

SUMMER 2024

# STEPPING UP



*Portraits of the pandemic*

Special staff portraits commemorate their efforts during COVID-19

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# GET IN TOUCH

Stockport NHS Foundation Trust,  
Stepping Hill Hospital, Poplar Grove,  
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## New centre will speed up scans

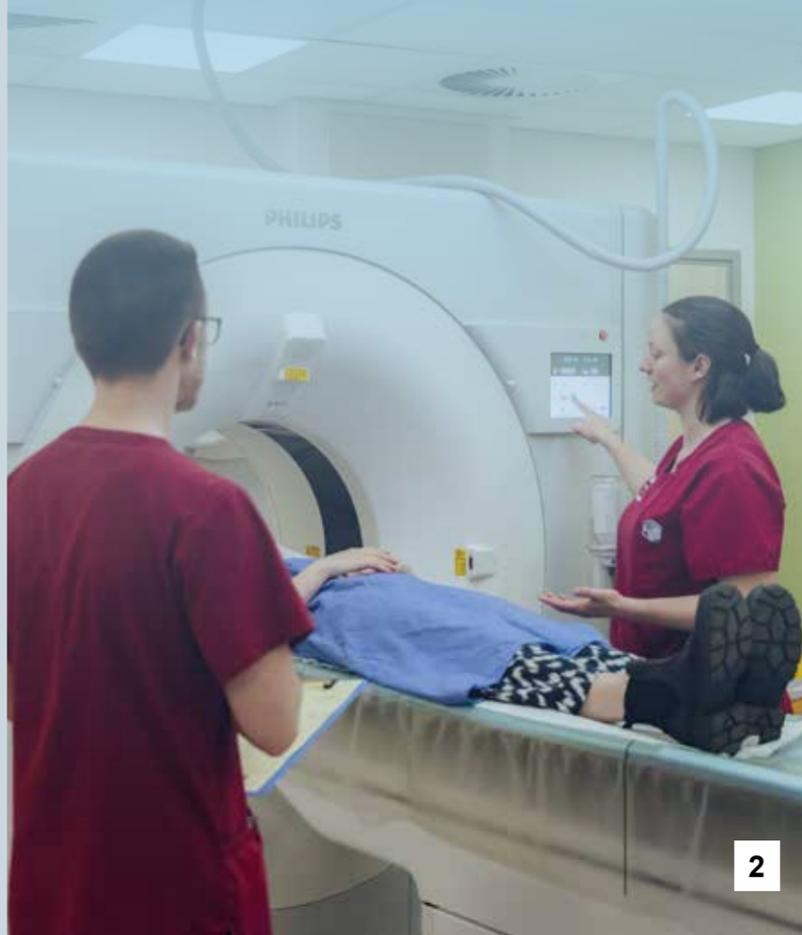


**Our new clinical centre is planned to open later in the year to help people to get the diagnostic tests they need sooner.**

The new clinical diagnostic centre is currently being constructed at Crown Point Shopping Centre in Denton, and is for patients in both Stockport and Tameside.

It's being provided together with our Tameside NHS partners, and InHealth, the UK's largest specialist provider of diagnostic solutions.

The centre will provide MR, CT, DEXA and ECHO scans, providing swifter diagnosis diagnosing for a number of conditions including cancer and heart disease.



## GREAT STEPS FORWARD FOR EMERGENCY CARE



**Building for our new emergency and urgent care campus continues to progress well.**

The new frontage is now in place and the rapid assessment centre was up and running at the start of the year, and helping us to enhance local care.

More recently, contractors have completed the handover the temporary 'majors department which will eventually become the same day emergency care centre.

Brand new facilities for staff have also opened, with bigger workspaces, new rest areas, and locker, shower and changing facilities too.

The new clinical decision unit is scheduled to follow later this year.

### EMERGENCY DEPARTMENT (A&E) ENTRANCE

As part of the ongoing building project to improve our emergency and urgent care services, the entrance to our emergency department (A&E) has moved round the corner for the next few months. It is currently opposite the Oak House main entrance, and next to Radiology C.

