

# Being a governor

**A handbook for foundation trust governors**





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# Welcome and introduction

We appreciate your interest in becoming a governor for Warrington and Halton Teaching Hospitals NHS Foundation Trust. The council of governors, consisting of both elected and appointed members, serves as the voice for our community and staff, helping to shape the trust's strategic direction.

This handbook has been created to clarify your role and responsibilities, serving as a handy reference for all aspects of being a foundation trust governor.

As a foundation trust governor, you will have two main duties: to hold the non-executive directors accountable for the Trust board's performance and to represent the interests of NHS foundation trust members and the public in your area.

This is a voluntary position, and you will receive comprehensive induction and training once elected or appointed. Our governors come with diverse knowledge and experience, often from outside the NHS.

Reasonable travel expenses will be reimbursed with the necessary receipts and expense claim forms. We are here to provide support and guidance throughout your term or if you're considering running for governor in the next election.

If you are elected, congratulations! We look forward to welcoming you at the induction. Please feel free to reach out with any questions or concerns in the meantime.

We are committed to supporting your development as a governor, ensuring you feel confident and fulfilled in your role as we strive to meet the needs of those we serve.

You are joining us during an unprecedented period of change. The NHS 10-year plan will no doubt change the role of governors in the future, and we await clarification on how it will impact on our responsibilities.

There is also work to bring together community and hospital services through the Better Care Together integration programme. Plans are progressing to become a single organisation and this will be through the acquisition of Bridgewater Community Healthcare by Warrington and Halton Teaching Hospitals.

We as governors, are extremely excited with this step forward as it allows the redesign of patient care incorporating home and community as well as hospital services.

We hope you feel as enthusiastic about the new developments as we are, and look forward to working with you!



**Sue Fitzpatrick**  
Lead Governor

Public Governor,  
Warrington and Halton



**Diane Nield**  
Deputy Lead Governor

Public Governor,  
Warrington and Halton

# About the Trust

**Warrington and Halton Teaching Hospitals NHS Foundation Trust (WHH) serves 330,000 residents across Halton and Warrington boroughs. Services are provided at two hospital sites and more than 30 community hub and facilities across the borough.**

Services at WHH are delivered by our workforce of nearly 5,000 staff, many of whom live in the boroughs we serve.

We are rated highly for our patient care, the way we look after our staff and for clinical outcomes.

The Trust is part of the Cheshire and Merseyside Integrated Care System which is known as NHS Cheshire and Merseyside. Within this context Warrington and Halton operate as place-based partnerships which aim to develop a plan to address the broader health, public health and social care needs of the local population and design the delivery of integrated services to address these.

These partnerships are known respectively as 'Warrington Together' and 'One Halton' and involve the NHS, local authorities, community and voluntary organisations plus local residents and people who use health and social care services.

**Services provided at Warrington Hospital include:** emergency care, surgery, general medicine, children's services (paediatrics), cardiac care, stroke care, cancer care, elderly care, maternity, gynaecology, neonatal, orthopaedic trauma, critical care and ophthalmology.

**Support services include:** occupational therapy, pathology, physiotherapy, pharmacy, dietetics, outpatient services, diagnostic services, radiology and a range of specialist nursing services.

**Services provided at Halton Hospital include:** general surgery, urology, endoscopy, cancer care, chemotherapy, and outpatient care.

**Support services include:** breast care centre, occupational therapy, physiotherapy, dietetics, outpatient services, diagnostic services and a range of specialist nursing services.

Halton Hospital is also home to the CanTreat Chemotherapy Centre, Macmillan Delamere Support and Information Centre, Warrington and Halton Diagnostics Centre and the Runcorn Urgent Treatment Centre (UTC).

## Community hubs

In addition to our hospitals, we also provide services through a network of more than 30 community hubs and mobile facilities. We also offer virtual options to improve access to quality care and reduce health inequalities. Examples include:

- Bath Street Health and Wellbeing Centre, Warrington
- Halton Health Hub, Runcorn Shopping City
- Living Well Hub, Warrington
- Mobile breast screening services
- Virtual wards – using advances in technology and infrastructure to enable patients to receive the care, they need at home rather than in hospital
- Virtual consultations – offering video outpatient appointments to enable flexible and responsive care

## Our Mission

We will be outstanding for our patients, our communities and each other

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## Our Vision

We will be a great place to receive healthcare, work and learn

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## Our Aims



### QUALITY

We will always put our patients first, delivering safe and effective care and an excellent patient experience



### PEOPLE

We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future



### SUSTAINABILITY

We will work in partnership with others to achieve social and economic wellbeing in our communities

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## Our Values



**Working Together**



**Excellence**



**Inclusive**



**Kind**



**Embracing Change**

# Our objectives

We have three strategic aims framed around Quality, People and Sustainability. Supporting these are 12 strategic objectives which will be realised through a set of associated priorities, programmes and plans.



## QUALITY

We will always put our patients first, delivering safe and effective care and an excellent patient experience

1

### Patient safety

We will enhance our patients' safety and develop a learning culture where quality and safety is everyone's top responsibility.

