

## UPCOMING CHARITY CHALLENGES

Fancy an opportunity to challenge yourself while helping to raise funds for our amazing Alder Hey Children's Charity?

Take a look and see what adventures take your fancy!



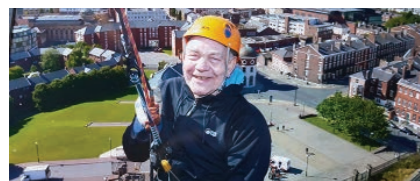
### OLI WALK - 13th MAY 2018

Oli's Safari Walk has become a wildly popular event charity walk. Come and join our mascot Oli the elephant for our 2018 'behind the scenes' 3km walk at Knowsley Safari Park.



### THE CONISTON CHALLENGE - 1st - 31st JULY 2018

Can you conquer Coniston? This is a triathlon with a twist - but you don't need to be an athlete. Just get together with friends and enjoy a summer challenge in the beautiful Lake District.



### LIVERPOOL CATHEDRAL ABSEIL 11th AUGUST 2018

Have you ever considered taking part in a charity abseil? Whether you are looking to fundraise for Alder Hey Children's Charity, or you simply want to take part in a charity abseil with some of the best views of Liverpool imaginable, look no further!

For further information about these challenges, and for other ways you can get involved with the Alder Hey Children's Charity, please visit our website at [www.alderheycharity.org](http://www.alderheycharity.org)

## ON THE HUNT

CAN YOU FIND ALL THE EASTER RELATED WORDS THAT ARE HIDDEN IN THE WORD SEARCH BELOW?



Q	S	F	B	E	H	U	N	T	P	G	H	D	G	O
A	L	O	G	X	O	Z	I	W	Y	N	T	X	U	A
Y	V	E	R	J	P	F	T	Z	U	H	F	B	F	I
B	W	A	C	H	D	U	H	E	M	Y	J	O	D	B
M	F	S	P	R	I	N	G	P	M	H	B	U	J	E
Q	H	T	P	J	I	D	T	W	Y	K	H	J	S	G
P	C	E	G	R	C	E	O	I	S	K	B	I	N	G
E	V	R	V	D	I	C	L	S	H	K	A	K	M	S
X	I	O	B	B	U	N	N	Y	Y	J	S	L	D	E
Z	N	Q	R	R	N	H	G	V	U	Z	K	C	Q	B
B	C	D	C	H	I	C	K	L	M	N	E	B	D	G
F	V	W	E	F	J	A	X	R	T	N	T	C	U	S
H	Q	P	X	G	I	K	F	O	K	S	C	A	F	M
C	H	O	C	O	L	A	T	E	M	W	L	S	B	A
F	H	I	Y	A	E	E	B	X	M	T	U	Z	L	Q

- EASTER
- BUNNY
- CHICK
- HUNT
- YUMMY
- SPRING
- EGGS
- HOP
- BASKET
- CHOCOLATE

## MEET OUR THERAPY DOG HOLLY!



DID YOU KNOW WE HAD A THERAPY DOG THAT COMES AND VISITS US AND OUR PATIENTS IN THE HOSPITAL WITH HER OWNER BARRY?

Holly is a Labrador Retriever, who is trained to be very calm and caring. She helps people with their fears of dogs, as well as

comforting our patients who need some extra TLC while in hospital!

Holly loves to run around in the park playing catch and also loves to eat toast (when she's allowed)!



AlderHeyHospital @AlderHey

# ALDER HEY MATTERS.

ISSUE #10
HAVE YOUR SAY ON OUR MATTERS. EMAIL MEMBERSHIP@ALDERHEY.NHS.UK
APR 2018

## A CRACKING EASTER AT ALDER HEY

ALDER HEY HAS BEEN MAKING EASTER INCREDIBLY SPECIAL FOR OUR PATIENTS AND FAMILIES DURING THE BEGINNING OF SPRING!

From having the Easter Bunny hopping into the Atrium, treating our patients to an Easter egg, to creating an incredibly fun and interactive Easter egg hunt in and around the hospital ... and of course bunny selfies!

At Alder Hey, we go all out for all occasions so that our patients and families don't miss out and Easter is no different!

The hospital still runs as normal through the busy Spring period. Behind the scenes of all the fun going on around the hospital, our staff are still working extremely hard to deliver outstanding care for our patients and families.