For further guidance on the temporary new entrance location, see this map overview.

Thank you for your patience during this time.





Ensuring the best standards of patient safety is an absolute core priority for us. Teams from across our services are frequently developing new projects to ensure standards are high, or to improve them still further.

Recently some of these projects have been recognised in the national Health Service Journal Patient Safety awards, where we have an amazing five separate finalists.

Surgical theatres, children's services, endoscopy, urology and occupational health have all been recognised for their efforts, and winners will be announced at a ceremony in London in September. We wish all finalists the best of luck.

Here, we take a look at each of the projects.

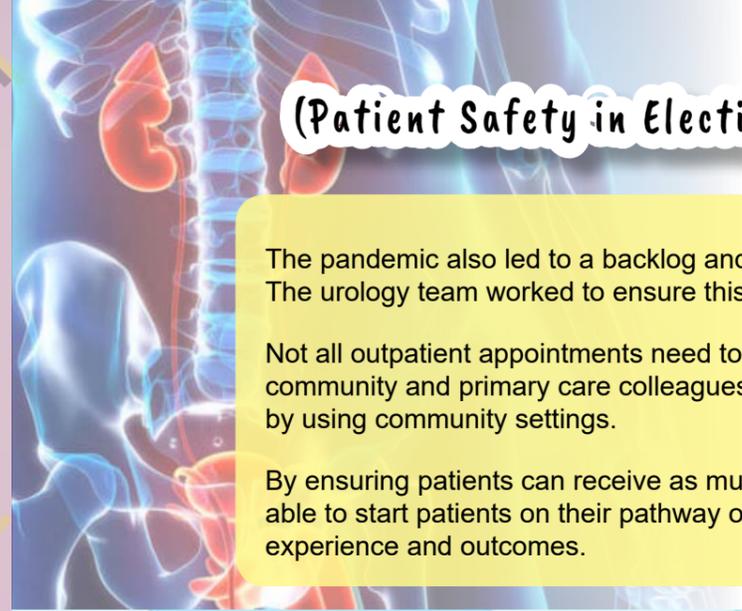
# UROLOGY

## (Patient Safety in Elective Recovery Patient Safety in Elective Recovery Award)

The pandemic also led to a backlog and waiting list increase in urology cases across the country. The urology team worked to ensure this reduced and patients got their appointments sooner.

Not all outpatient appointments need to be on the main hospital site. By working together with community and primary care colleagues, the team were able to greatly increase appointments by using community settings.

By ensuring patients can receive as much care as possible in a community setting, they were able to start patients on their pathway or treatment much sooner, which is better for both patient experience and outcomes.



# ELECTIVE SURGERY

## (Quality Improvement Initiative Award)



The COVID-19 pandemic had a huge impact in increasing waiting lists for elective surgery, and these effects are still being seen years after the end of lockdown. Many thousands were waiting longer, and there was a major backlog in trusts across the country.

The surgical theatres team took a rigorous and constructive approach, looking at the causes of delays and inefficiencies, in order to reduce this backlog while still ensuring rigorous safety standards were in place.

Elective operations were increased from around 1200 per month to nearer 1700 a month, allowing patients to get the procedures they need sooner, which is better for effective outcomes.

# ENDOSCOPY



## (Quality Improvement Initiative Award)



Endoscopy too suffered from backlogs because of the pandemic. Once again, the team here took a systematic programme of measures to improve efficiency, productivity to tackle this backlog, while also improving patient experience.

These improvements helped the team to prioritise those in need of an endoscopy for faster diagnosis of cancer, which can have lifesaving consequences.

It also gave increased opportunities for frailer patients such as the severely frail to ask further questions to reduce their worries and increase their understanding for the need and process of endoscopy. This in turn has reduced DNAs and late cancellations, again reducing the risks for these patients.

# Children's Services



## (Education and Training Award)

Caring for a child or young person who is experiencing a mental health crisis is both an immensely important and difficult task. This is a vulnerable person who requires care tailored to their needs whilst ensuring their safety.