2

### Clinical effectiveness

We will ensure practice is based on evidence so that we do the right things in the right way, to achieve the right outcomes for our patients.

3

### Patient experience

We will place the quality of patient experience at the heart of all we do, where 'seeing the person in the patient' is our norm.

4

### Research, development and innovation

We will work in partnership on high quality clinical research for the benefit of patients, public and staff.



## PEOPLE

We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future

5

### Looking after our people

We will prioritise the safety, health, wellbeing and experience of our people to ensure work has a positive impact.

6

### Innovating the way we work

We will embrace new ways of working to attract and retain an engaged, responsive, diverse and flexible workforce to care for our patients.

7

### Growing our workforce for the future

We will support personal and professional development, ensuring equal access to opportunities, and nurturing, growing and developing diverse teams.

8

### Belonging in WHH

We will enable staff to have a voice through the development of a just and learning culture.



## SUSTAINABILITY

We will work in partnership with others to achieve social and economic wellbeing in our communities

9

### Working in partnership

We will work collaboratively to provide sustainable, high quality acute services and to support prevention and integrated care in the community.

10

### Working responsibly

We will continue to address health inequalities, creating social value for our communities, and progressing our Green Plan ambitions.

11

### Sustainable estate and digitally enabled

We will provide our services in a fit for purpose estate, supported by the realisation of digital opportunities.

12

### Financial sustainability

We will develop and deliver financial sustainability plans with our staff, system partners and stakeholders.



# Our future plans

**Our vision for the future of Warrington and Halton Teaching Hospitals NHS Foundation Trust is to be a great place to receive healthcare, work and learn. We are committed to providing high quality, safe, and sustainable services, delivered by staff who are trained and supported to deliver their best work, and we will work with our partners, across all levels of health and social care, the voluntary sector and the independent sector, to achieve this and meet the needs of our local population. We have three strategic aims framed around Quality, People and Sustainability, which underpin our vision.**

We are working to improve healthcare services for our communities and have embarked on a process of integrating community and hospital services provided by Bridgewater Community Healthcare and Warrington and Halton Teaching Hospitals. By coming together, we will make our services stronger and more resilient for the future.

This includes establishing a formal partnership to deliver greater integration of hospital and community services. With shared leadership and governance arrangements we will bring together the best of both organisations and create the environment for high-quality clinical and corporate services to thrive. These changes will help us develop new models of care, with more care delivered at home and in the community with the continued involvement of a wide range of partners and voices, including, primary care, local authorities and people with lived experience.

Our strategic direction for the development of our estate and buildings will support the future delivery of strong and sustainable services for communities in Halton and Warrington. Halton Hospital is evolving into a key centre for elective treatment, including planned surgery, procedures and diagnostics. In the past year we have opened a £5m Endoscopy Hub and the £11m Warrington and Halton Diagnostics Centre to offer new MRI and CT services to more than 30,000 patients annually.

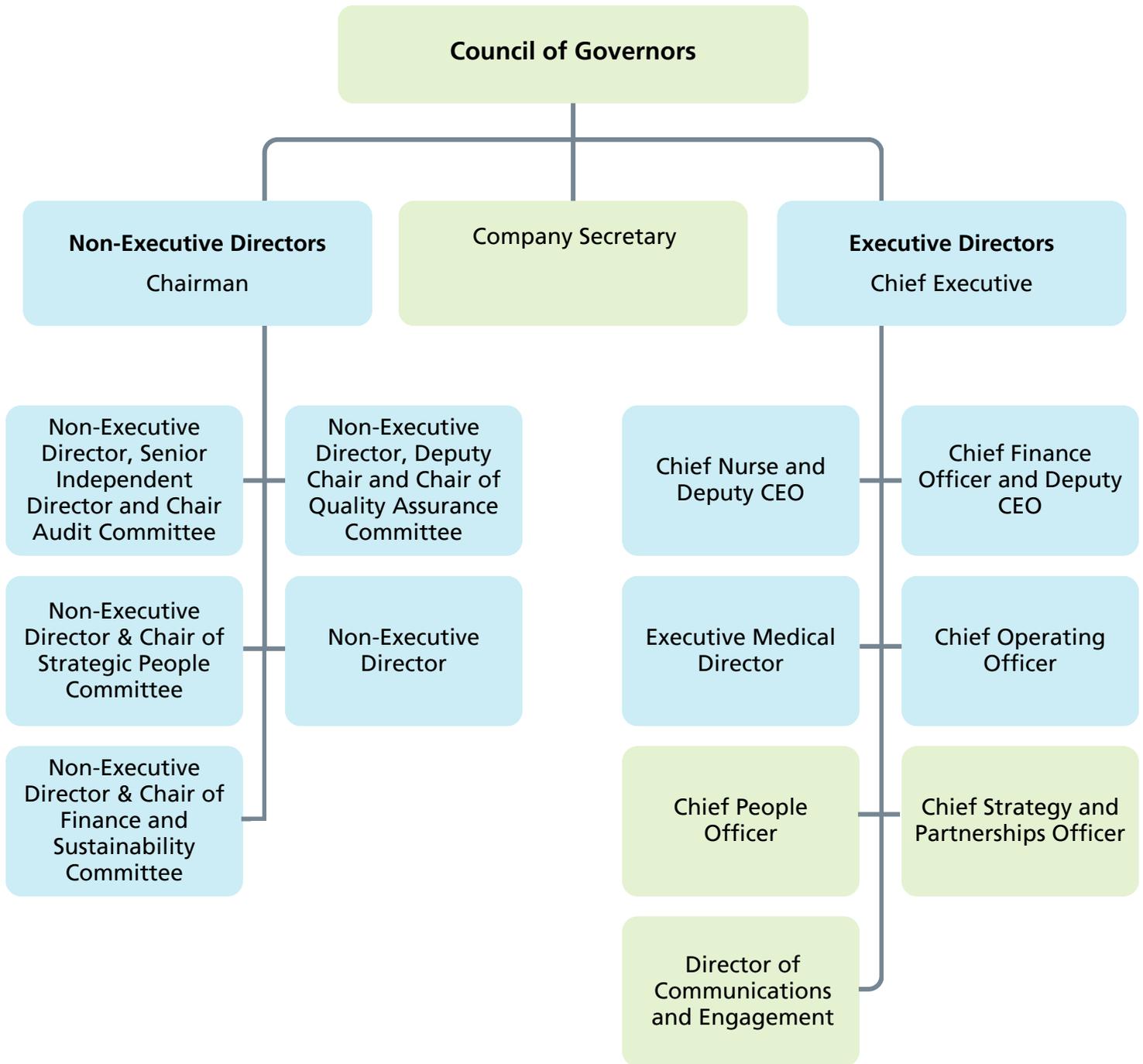
Integration will also help our organisation and partners to better co-ordinate the use of public facilities across our boroughs to help us deliver more care in community settings, where safe to do so. This will include providing more care from homes but also clinics, health centres and health hubs.

