor colleagues I am contributing positively to the Trust."

Rita Chapman Public Governor Rest of England.

"Being a governor. It is a rewarding role that can make a real difference to the communities we serve. I thoroughly enjoy listening and observing committees which gives me an understanding of how our NHS community services are being managed and delivered.

"I felt that my NHS background gave me the experience to represent members interests in both the community trust and other organisations/ agencies. After I retired, I wanted to give something back to the NHS."

Christine Stankus Lead Governor.

"I became a public governor at Bridgewater to give something back to the amazing NHS that has served my family so well over many years.

"Staff in the NHS work so hard under challenging conditions and I felt that by becoming a public governor I could make a small but direct contribution to the NHS.

"Being a public governor gives me the opportunity to represent the needs of patients, the local community and the wider public. I think that patient and public engagement is a particularly important part of my role. It also provides me with valuable insight into the running of both Bridgewater and the NHS more widely and I can provide appropriate challenge to the way the Trust is run."

Matt Machin Public Governor Warrington.

"After retiring from a successful career in retail, I wanted to do something that allowed me to give something back to my adopted hometown here in Warrington. I initially joined the patient participation Groups in Culcheth and became Chair.

"I and several of my colleagues played a fundamental role in establishing Warrington Health Forum this gave me a voice on the governing body of Warrington Clinical Commissioning Group.

"I am now a governor at Bridgewater, a role I have held for 18 months. Exciting times are ahead as we start to integrate with Warrington & Halton Hospitals to make the best use of our resources and provide the people of both towns with the best health services."

Kevin Goucher, Public Governor Warrington.

If you are interested in becoming a public/staff governor at Bridgewater please visit our Governors Portal by clicking on the arrow. Alternatively email us at: bchft.governors@nhs.net

Visit the Governors Portal



Patient Compliments

Here at Bridgewater, we are extremely grateful to our patients, their families and carers who provide our staff with some truly heartwarming feedback.

In October 2024, more than 94 per cent of our patients rated their experience of using our services as very good or good.

“

The treatment I received from staff was excellent, especially...who was very good at explaining what was going to happen regarding the treatment and her caring attitude.

Urgent Care Treatment Centre – Halton.

”

“

Felt at ease with the appointment, the health visitor was patient with our little girl as she was slightly shy at first. Thanks so much. Ten out of 10.

Health Visiting, Warrington.

”

“

Staff are very welcoming and put my son at ease straight away. The dentist talks through the procedure and talks us through any issues

Oldham Specialist
Community Dental Team.

”

“

...has transitioned from being hysterical at the prospect of going to the dentist, to smiling whilst having an extraction! We can't praise the staff highly enough. So caring and calm/ thank you so much.

Ashton Specialist Community Dental Team.

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