Working closely with mental health colleagues in Child and Adolescent Mental Health Services, our children's services have introduced extensive new training for colleagues to create a safer and more supportive environment for these children and young people.

In addition to training, the team also ensured that the ward environment and resources were in place to provide a safer environment for them.

# MENOPAUSE

(Staff and Wellbeing Initiative Award)



With the demographics of the NHS workforce, the menopause will inevitably have a greater impact than in other areas of the UK working population.

45% of women indicate menopausal symptoms have a negative impact on their work, and for around a quarter of people going through the transition, symptoms can be severe and have a debilitating impact on their day-to-day life. Studies show that hundreds of thousands of individuals have left the workplace as a result of their menopause symptoms.

That's why our people directorate and occupational health teams took steps to ensure we became one of very few in the country to establish a specialist clinic for the many staff members going through menopause, greatly enhancing the support they receive, and helping them to ensure they receive the best care they can as they provide care for others.

A working day in the life of...

# Stuart Brocklehurst Estates Electrician

Our Estates team keep our hospital site going, working throughout the year to help make sure we have the facilities to provide our patient and public with care. Stuart Brocklehurst is one of the team; one of five electricians who provide support for the large estate and over 5000 staff we have on site.

Here, Stuart takes us through a typical working day.

## 7:30am

My working day starts at 8:00am, but I like to get in half an hour earlier to have a catch up with the lads and have a brew and maybe a biscuit or two. It's a good way of getting ready for the day ahead.

Before I leave for one of the jobs, I will put on my trusty rucksack filled with the tools I will need. When I arrive at the scene I assess what materials are needed, and check I have everything to complete the task in hand.

I'm always keen for a job in the kitchen and maybe, just maybe, I get offered a brew while I'm on the job (don't tell Ross my manager!)

Depending on the type of jobs, I will usually get around four or five a day. They may involve sorting mechanical breakdowns, light failures, power loss, and much more.



I've been working here five years now.

It's a satisfying job working with a good team!

## 8:15am

The first job I attend to is in one of the hospital's operating theatres – there is an issue with the lights. The lights in this theatre are not staying in place, or as we call it in the trade 'drifting'. Of course, it's important that they're stable so surgery can be performed with the right light.

The 'bush' which stops the light drifting wears down over time, and it's this which I need to adjust. The most time consuming part of the adjusting is removing all the covers, but after that, it's a fairly swift and straightforward job.



## 9:30am

The next job is seeing to an air handling motor failure. The air handling units are located in various plantrooms and on the roof space as well across the hospital site. They supply air and also extract it as well. They are fitted with two motors that share the work but like most things after running for so long they can break down. This particular motor is in the ceiling of the emergency department, and this was its moment to go – a bearing failure.

Jobs like this need more than one person on the job, so two fitters attend too. After I isolate the motor, they are able to remove the failed motor and replace it with a new one. After this, I am able to reconnect the power and everything is back up and running without too much interruption.

## 12:00pm

Mid-day is lunchtime, so I go back to the estates department for my dinner with the lads. It's good to unwind with them, and we have a good team atmosphere. After lunch it's back out into the hospital carrying on with the rest of the jobs which have been sent to my tablet.



## 12:45pm

The next job which has come through is a 'priority one' - urgent and time sensitive. The pharmacy has lost power to one of the fridges where they store some of their stock, so it's important to get this solved as soon as possible. The first point of call is the fuse board to see if anything has tripped. Everything was fine there - if only it was that easy! This one comes down to old-fashioned fault finding, and eventually I trace it to a faulty conductor. As always in such cases, I isolate the power to that circuit, and set about replacing it. After this, the circuit is tested and it's all working fine – medicines kept intact.



## 2:30pm

The next job is less urgent but still important; a light has stopped working in a doctor's office. This is a frequent job on the site; as in some parts of the hospital the lights are on 24 hours a day 365 days of the year. Lights have only a certain life span and need replacing. The estates department are replacing old and tired fittings with new LED panels which are just as bright, but only use quarter of the power of the traditional fittings, and so helping with our environmental targets. I make the replacement and so everyone's happy, especially me as it's my last job of the day! Come 4:00pm and it's time for home.