We have already successfully introduced this approach with recent developments including Halton Health Hub (located in Shopping City, Runcorn) and the Living Well Hub (located in Warrington town centre), enabling our staff to deliver more services in accessible locations away from our main hospital sites.

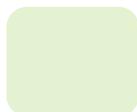
These developments will create the best conditions for staff to provide excellent patient care, in an environment where people want to be cared for and where people want to work. They will also support us to innovate, address health inequalities and deliver a green and sustainable future.

# How the Trust is organised

## Trust Board



Voting members



Non-voting members

# Care groups

## Planned Care

Digestive Diseases	Surgical Specialties	Women's & Children's
<ul style="list-style-type: none"> <li>Gastroenterology</li> <li>General Surgery</li> <li>Upper Gastro-intestinal Surgery</li> <li>Colorectal Surgery</li> <li>Endoscopy</li> <li>Breast Surgery</li> <li>Anaesthetics</li> <li>Liaison Pain Management</li> <li>Pre-operative Assessment</li> <li>Wards A4, A5 Gastro, A5 Elective, B4</li> <li>Planned Investigations Unit</li> <li>Theatres</li> <li>Post- Anaesthesia Care Unit</li> <li>CT Room</li> </ul>	<ul style="list-style-type: none"> <li>Trauma and Orthopaedics</li> <li>Ophthalmology</li> <li>Urology</li> <li>Ear Nose and Throat Surgery</li> <li>Audiology</li> <li>Maxillofacial Surgery</li> <li>Orthodontics</li> <li>Wards A6, B3, Captain Sir Tom Moore</li> </ul>	<ul style="list-style-type: none"> <li>Midwifery</li> <li>Obstetrics</li> <li>Gynaecology</li> <li>Colposcopy</li> <li>Paediatrics</li> <li>Neonatology</li> <li>Antenatal Day Unit</li> <li>Antenatal Clinic</li> <li>The Nest</li> <li>Birth Suite C23</li> <li>Gynaecology Assessment Unit</li> <li>Ward C20</li> <li>Neonatal Intensive Care Unit</li> <li>Wards B10 and B11</li> <li>Children's Outpatients</li> </ul>

## Unplanned Care

Medical Care	Urgent & Emergency Care	Integrated Medicine & Community
<ul style="list-style-type: none"> <li>Critical Care Medicine</li> <li>Cardiology</li> <li>Respiratory Medicine</li> <li>Cardio-Respiratory Investigation</li> <li>Diabetes and Endocrinology</li> <li>Nephrology</li> <li>Rheumatology</li> <li>Neurology</li> <li>Dermatology</li> <li>Acute Care Team</li> <li>Intensive Care Unit</li> <li>Acute Cardiac Care Unit A3</li> <li>Acute Respiratory Unit B18</li> <li>Ward C21</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Medicine</li> <li>Acute Medicine</li> <li>Emergency Department</li> <li>Same Day Emergency Care Unit</li> <li>Runcorn Urgent Treatment Centre</li> <li>Acute Medical Unit A1</li> <li>Ward A2</li> <li>Patient Flow Team</li> </ul>	<ul style="list-style-type: none"> <li>General Medicine</li> <li>Care of the Elderly</li> <li>Palliative Care</li> <li>Frailty Assessment Unit</li> <li>Ward A7</li> <li>Ward A8</li> <li>Ward A9</li> <li>Forget me Not Unit B12</li> <li>Stroke Unit B14</li> <li>Ward B19</li> <li>Ward K25</li> <li>Discharge Suite</li> <li>Integrated Discharge Team</li> </ul>