We are the only children's hospital in Europe built on a park and so the Easter egg hunt used this to our full advantage. The hunt was orchestrated and lead by our amazing volunteers



and began in the hospital, and trailing through the new woodland path on Springfield Park. The aim of the game was to follow the map and find letters hidden around the park and discover the secret word (CHOCOLATE) to get a special prize at the end!

The celebrations continued on Easter Sunday with an incredible roast dinner served in the canteen for staff, patients and families. It is especially difficult for

our patients and families who have to spend celebratory periods in hospital. Thanks to the generosity of our donors we were given around 12,000 Easter eggs to hand out to our patients, and the bunny was able to hop round to each and every ward and personally hand out eggs and gifts to our patients.

A massive thank you to everyone that contributed; it really made Easter at Alder Hey that bit more special!



KEEP UP TO DATE WITH ALL THE LATEST AT ALDER HEY - STRAIGHT INTO YOUR INBOX - BY SENDING YOUR EMAIL ADDRESS TO: [MEMBERSHIPS@ALDERHEY.NHS.UK](mailto:MEMBERSHIPS@ALDERHEY.NHS.UK)



GOVERNOR  
PROFILE:

PIPPA  
HUNTER-JONES

**HELLO, I AM PIPPA HUNTER-JONES A PAST PATIENT AND NOW GOVERNOR OF ALDER HEY CHILDREN'S HOSPITAL SINCE 2014.**

My relationship with Alder Hey dates back to my own childhood; shortly after I was born I was moved to Alder Hey to undergo treatment for congenital dislocated hips and talipes over a period of years which was successful. When I returned to Liverpool in 2005 my own children have been treated here on numerous occasions including a week stay for bronchiolitis aged 12 weeks. One remains under the care of an outpatient clinic

I wanted to become a governor for Alder Hey to work with the community, give something back to Alder Hey for the fantastic support my family has received and protect the resource that has helped my family so much.

My family have used the services of Alder Hey for generations, my mum was treated there when she was younger, I have been treated there and am able to walk because of the support I received there and also my daughters have been treated here. Because of this, I wanted to try and help other families to have the same support and benefits my family have had.

As I am a parent myself I have insights into the world of children. This helps me to understand what they need and what parents need in difficult times. At the same time, I try to utilise my day job as a marketing academic working in the University of Liverpool. Through my work I am used to working in teams, negotiating decisions, and managing projects. Working with the Membership Strategy Committee these skills have been really useful in trying to improve our membership communications.

#### WHY OTHERS SHOULD CONSIDER THE ROLE?

It's so important to help move things forward in life. Things don't happen by magic, they take hard work. We all have so many skills that could help Alder Hey and sharing these gifts would really help so many people.

Not only are you part of the Alder Hey community but being a governor has been rewarding for me on a personal level. Being a governor has given me a much clearer understanding of the complexity of healthcare and it has given me confidence to get involved in things which are not automatically in my comfort zone. This role has helped me learn so much!



## WHAT DO THE STAFF OF ALDER HEY THINK?

**EVERY YEAR AT ALDER HEY, WE RUN OUR ANNUAL NHS STAFF SURVEY. THIS IS TO FIND OUT WHAT THE STAFF HERE THINK ABOUT WORKING AT ALDER HEY, WHAT WE DO WELL AND WHAT WE COULD DO BETTER.**

As we have got the results in, we thought we would share them with our members.

Unlike other hospitals Alder Hey makes sure every member of staff has the opportunity to take part in the survey and have their voice heard.

Overall the survey results are positive, and show that we are moving in the right direction.

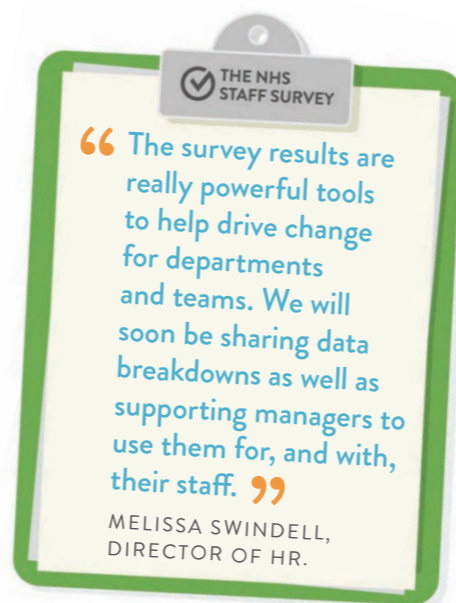
"Compared to last year's results we have seen significant improvements in many of the responses." explains Melissa Swindell, Director of HR

And we are not stopping there ...