Although each day is different some times of the year there'll be particular jobs, you may have seen me putting up Christmas Tree lights at the festive time of the year. If you think it looks high up there – you'd be right!

## Perk-ups with Paddy and Pippa



Cockapoo therapy dogs Paddy and Pippa have been busy bringing cheer to patients in both Stepping Hill hospital and our Devonshire Centre.

They're just two of eight different pet therapy volunteer dogs who visit patients at our hospitals, organised with the help of the volunteer service together with the Pets as Therapy charity.

Pet therapy brings proven benefits to many patients; releasing endorphins which create a calming effect, helping to reduce stress, alleviate pain, and provide psychological support.

## ICU SONGS FOR EUROPE

A musician who plays soothing music to patients on our ICU shared the benefits with an international audience.

Classically trained Amy Bowles made a presentation to the Neurosciences in Intensive Care International Symposium held at the Institut Pasteur in Paris, as part of a series of lectures sharing evidence of the positive neurological effects which music can have for patients.

Feedback from patients, families and carers from our ICU on Amy's music has been overwhelmingly positive.



## Bowel brilliance

Our bowel cancer surgery team celebrated being named as providing some of the safest care in the country.

Results from National Bowel Cancer Audit (NBOCA) State of the Nation report reveal a 93% survival rate for patients undergoing bowel cancer, compared to the national average of 84%.

That's the best rate in the North of England, and the second best throughout England and Wales.

And that's not the only way our colleagues are providing top quality bowel care. Our IBD Advanced Clinical Practitioners (ACPs) started a new referral pathway for colorectal patients who did not have a cancer diagnosis, but did have a diagnosis of inflammatory bowel disease.

Previously these patients could wait for up to 38 weeks for a gastro referral following referral. With the new rapid access clinic from the ACPs, 40 patients have now been seen in 8 weeks or less.

As well as greatly improving patient experience, savings in additional GP appointments and emergency department (A&E) visits has saved our health services over £40k.



## A family birthday



Our Stockport Family Nurse Partnership, which helps mums and dads aged 19 or under with voluntary home visits and support, celebrated its tenth birthday together with some of the parents and babies they've supported.

The team provide invaluable support to young, first-time parents, empowering them to build strong foundations for their children's future.

Over the past decade, the service has worked with 350 families, welcomed 323 babies, and graduated 178 families from the programme in the Stockport area.

Our neonatal team proudly received the top level of FICare national accreditation, showing excellent standards of providing care which promotes greater partnership between neonatal staff and families.

They received the top Green accreditation in Family Integrated Care (known as 'FICare') following an independent assessment from the North West Neonatal Operational Delivery Network (NWNODN).

FICare helps to ensure baby and wider family members can be a family as soon as possible; creating space for necessary medical care whilst helping the nurturing bond and love they can provide for their baby.

## 30 years of progress with pain

Another service celebrated a birthday too – our acute pain service has had 30 years of caring for patients, supporting over 25,000 patients since starting in 1993.

The service has expanded from two members at its beginning to six members now, have introduced a number of innovations over the years, including the use of local anaesthetic blocks to improve pain management.

The team have won several awards for their achievements in recent years, including from the National Pain Symposium and the Health Service Journal Patient Safety Awards.





## The best in end-of-life care

We've introduced a new volunteers to help provide the best support for people during their end-of-life care.

New specialist volunteers, SWAN Companions, will be part of the new SWAN Model of Care we have introduced.

SWAN is part of a national model, helping us to keep a consistently high standard of care for patients and their families and carers during the last days and hours of life, and after death; providing compassionate and personalised care while respecting wishes and needs.



## A new model for the menopause

We've introduced a new clinic service to provide specialist support for our staff members experiencing the menopause.

Many colleagues are in the demographic likely to experience the menopause. Good menopause care is important for our workforce, as it has an impact on workforce retention levels, patient care, productivity and absenteeism.