## Clinical Support Services

<ul style="list-style-type: none"> <li>Haematology</li> <li>Microbiology</li> <li>Clinical Chemistry</li> <li>Histopathology</li> </ul>	<ul style="list-style-type: none"> <li>Imaging</li> <li>Radiology</li> <li>Breast Screening</li> <li>Infection Prevention &amp; Control</li> </ul>	<ul style="list-style-type: none"> <li>Outpatients</li> <li>Pharmacy</li> <li>Therapies</li> </ul>
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## Corporate Support Services

<ul style="list-style-type: none"> <li>People: health and wellbeing, staff engagement, learning and OD, occupational health, human resources</li> <li>Digital Services</li> <li>Estates and Facilities</li> </ul>	<ul style="list-style-type: none"> <li>Finance: finance, procurement, commercial development, information, clinical coding</li> <li>Medical Education</li> <li>Corporate Nursing &amp; Clinical Education</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Governance and Quality</li> <li>Communications and Engagement and WHH Charity</li> <li>Strategy and Partnerships</li> <li>Corporate Governance</li> </ul>
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# What is a foundation trust?

A foundation trust is an NHS organisation which gives greater opportunities for people, patients and staff who have a genuine interest in the Trust to have more of a say about the way in which services are provided.

Foundation trust status is only awarded to hospitals who have shown they demonstrate the highest clinical standards, quality leadership and a great record of patient responsiveness and safety.

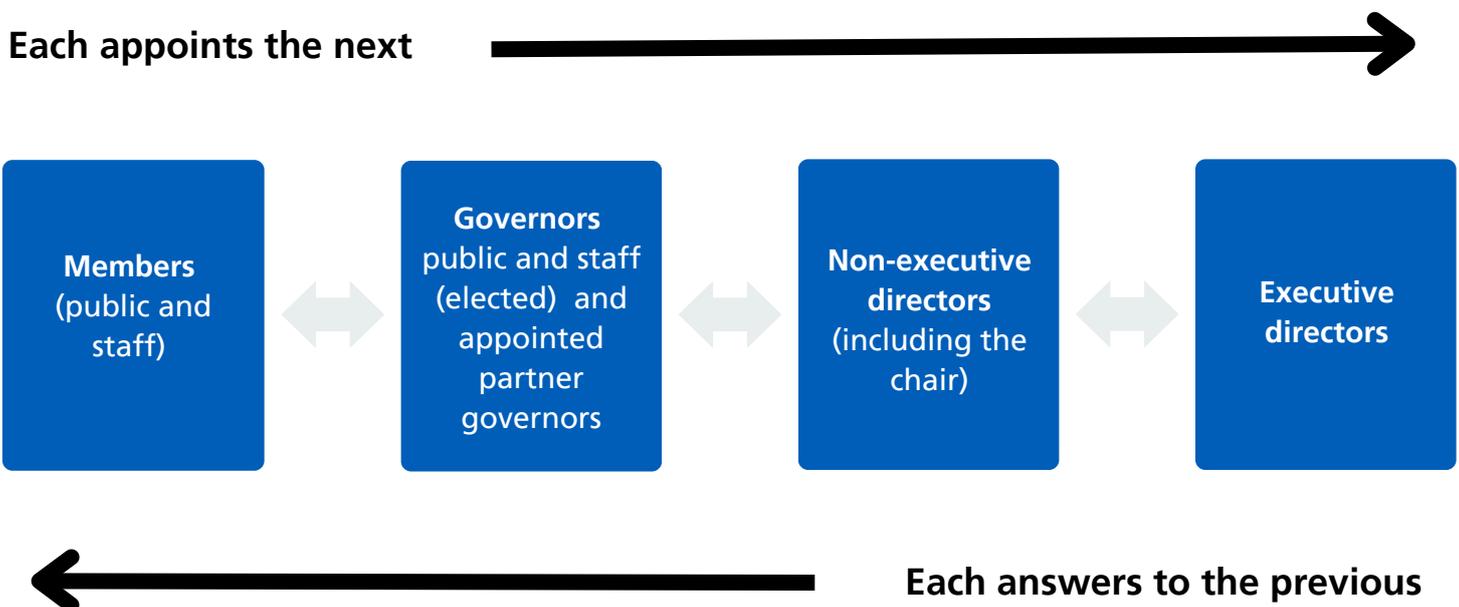
A foundation trust invites people to become public members (service users, carers, local people) and staff members. Staff become members automatically on employment with the Trust. Members elect governors to represent them.

