Members' NEWSLETTER

The latest news from...

Wirral Community Health and Care NHS Foundation Trust

Wirral University Teaching Hospital NHS Foundation Trust

October 2026

Message from Tony Cragg and Eileen Hume, Lead Governors of WUTH and WCHC





Dear Governors and Members,

We are writing to you today to formally introduce ourselves as your newly appointed Lead Governors. It is an absolute privilege to take on this role, and we are looking forward to working with and representing all of you.

Before looking ahead, we want to take a moment to express our sincere gratitude to Lynn Collins and Sheila Hillhouse for their exceptional contributions. Their dedication to representing our Governors and Members during their tenure as Lead Governors has been outstanding. Both are certainly a hard act to follow, but we are committed to building upon the strong foundation they have left us.

Well, there is a lot to update you on!

Hopefully, you are now fully aware of the ongoing integration between WUTH and the WCHC. We are pleased to report that this process is moving forward at pace. The advantages of this collaboration are already becoming apparent, particularly in how it enables us to take the services of Wirral, and the wider area we serve, directly into the heart of the community.

In the spirit of this integration, we as Governors are also working closely in collaboration to ensure we effectively represent your voices and support the evolving needs of the Trust.

We look forward to keeping you updated on our progress and hearing your feedback in the months to come.

You can find your constituency Governor, previous Council of Governors meeting documents and future meeting dates on our dedicated Members website, **https://www.wuth.nhs.uk/governors/meet-our-governors/** or **https://www.wchc.nhs.uk/about/board-governors/governors/**

If you have any questions or would like to contact your constituency Governor about a matter, get in touch via wuth.trust-secretary@nhs.net.

Warm regards,

Tony Cragg, WUTH Lead Governor

Eileen Hume, WCHC Lead Governor

WUTH and WCHC Annual Members' Meetings – 11 November

Wirral University Teaching Hospital NHS Foundation Trust (WUTH), which runs Arrowe Park Hospital and Clatterbridge Hospital, will hold its Annual Members' Meeting on Wednesday 11 November at 10:30 in the Lecture Theatre, Education Centre, Arrowe Park Hospital.

Wirral Community Health and Care NHS Foundation Trust (WCHC), which runs St Catherine's Health Centre and Victoria Central Health Centre, will hold its Annual Members' Meeting on Wednesday 11 November from 13:00 in the Community Centre, St Catherine's Health Centre.

The meeting is an opportunity for people across Wirral to engage with their local hospitals, ask questions, meet staff and learn about improvements made over the past year.

Members of the public and the Trust will join the Board of Directors and Council of Governors to hear about:

- Achievements during 2025/26;
- The Trust's financial position; and
- Clinical services integration update

The Notice of the WUTH Annual Members' Meeting is available **here** and the Notice of the WCHC Annual Members' Meeting is available **here**.

To RSVP or submit a question in advance, email wuth.trustsecretary@nhs.net or call 0151 678 5111 and indicate which meeting you wish to attend.

New urgent and emergency care facility opens in Wirral



A major new urgent and emergency care facility has officially opened at Arrowe Park Hospital, marking the largest capital investment on the site since the hospital first opened in 1982.

The £40m development brings together the Emergency Department and Urgent Treatment Centre into a single, state-of-the-art facility with one point of entry, helping patients access the right care more quickly and efficiently. A dedicated Children's Emergency Department has also been created, providing a significantly improved environment for young patients and their families.

The project has been delivered through partnership working between Wirral University Teaching Hospital, Wirral Community Health and Care, and organisations across the local health and care system. Importantly, it also represents a major milestone in the closer integration of WUTH and WCHC services as both organisations work towards becoming a single Trust in 2027.

The new facility is expected to benefit thousands of patients each year, providing a modern environment that supports staff to deliver safe, high-quality urgent and emergency care for local communities.

Read the full story on our website.

Reviewing our strategy and future priorities



Our two Trusts came together to review progress against the 2025/26 Strategic Priorities and begin shaping delivery plans for 2026/27, aligned to the organisations' Joint Strategy, Objectives and Priorities.

The session highlighted a range of achievements across both Trusts, including improvements in ambulance handover times, Endoscopy JAG reaccreditation, innovative use of the My Mobility App in surgical pathways, and strong performance across Community Diagnostic Centres.

WCHC also showcased continued improvements in waiting times, successful partnership working with North West Ambulance Service through its Urgent Community Response and Clinical Assessment Service pathways, and UNICEF Gold Accreditation for its 0–19+/25 services.