We're one of only two NHS trusts in the country to provide this specialist service.

## A very special choir



We had a heartwarming visit to our restaurant with a performance from the Vivo Makaton Choir as part of our celebrations for Learning Disability Week.

Makaton is a unique language programme that uses symbols, signs and speech to help people communicate.

The Vivo Care Choices' Makaton Choir uses the special language in all its performances and is made up of Vivo staff and people with learning disabilities and autism who access services.

Full of

PRIDE



Colleagues showed their support for the LGBTQI+ community at this year's Stockport Pride celebrations in the town centre.

Staff set out their stall in the market hall showing the support they offer for LGBTQI+ colleagues and patients, and promoting recruitment opportunities that the Trust has to offer.

The day was a lot of fun, with a colourful parade, and entertainment including a set from Rowetta, formerly of the Happy Mondays, and a performance from actor, television personality and drag performer Kitty Scott-Claus, who has been a fan favourite from BBC's RuPaul's Drag Race UK.



# Portraits of COVID Commemoration



The COVID-19 pandemic was a tough and challenging time for us all, and our colleagues in the NHS were at the heart of it.

That's why, when Stockport Metropolitan Borough Council planned its COVID Community Commemoration Project we decided to join in by asking local artists to paint a series of portraits of selected staff members who volunteered for the project – to put a face to the pandemic.

Over 1,500 people visited the exhibition at Stockport War Memorial Art Gallery between March and April, with many leaving comments saying how affecting and moving they had found it. It also received admiring notices from the media, both regionally and nationally.

The original portraits will be displayed on our hospital site.



Lynne Wareing, Pathology Quality Manager  
Artist: Alison Murdoch



Liz Griffiths, Materials Management Supervisor  
Artist: Angela Herd Hall



Patriot Ofori-Aning, Charge Nurse, Ward E1  
Artist: Jackie Jamieson



Deb Sivori, Antenatal and Newborn Screening Midwife  
Artist: Katie Patel



Michael Mantle, Domestic Artist  
Artist: Gordon Deacon



Nesta Featherstone, Associate Director of Infection Prevention, Artist: Brigid Brind



Louise Milligan, Mortuary Team Leader  
Artist: Sarah Morley



Kitty Atkin, Senior Nurse Practitioner  
Artist: Lindi Kirwin



Left to right: Colin Wasson, Consultant Anaesthetist, Artist: David Checkley | Alexandra Clinton, Advanced Physiotherapist, Artist: Katherine Reigate | Nicola Blundell, District nurse, Artist: Ian Dawber

Our Pain Management Team were awarded by the Health Foundation backed charity 'Q' for their 'Your Pain Journey' project, which is improving both patient and clinician access to up-to-date, effective pain management.

Over 36,000 people in Stockport and the High Peak live with moderate to severe pain, and the team's project aims to inform and educate them, empowering people to make informed choices about the best management of their pain.

It allows people living with pain to be in control of their lives, not be controlled by it, and ensures they have access to the latest pain management advice and support.

The Q award has helped the project with an additional donation of £39,000.



## THE ASSOCIATION OF PHARMACY TECHNICIANS UK

One of our pharmacy technicians got recognition for her outstanding service at the Association of Pharmacy Technicians UK (APTUK) Awards, which celebrate the best in their profession.

Jenny Nasralla was a finalist in the Secondary Care Pharmacy Technician of the Year category of the awards, and she attended the celebration ceremony in Bristol.

She was shortlisted for her vision and determination, working above and beyond with her team.



## LGBTQ+ Student Support

Our recently qualified school nurse Rachel Donnelly was a finalist in the 'Learner of the Year' category in this year's Student Nursing Times Awards for her project supporting care for young LGBTQ+ students.

Rachel designed a toolkit for Stockport school nurses which has now also been adapted nationally to support LGBTQ+ students across the UK.