## The difference between NHS foundation trusts and NHS trusts

### Foundation trusts:

- are not directed by government
- have greater freedom to decide (with governors and members) on the way services are run
- can retain their surplus and borrow to invest in new and improved services

## Foundation trust governance structure:

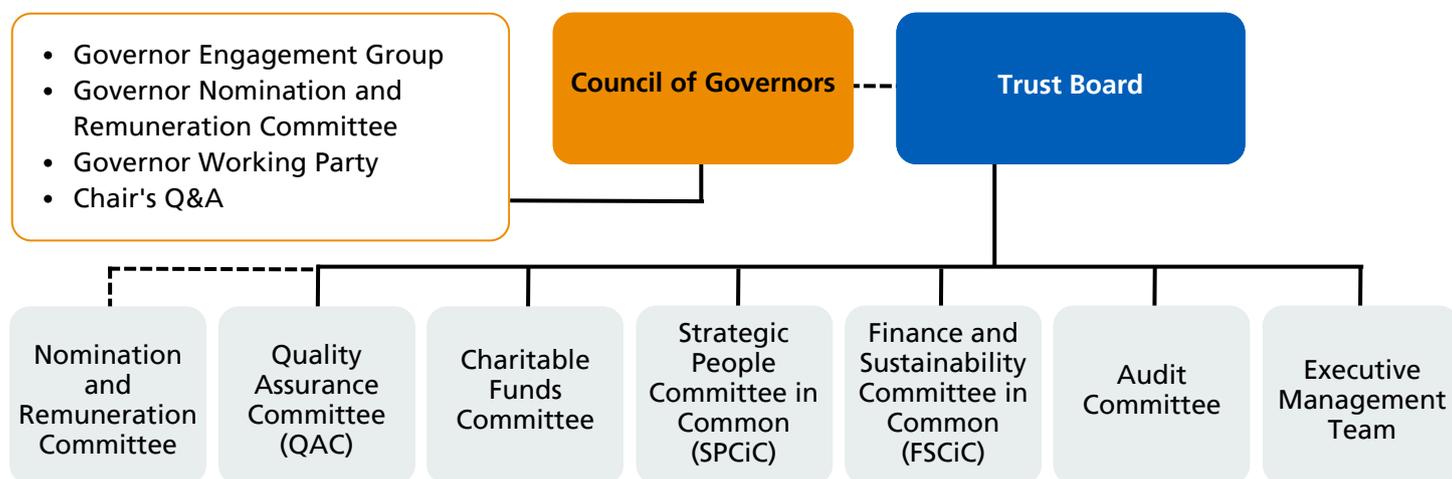


# Governance structures

The Trust has an established governance structure with the following committees, each chaired by a non-executive director, with the exception of the Nominations and Remuneration Committee and the Charitable Funds Committee, which are chaired by the Trust Chairman.

- Nominations and Remuneration Committee (a statutory committee for all foundation trusts)
- Audit Committee (a statutory committee for all foundation trusts)
- Charitable Funds Committee
- Finance and Sustainability Committee in Common
- Strategic People Committee in Common
- Quality Assurance Committee

Each committee has a nominated governor observer, who attends the meetings and provides a committee observation report to each quarterly Council of Governors meeting.



# The role of the Board of Directors

## The role of the Board

A foundation trust Board is a unitary board, as such every member has a joint responsibility for every decision of the board. The Board of Directors is made up of executive directors and non-executive directors.

The executive directors are employees, led by the chief executive and responsible for the day-to-day management of the foundation trust.

The Board is responsible for ensuring that the day-to-day operation of the Trust is as effective, economical and efficient as possible and that all areas of identified risk are managed appropriately.

The Trust Board has overall responsibility for the strategic direction of the Trust, taking into account the views of the Council of Governors. Executive and non-executive directors have an open invitation to attend meetings of the Council of Governors. The Chair of the board of directors is also the chair of the Council of Governors. They are responsible for ensuring that the Board and council work effectively together and that they receive the information they need to undertake their respective duties.

## The role of the non-executive director (NED)

- Establishing clear objectives to deliver the agreed plans and strategy and regularly review performance against those objectives.
- Ensuring the effective implementation of Board of Director decisions by the chief executive and the senior management team.
- Ensuring the long-term sustainability of the foundation trust.
- Analysing and contributing positively to the strategic development of long-term healthcare plans for the community.
- Ensuring that financial controls and systems of risk management are robust and that the board is kept fully informed through timely and relevant information.
- Promoting the highest standards of corporate and clinical governance in compliance with the NHS Foundation Trust Code of Governance.