The event provided an opportunity for teams to share learning, celebrate success and strengthen collaboration, supporting the organisations' shared ambition to improve outcomes for local communities.

WCHC Retains 0-19+ Service Wirral contract for five more years

Wirral Community Health and Care NHS Foundation Trust (WCHC) has successfully retained the contract for its 0-19+ Service Wirral for a further five years, following a competitive tender process.

Commissioned by Wirral Council, the service supports more than 71,000 children and young people across Wirral, delivering a range of programmes including Health Visiting, School Nursing, Breastfeeding Support and the Family Nurse Partnership for young parents.

Since 2015, the service has worked alongside families, schools, community organisations and local partners to provide accessible, evidence-based support that helps children and young people achieve the best possible start in life. Alongside universal services, targeted support is available for families who need additional help.

The contract award reflects the Trust's strong track record of delivering high-quality services and improving outcomes for children, young people and families. It also follows recent recognition through the UNICEF UK Baby Friendly Initiative Gold

Award, the highest level of accreditation for infant feeding and parent-infant relationship support.

Lindsey Costello, Service Director, said: *"Retaining this contract is a testament to the dedication, expertise and compassion of our staff, and the high-quality services they deliver every day for children, young people and families across Wirral."*

To find out more about our 0-19+ services visit our **dedicated website** for children and young people.

Think…Contraception…before 21 days!



A new public health campaign is encouraging parents across Wirral to think about contraception early after having a baby, highlighting that fertility can return in some cases as soon as 21 days after birth.

Funded by Magenta Living, the Think…Contraception…before 21 days! campaign aims to improve awareness of postnatal contraception and ensure families have access to the information and support they need to make informed choices about their reproductive health. The campaign, launched at Stagecoach bus depot, encourages people to plan ahead and have conversations about contraception before fertility returns.

Campaign messages are being seen by residents across the borough through a range of channels, including social media, radio advertising, video content, bus stop displays and external advertising on buses.

Sexual Health Wirral provides free contraception services and advice, including contraceptive pills, implants, injections, coils, patches, emergency contraception and condoms. For more information about the campaign and the support available, visit the **Trust's public website**.

WUTH and NWAS partnership transforming stroke care across Wirral



A pioneering partnership between Wirral University Teaching Hospital (WUTH) and North West Ambulance Service (NWAS) is helping stroke patients receive life-saving treatment faster than ever before.

The innovative pre-hospital stroke triage service enables ambulance crews to connect directly with hospital stroke specialists while patients are still on their way to hospital. This allows specialist teams to prepare in advance, helping patients access urgent scans and treatment more quickly on arrival.

One patient to benefit is Martyn Olver, a 47-year-old teacher from Bebington, who walked out of hospital less than 24 hours after suffering a serious stroke. Thanks to rapid assessment and treatment, Martyn returned to teaching full time just three months later.

The service forms part of ongoing efforts to improve stroke care across Cheshire and Merseyside, with clinicians highlighting that rapid treatment can significantly reduce the risk of long-term disability and improve recovery outcomes.

Read the full story on our website.

New Diabetic Eye Screening Clinic Improving Access in Birkenhead



A new diabetic eye screening clinic at St Catherine's Health Centre, Birkenhead, is helping more people with diabetes access essential eye checks closer to home.

Delivered by Wirral University Teaching Hospital's Diabetic Eye Screening Programme, the clinic was introduced to improve screening uptake in an area where attendance has traditionally been lower. Early results show it is reaching people who have never previously attended screening, as well as those who had stopped attending appointments.

Regular diabetic eye screening is vital because eye disease often develops without symptoms. Detecting changes early allows treatment and monitoring to begin before sight is affected.

The clinic also offers convenient access, with free parking and good public transport links, making it easier for patients to attend appointments.

Read the full story on our website.

Cardiorespiratory Team gains prestigious scientific training accreditation



The Cardiorespiratory Team at Wirral University Teaching Hospital has achieved national Scientific Training Programme (STP) accreditation across both its Respiratory and Cardiology services, alongside securing funding to support the development of future healthcare scientists.

The accreditation recognises WUTH as a high-quality training environment and reflects its commitment to investing in education, innovation and the next generation of specialist healthcare professionals. Healthcare scientists play a vital role in diagnosing and monitoring conditions, supporting treatment decisions and helping to improve patient outcomes. The achievement marks an important milestone for the Cardiorespiratory Team and reinforces WUTH's reputation as a centre for learning, research and clinical excellence.

Read the full story on our website.

Organ Donation Memorial Unveiled at Arrowe Park Hospital



A new memorial celebrating organ donors and their families has been unveiled at Arrowe Park Hospital to mark Organ Donation Week.