"We have big plans for the upcoming year, including supporting leadership at all levels, further embedding health

and wellbeing in the Trust and deepening opportunities for all staff to get involved in making positive changes for themselves."

Results are based on departments and teams in Alder Hey, giving an insight into how staff feel on more local level.



#### KEY STATS

- More staff are saying they would recommend Alder Hey as a place to work
- More staff are saying they feel more enthusiastic about their roles
- More staff are saying they have more opportunity to use initiative, use skills and make improvements
- Overall, Alder Hey staff are reporting more positive responses to a range of questions about their managers
- More staff are reporting better opportunities for flexible working prospects
- More staff are reporting that they had an appraisal, and are reporting better quality appraisals
- More staff are saying they feel their work is valued
- More staff saying that communication between senior managers and staff is effective

## DIGITALLY MOVING ALDER HEY



HERE AT ALDER HEY WE ARE CONSTANTLY STRIVING TO DO THE BEST IN EVERYTHING WE DO INCLUDING THE WAY WE COMMUNICATE TO OUR MEMBERS.

Did you know you can receive these newsletters and other updates via email? Just email [membership@alderhey.nhs.uk](mailto:membership@alderhey.nhs.uk) your preferred email address and we'll do the rest!

Thank you to those members who have responded with your emails, we appreciate the help in improving the way we communicate to you.

#### DID YOU KNOW?

- We have 13,000 members of Alder Hey
- Last month we sent 4,483 paper newsletters to our members
- Members come from across regions within the UK including; Merseyside, London and Chester.

Communicating digitally means a lot of things for our members and the Alder Hey Matters newsletter such as:

- ✓ Ability to deliver **faster and effective updates** on Alder Hey to increase engagement with our members.
- ✓ Ability to deliver updates more **cost effectively!**
- ✓ Ability to communicate in an **economically friendly manner** – save the trees!
- ✓ Ability to **grow in the digital world.**

We would like to say thank you again to all the members who provided us with email addresses to be contacted via email – you are truly helping Alder Hey achieve our digital goals!

**Still want to keep on receiving the paper newsletter?** No problem! We will continue to post hard copies to those members who prefer having a paper version delivered to their front door.

DID YOU KNOW THAT IT WILL BE THE NHS'S 70TH BIRTHDAY ON THE 5TH JULY?

Celebrations are planned throughout the UK, and here at Alder Hey we'll be marking the occasion with activity and events that look back through the years.

We want you to help us by sharing your Alder Hey stories and pictures. For instance, did you or your children visit the hospital 20, 30, 50 or even 70 years ago? If so we'd love to hear your story. Are you a former or current member of staff who worked at the hospital through the NHS years? If so, we'd love you to share your experiences with us to include in our NHS 70 newsletter special!

If you would like to share your story, please get in touch by emailing us at [membership@alderhey.nhs.uk](mailto:membership@alderhey.nhs.uk), including copies of any photos that you might have and would be happy to pass on. Alternatively, you can share your photos with us on Instagram by tagging [@alderhey](https://www.instagram.com/alderhey) and using the hashtag [#NHS70](https://www.instagram.com/hashtag/NHS70).

**We'd love to be able to tell the story of Alder Hey's NHS years through the eyes of those who experienced them first-hand. If you're happy to share your memories with us and are happy for us to share them with others, then we would love to hear from you!**

## DID YOU KNOW IT IS INTERNATIONAL NURSES DAY ON THE 12TH MAY 2018?

**ARE YOU A PAST OR PREVIOUS NURSE OR KNOW ANYONE WHO IS? DO YOU HAVE ANY PICTURES OF YOU OR FRIENDS IN YOUR OLD UNIFORMS?**

Get in touch by emailing [membership@alderhey.nhs.uk](mailto:membership@alderhey.nhs.uk) and sending through your stories and/or pictures.

We would love to feature some of you in our next newsletter and even our NHS 70th Birthday exhibition!