# Council of Governors duties

The overriding role of the Council of Governors is to:

- hold the non-executive directors individually and collectively to account for the performance of the Board of Directors
- represent the interests of the NHS Foundation Trust members and of the public

Governors have a number of statutory duties, these are:

- appoint (remove) the chair
- appoint (remove) the non-executive directors (NEDS)
- decide remuneration and broader terms and conditions for the chair and non-executive directors
- approve (or not) the appointment of the chief executive officer
- appoint (remove) the external auditors
- receive the accounts at its Annual Members' Meeting

The Health and Social Care Act added the following duties:

- **represent** - the interest of foundation trust members and the public
- **hold to account** - hold NEDs individually and collectively to account for the performance of the Trust Board, including appraisal of the chair
- **approve** - significant transactions, including merger, acquisition or dissolution
- **constitution** - discuss and approve amendments to the Trust constitution
- **ensure** - that the Trust is not distracted by non-core, non-NHS work



# Council of Governors duties

## Holding NEDs to account

- appointing or removing - the chair, non-executive directors and the auditors
- questioning / challenging - non-executive directors on how the Board is delivering on the goals identified in the forward plan and strategy
- inviting - members of the Board to meetings

## Trust auditors

Trusts must appoint an external auditor to audit its annual report and accounts and other matters that arise.

The Trust's auditors are:

- MIAA - Mersey Internal Audit Agency
- Grant Thornton – external auditors

Governors work with the Audit Committee to appoint and remove the external auditors for the Trust.

## Further training

Training will be provided to governors at induction and throughout your term on the following:

- register and declarations of interest
- fit and proper persons requirement
- data protection
- media and social media
- Freedom to Speak Up
- meeting etiquette

## Governors are **not** expected to:

- run the organisation
- push personal agendas
- get involved in operation matters or deal with complaints
- direct or manage staff
- act as an advocate for individual; patients but can advise where they can access this support
- get favourable treatment of support



# Responsibilities and encouraged participation

The Trust constitution also outlines the following responsibilities for each individual governor:

- ensure that they do not miss two consecutive Council of Governors meetings in any financial year
- attend governor constituency meetings
- attend at least one governor observation visit in any financial year
- use social media responsibly upholding Trust values in line with the Nolan Principle

Constitution can be found here:



At WHH we encourage our governors to:

- attend monthly chair's briefing meeting, which are also attended by non-executive directors
- attend governor-only meetings, prior to quarterly Council of Governor meetings to plan agendas and questions
- attend quarterly governor working group meetings
- attend activities in your local communities and at the Trust, to support the development and delivery of services
- observe Board and committee meetings
- abide with Governors Code of Conduct
- respect confidentiality
- welcome and support fellow governors
- be keen to develop strong links between the Trust its communities
- be committed to learning and keeping updated
- be able to ask questions in a constructive, not confrontational manner
- be willing to read relevant documents, papers and attend relevant meetings

## Governors Code of Conduct

Governors are required to adhere to the Governors Code of Conduct:

- to act in the best interests of the Trust and adhere to its values and code of conduct
- to regularly feedback information about the Trust, its vision and its performance to its constituents and stakeholder organisations that either elected or appointed them

# Governor constituencies

There are 28 seats within the Warrington and Halton Teaching Hospitals Council of Governors. Our governors represent the views of members and are responsible for engaging with members and the public primarily within the constituencies they represent.

## Governors fall into three constituencies:

- Public governors – are individuals who volunteer their time to represent their communities – they are elected by the foundation trust membership of those communities.
- Staff governors – are employed members of staff of the Trust who put themselves forward to represent their particular professional group and include Medical and Dental, Nursing and Midwifery, Support Services, Clinical Scientists and Allied Health Professionals, Estates, Administration and Managerial.
- Partner governors - are appointed by invitation to join the Council of Governors by the Trust and are usually representatives of significant health and social care, local government, third sector partners or specific community groups.

## Those constituencies are split as follows:

### Public governors (17 seats)

- Warrington and Halton - 15 seats
- Rest of England - 2 seats

### Staff governors (5 seats)

- Medical and Dental
- Nursing & Midwifery
- Support Staff
- Estates Administration / Managerial
- Clinical Scientists / Allied Health Professionals (AHPs)

### Partner governors (5 seats)

- Warrington Borough Council
- Halton Borough Council
- Warrington and Vale Royal College
- Warrington Sikh Gurdwara
- Walking Mums Cheshire

Details of our governors in each constituency are available on the Trust website:



## Key points of contact:

**John Culshaw - Company Secretary and Associate Director of Corporate Governance**

Tel: 01925 662834

Email: john.culshaw@nhs.net

**Emily Kelso - Corporate Governance and Membership Manager**

Tel: 01925 662 297 / Mobile: 07810 638 057

Email: emily.kelso1@nhs.net

**Liz Walker - Secretary to the Trust Board**

Tel: 01925 662139

Email: Elizabeth.walker4@nhs.net

**Sue Fitzpatrick - Lead Governor**

Email: sfitz1782@hotmail.co.uk

# Membership

## About membership:

Foundation trusts are membership organisations and the membership is one way we engage with the local community.

Membership is completely free of charge to anyone over the age of 12 who lives locally or who has been a patient with our hospital. You simply need to register with us.