The striking sculpture, The Gift, has been created by Wirral artist Emma Rodgers and takes the form of an oak tree. The memorial provides a permanent place for reflection and remembrance, with metal leaves bearing the names of organ donors and space for further names to be added in the future.

Donor families, hospital colleagues and members of the Organ Donation Committee attended the unveiling, which highlighted the life-changing impact of organ donation and the importance of discussing donation wishes with loved ones.

The unveiling coincided with Organ Donation Week, which encourages people to record their decision on the NHS Organ Donor Register and talk to their family about their wishes.

Read the full story on our website.

Mayor Joins Dementia Care Event to Champion Patient Safety



The Mayor of Wirral joined NHS teams, patients, carers and community organisations at events marking World Patient Safety Day, with a focus on supporting people living with dementia.

Held at St Catherine's Health Centre and Arrowe Park Hospital, the events brought together colleagues from Wirral University Teaching Hospital, Wirral Community

Health and Care, and local partners including Alzheimer's Society, Age UK Wirral, Healthwatch Wirral and Wired.

Visitors were able to learn more about dementia support services, advice for carers and families, and ways to promote good brain health. The events also highlighted the importance of joined-up working across health, care and community organisations to create a more dementia-friendly Wirral.

As part of the awareness campaign, St Catherine's Health Centre and Arrowe Park Hospital were illuminated orange to mark World Patient Safety Day.

Read the full story on our website.

Corridor Care focus

Maintaining patient flow and preventing corridor care is in the best interests of our patients and this is everyone's responsibility. Colleagues from WUTH and WCHC came together for their first Corridor Care Summit back in April to focus on what all teams can do to maintain patient flow in our hospitals and in the community and to reduce corridor care.

Hosted by the Executive Team, the day brought together teams to share learning, hear powerful patient and staff experiences, and explore practical solutions. Through collaborative discussions, colleagues identified actions to improve services and patient experience.

The next summit took place on 13 October brings teams back together to reflect on the progress made, understand where challenges remain, and agree the actions we need to take collectively to accelerate improvement. With winter approaching and pressures across our system continuing to grow, it is more important than ever that we maintain our focus on eliminating corridor care and improving the experience of both patients and colleagues.

Urgent Medical Assessment Centre expansion

The Urgent Medical Assessment Centre (UMAC) at Arrowe Park Hospital has been expanded to improve patient flow at the front door.

UMAC capacity has been increased to include 20 treatment chairs, five treatment recliners and six trolleys. A reconfiguration has resulted in the Medical Short Stary Ward merging with Acute Medical Unit to create a single, larger Acute Medical Unit (AMU), increasing AMU capacity from 27 beds to 37 beds.

The changes have been made to support patient flow, improve patient care and safety, while enhancing patient and staff experience. This forms part of ongoing work to strengthen pathways across acute medicine and same date emergency care (SDEC) and improve the movement of patients through the front door.

ANPR introduced at Arrowe Park and Clatterbridge Hospitals

A new Automatic Number Plate Recognition (ANPR) system has gone live at Arrowe Park and Clatterbridge hospital car parks.

Barriers to car parks have been removed, easing entrance and access to the car parks. Visitor car parks are now clearly colour coded in blue and staff car parks in orange.

ANPR has been introduced to enhance accessibility and make parking at the hospital easier and safer for staff, patients and visitors including Blue Badge holders. The system is designed to ensure the efficiency and smooth operation of the hospital by ensuring that patients, visitors and staff park in allocated car parks.

Run as a partnership between WUTH and Parkingeye, ANPR uses cameras to capture number plates of vehicles as they enter and exit the site to ensure correct tariffs have been installed. Visitors no longer need to insert tickets at the barrier and can pay on the number of card payment machines at sites or at an allocated cash payment machine.

First-ever joint Staff Awards finalists announced

Our finalists for the 2026 Better Together Staff Awards have been revealed, marking a significant milestone as WCHC and WUTH prepare to host their first-ever joint staff awards celebration.

The awards recognise the outstanding individuals and teams who go above and beyond to deliver high-quality care, support colleagues and improve services for patients and local communities. Following a fantastic response to the nominations process from staff and patients, finalists have been shortlisted across a wide range of categories, showcasing the dedication, compassion and innovation found across both organisations.

Bringing colleagues together from WCHC and WUTH, the Better Together Staff Awards reflect the growing partnership between the two Trusts and provide an opportunity to celebrate the people and teams making a difference every day.

Congratulations to all those shortlisted. Winners will be announced at the awards ceremony on Friday 20 November.