



15 April 2020

We sincerely value our Foundation Trust members and at this difficult time, I want to reassure you that we are taking all possible steps to protect our patients, visitors and staff, and to highlight some of the things going on across our Hospital Trust.

Visiting patients and relatives' phone line

We have taken the really difficult decision to suspend all visiting to the hospital except in a few exceptional circumstances. We have further tightened restrictions on visitors to end all visiting on wards where patients require mechanical support for their breathing, including visits to patients receiving end of life care. Visits to patients receiving end of life care in other parts of the hospital are still possible with the prior agreement of the nurse in charge of the ward.

I appreciate how difficult it is when a loved one is in hospital, so we are encouraging patients to stay in touch with their relatives using video calling apps on their mobile phones using the free Wifi available throughout the hospital. We have also introduced 'FamilyView' to help families stay in touch.

We have opened a relatives' line which can be used to get immediate updates on a patient's condition and to pass messages on. Because this line is busy, and to maintain confidentiality, we would ask that one family member is nominated on a daily basis who might pass information to other family members. Where there is a change in condition in a patient, staff from the ward will contact the family directly. The line is open daily from 7am to 8pm.

Further, we have created an e-mail inbox thinkingofyou@bthft.nhs.uk, which is an inbox where people can send videos and messages of support for us to play to patients.

More information on the ways in which you can keep in touch with loved ones whilst they are staying with us is available [here](#).

Appeal for crafted hearts

The fabulous team working in the Intensive Care Unit (ICU) have launched an appeal for crocheted/knitted/sewn pairs of hearts. Visiting restrictions during the pandemic mean that families of patients in ICU can't visit, and sadly patients will sometimes die separated from their loved ones. One heart will stay with the deceased patient, the other will be sent to the family. For Muslim families we will send prayer beads instead. If you wish to donate hearts they can be sent to the hospital: FAO ICU, Bradford Royal Infirmary, Duckworth Lane, Bradford BD9 6RJ. Hearts should be able to fit into a greetings card, and should be as flat as possible. A suggested crochet pattern can be found [here](#).

On the Front Line podcasts

Professor John Wright, a public health doctor, and Director of the Bradford Institute of Health Research is recording a series of interviews with colleagues of all levels working in the hospital about how coronavirus is affecting them and their work. Each new episode is broadcast on Radio 4 at 11 am every Tuesday. You can catch up on this fascinating insight into how the hospital is pulling together to overcome many of the challenges presented by the coronavirus outbreak by listening to the podcasts available on the BBC website:

<https://www.bbc.co.uk/programmes/m000h5l1/episodes/downloads>

The NHS Hospital Heroes appeal

As well as being Chairman of the Trust, I am also Chairman of the Hospital Charity. The coronavirus pandemic has placed immense pressure on NHS services in Bradford and beyond, with staff across our hospitals working around the clock to care for patients. Staff in every area of the hospital are working hard – from the front-line to the back office. They have families, just like you, who they must leave behind to keep our NHS working for everyone. They have risen to the challenge of the pandemic, and continue to come to work and put patients first.

We need your help now more than ever. We have launched the NHS Hospitals Heroes Appeal to support our staff across Bradford Teaching Hospitals and to encourage the public to show their support. You can do this in several ways: donate through our Just Giving account, businesses can donate goods or services, join our army of NHS volunteers and send messages of support.

More information on how to do each of these can be found [here](#).

CQC Rating: Good!

CQC has published its latest inspection report and I'm delighted to be able to say that they have rated the trust as Good, an improved rating from our previous 'requires improvement'. Inspectors visited unannounced both Bradford Royal Infirmary and St Luke's Hospital several times between November and January. During the course of their inspection they looked at four core services: maternity, medical care (including older people's care), children and young people's care and outpatients, and they looked at whether the Trust was safe, effective, caring, responsive and well-led. For the first time, the Trust also had a 'Use of Resources' assessment (a way of determining whether we make good use of the resources available to us) which was also rated as 'Good'.

Inspectors identified many areas of outstanding practice, and also highlighted some areas for improvement. More information about the findings can be found [here](#), and a copy of the inspection report can be found on the [CQC website](#). This is a fantastic achievement for us here in Bradford and I am very proud of all the staff working at the Trust.

Stay up to date

Please follow our official Twitter account (@bthft) and visit our website (www.bradfordhospitals.nhs.uk) to keep up to date with what's happening. As Foundation Trust members your support and feedback is invaluable to us. Thank you for being there for us.

Regards,



Dr Maxwell Mclean
Chairman
Bradford Teaching Hospitals NHS Foundation Trust

Keeping in touch... key contact information

Trust Membership Office
Trust Headquarters,
Chestnut House
Bradford Royal Infirmary
Duckworth Lane
Bradford BD9 6RJ
01274 364794
General membership: members@bthft.nhs.uk

To contact our governors directly you can email Governors: governors@bthft.nhs.uk

For more about our Foundation Trust and our Governors please visit www.bradfordhospitals.nhs.uk/our-trust/how-we-make-decisions/