Members can be involved by:

- participating in surveys or focus groups
- participating in other opportunities to get involved with the work of the Trust
- electing their governor representative, by voting in governor elections
- standing for election as a governor
- keeping in touch by receiving updates from the Trust

For more information on membership visit our website under 'Get involved'

## For membership queries please contact:

WHH.foundation@nhs.net or call 01925 662139

## Composition of our membership:

The Foundation Trust membership comprises public and staff members, the figures for membership constituencies as at 31 March 2025, are detailed below:

Constituency membership 31 March 2025	
Warrington and Halton	2097
Rest of England	999
Total Public	3096
Staff	4712
<b>Total membership</b>	<b>7808</b>

Our Membership Strategy sets out how we will recruit, engage, support, and develop our NHS foundation trust membership.



Membership application form



**Supporting  
governors to  
engage in their  
communities**



# Governor Engagement Group

The Governor Engagement Group provides insight to and oversight of:

- the Working with People and Communities Strategy – workplan deployment
- the Membership Strategy
- the governor recruitment and promotion of governors in their communities
- the Trust membership newsletter
- the governor election campaigns

Governor engagement should:

- provide a link between the hospital trust and its local communities – establishing mechanisms for consulting with members and partnership organisations, particularly on developments and significant services provided by the Trust
- act as a source of ideas about how the Trust can provide services which reflect the needs of patients and the wider community
- listening to and understanding different views of members, public and representing their interests in the Trust

Governors' engagement toolkit:

- governor engagement group meetings and papers
- posters – to advertise governor activities / events
- governor election notice
- governor handbook
- membership newsletter
- website and social media – information on governors and engagement activities



# 'Experts by Experience' / volunteers

People who are willing to share their lived experiences of being in our care (including where the experience could have been improved) may be willing to help us develop our services through joining our Experts by Experience programme.

## **What does being an Expert by Experience involve?**

The input of lay people / experts by experience provides real insight into what patients and public think about services, service change plans and services.

## **Who can be involved?**

Patients, carers, foundation trust members, members of the public, community groups (multi-faith groups, former patients, charities, patient support and advocacy groups) family members; parents, young people, schools, partners etc.

## **To register an interest in becoming an Expert by Experience:**

Email: [whh.engagement@nhs.net](mailto:whh.engagement@nhs.net)

Tel: 01925 662835 or 01925 662114

## **Volunteers**

Our team of volunteers make a real difference to the experience of our patients. We have a variety of volunteer roles, with something to suit a variety of passions, skills or ambitions.

Volunteer roles include:

- Wayfinding
- Discharge lounge support
- Dementia ward support
- Chaplaincy
- Bereavement support
- WHH Charity
- Gardening
- Infant feeding
- Emergency Department support
- Ward buddy

To find out more contact 01925 662855 or email: [whh.volunteers@nhs.net](mailto:whh.volunteers@nhs.net)

# Concerns or complaints

If you are presented with a complaint, concern or question associated with an episode of care by a patient, carer or patient representative please refer to the following services:

**Questions and concerns: please always refer to PALS**

PALS (Patient Advice and Liaison Services) is a confidential service to support patients, relatives and carers.

Walk in hours at Warrington Hospital: Monday to Friday from 10am to 4pm

- Email: [whh.pals@nhs.net](mailto:whh.pals@nhs.net)
- Tel: 01925 275512 (in hours) or 01925 662281 (out of hours – voicemail)

We would always encourage patients / carers / advocates to raise matters with our PALS team or with the team providing care, but if an individual wishes to make a formal complaint there is a process detailed below.

**Complaints:**

Patients and relatives or carers are always advised to raise complaints or concerns on the spot so they can be dealt with as soon as possible.

If this has not been the case or if the complaint is after the episode of care, complaints can be made during the 'walk-in' hours at Warrington Hospital - Monday to Friday from 10am to 4pm

- Email: [whh.complaints@nhs.net](mailto:whh.complaints@nhs.net)
- Tel: 01925 275512 (in hours) or 01925 662281 (out of hours – voicemail)



## Using social media responsibly

Where people wish to use social media to express opinions that may not be those of the organisation, they should ensure that they do not identify themselves as Trust employees or representatives and furthermore state that their views are their own.

Those using social networking sites should always adhere to the Trust's vision and values, as well as codes of conduct and policies which are part of their professional and employment requirements.

You should be aware that social media sites are open to the public and may be considered public record. You should ensure that any reference made to the Trust, their colleagues, or working practices are professional, responsible and positive, whether posting from work or at home.

If you wish to associate yourselves with Warrington and Halton Teaching Hospitals NHS Foundation Trust on your social media site, you are expected to post under your real name. This demonstrates openness, honesty and accountability.

Posts must not contain anything contrary to the Trust's values and the Equality and Inclusion policy. Anything containing racist, sexist, homophobic, sexually explicit, threatening, abusive, disrespectful, or other unlawful comments must not be published. Inappropriate comments relating to protected characteristics set out in current legislation, for example disability, should also not be posted.

# Work and work experience at WHH

During conversations people may express an interest in getting more involved with the work of the Trust or gaining experience of the variety of roles and opportunities available within the NHS.

## Vacancies:

All Trust vacancies are advertised on the NHS Jobs website.

To search for jobs at Warrington and Halton Teaching Hospitals visit: [www.jobs.nhs.uk](http://www.jobs.nhs.uk) and search for Warrington and Halton Hospitals in the 'browse jobs' section.

Alternatively – search by job keyboard and location or postcode under the 'search jobs' tab.

## Work experience:

The work experience coordinator can be contacted at

[nch-tr.workexperience.edu@nhs.net](mailto:nch-tr.workexperience.edu@nhs.net). Work experience application forms can be downloaded from the work experience web page above.

## Further sources of information:

Working at WHH  
information is available at:  
[whh.nhs.uk/work-with-us](http://whh.nhs.uk/work-with-us)



Work experience information is  
available at:  
[whh.nhs.uk/work-with-us](http://whh.nhs.uk/work-with-us)



## Feeding back and keeping in touch

In all engagement and involvement activity it is important that people who have taken time to give their views and feedback feel that it has been worthwhile.

The following mechanisms for feedback are available to governors to support their engagement activity with members and their community constituencies and will support this insight to inform the Trust's work and future planning:

### For non-urgent items:

- Governor Engagement Group / constituency meetings
- For further discussion via a standing agenda item on Governor Engagement Group / Council of Governors

### For urgent items:

- Via contacting: [whh.foundation@nhs.net](mailto:whh.foundation@nhs.net) or 01925 662139

### Reporting mechanisms:

- Patient Experience and Inclusion Sub Committee
- Council of Governors (quarterly)
- Governor Engagement Group (quarterly)

There are a range of other ways to keep in touch with the work of the Trust

- Follow us social media
- Visit the website latest news

# Other sources of information

Scan the QR codes to access useful information on the Trust website.

**Getting to  
Halton Hospital**



**Getting to  
Warrington Hospital**



**Patient and  
Visitor guides**



**Feedback, advice,  
concerns and  
complaints**



**Membership  
application form**



**Shuttle bus  
information**



**Change an  
appointment**



**Contacts – switchboard,  
appointment booking,  
wards and departments**



**Engagement,  
Involvement  
and Membership**



**Trust  
services**



**Work at our  
hospitals**



**WHH NHS  
Jobs page**



# Frequently asked questions (FAQs)

## **How can patients find out about waiting times at our Emergency Department (A&E)?**

Waiting times for Warrington's Emergency Department (A&E) and the Urgent Treatment Centre at the Halton site are updated on the Trust's website.

## **How does the hospital support those with specific nutritional / dietary needs?**

On admission to a ward patients should communicate any specific nutritional or dietary requirements to the staff. Menu cards contain information asking patients to notify staff of any specific nutrition or dietary requirements so that a supplementary menu can be provided.

## **Why are patients given a choice of hospital for appointments in some cases?**

The arrangements are determined by the commissioning organisations and not all services are offered on choose and book. GPs will refer patients to a service based on the patient's home geography and current waiting times. Some services are provided across two sites, so patients can choose between Halton and Warrington.

## **Where do patients go for issues relating to primary care?**

Members of the public wishing to make a complaint about a primary care service (this includes GP practices, dentists, opticians or pharmacy services) can complain direct to the individual provider.

They can also make a complaint to the commissioner of these services, which for Halton and Warrington is NHS Cheshire and Merseyside, by:

- Telephone: 0800 132 996
- E-mail: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)
- In writing to: Patient Experience Team, No 1 Lakeside, 920 Centre Park Square, Warrington, WA11QY

## **Where can I find out about community partners?**

Any questions you have about contacts for key community partners can be directed to [whh.engagement@nhs.net](mailto:whh.engagement@nhs.net) or visit Warrington Voluntary Action's website [www.warringtonva.org.uk](http://www.warringtonva.org.uk) or Halton and St Helens Voluntary and Community Action [www.haltonsthelensvca.org.uk](http://www.haltonsthelensvca.org.uk)



This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact the Communications Team on 01925 662710

**Polish:** Niniejsza publikacja jest dostępna w alternatywnych językach lub formatach na życzenie

**Punjabi:** ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਬੇਨਤੀ 'ਤੇ ਵਿਕਲਪਕ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ

**Urdu:** یہاں شاعترخواست پر متبادل زبانوں یا وضعوں میں دستیاب ہے

**Bengali:** এই প্রকাশনাটি অনুরোধের ভিত্তিতে বিকল্প ভাষা বা বিন্যাসে উপলব্ধ

**Gujurati:** આ પ્રકાશન વિનંતી પર વૈકલ્પિક ભાષાઓ અથવા ફોર્મટમાં ઉપલબ્ધ છે

**Arabic:** هذا المنشور متاح بلغات أو تنسيقات بديلة عند الطلب

**French:** Cette publication est disponible dans d'autres langues ou formats sur demande

**Cantonese:** 本出版物可應要求以其他語言或格式提供

**Portugese:** Esta publicação está disponível em idiomas ou formatos alternativos a pedido

**Spanish:** Esta publicación está disponible en idiomas o formatos alternativos bajo petición



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