## The National MyCleaning Awards

*in association with NHS England*



Our cleanliness monitoring officer Sarah Irvine was shortlisted in the 'Auditor of The Year' category in the annual MyCleaning Awards, which celebrate the best in healthcare cleaning standards across both the UK and Ireland.

Sarah's role is to audit cleaning standards across the hospital site, ensuring ratings are carried out by the domestic team to ensure standards remain high.

She was praised for her positive, motivational style helping to ensure all members of the team can work efficiently and effectively.

## Greater Manchester Health and Care CHAMPION AWARDS 2024



We've had our health champions recognised by being shortlisted in two categories at this year's Greater Manchester Health and Care Champion awards.

Our stroke therapy team was the finalist for title of 'Team of the Year', and our transfer of care administrator Laura Whitaker was the finalist as a 'Rising Star'.

They joined other successful nominees representing the best in health and care across the region.



Laura Whitaker



Stroke Therapy Team

With your support, our charity continues to make a real difference, funding enhanced equipment, research and care to help improve health and wellbeing for you and your loved ones.

Supporting your local **NHS** at Stepping Hill Hospital and in the community



**Birthday treats**

Staff from Treehouse Children's Unit celebrated it's 25th Birthday with a Cake Bake Sale in the hospital restaurant to help raise money for the charity.

The charity has supported the Treehouse many times over the years, most recently with by buying and providing new ceiling tiles and projectors for use above treatment rooms in the unit, which help relieve anxiety for children whilst receiving our care.



**Comfy chairs**

Patients at our Bluebell ward will be able to relax better due the charity providing great new chairs.

The Bluebell Ward is based at the Meadows in Offerton, and is for patients with long-term complex conditions who are undergoing a continuing care assessment prior to discharge.

The new chairs have a number of different reclining settings allowing patients maximum comfort.

## NEONATAL

### Comfort & Care with Parent Rooms Refurbishment



We're proud to share with you our newly upgraded family rooms in Neonatal Unit.

The homely rooms with comfortable beds provide much needed rest for parents. Additionally, sleeper chairs convert in to a single bed and are easily moved to the nursery to sleep next to the baby.

We would like to extend our heartfelt thanks for support to the Sun Chemical Group for a wonderful Golf Day, Kate and Matt Draper for taking on the arduous challenge of multiple Marathons throughout the year, Mark Cosgrove for pounding the pavements in the Great Manchester Run, Chris Watmough at Kristopha Hair Studio embarking on a blindfolded haircut, and Romiley Golf Club for choosing us as their Charity of the Year.

All support enabling us to continuously make wonderful enhancements to care in our Neonatal Unit.

Many supporters say they are giving back in grateful thanks for the wonderful care their families and loved ones have received.



Theodore and Harriet now love to play football regularly and Felicity is a big Barbie fan. They all got to meet the nurses and see the nursery where they were cared for as new babies in 2015 and 2017, taking this opportunity to present a cheque to the team that Grandma Lynn and Neil Cousins had raised throughout their year as joint Captains at Romiley Golf Club.

## GOING GREEN

The Acute Frailty Unit is set to get a fantastic new Therapy Garden thanks to a generous Greener Communities Fund donation to our own Stockport NHS Charity from NHS Charities Together, Hubbub UK and Starbucks.



Our charity is one of eight across the UK to be awarded a Greener Communities Fund grant to create and enhance green spaces and improve access to nature for patients and staff.

The grant of £68,000 will fund a new Acute Frailty Unit Therapy Garden, transforming a neglected courtyard area into a tranquil relaxing garden space where patients with long-term health conditions, dementia or mobility issues can engage in structured outdoor activities to aid their physical and mental recovery.

New community partners Groundworks Greater Manchester will help design and create the Therapy Garden to include an Alice in Wonderland themed area!



**PLEASE SUPPORT YOUR LOCAL NHS CHARITY TODAY**

Scan the code to donate on your phone

Or visit [www.justgiving.com/stockportnhs](http://www.justgiving.com/stockportnhs)



**WANT TO KNOW MORE?**

Follow us on social media to see how we're making a difference every day:

-  @StockportNHSCharity
-  @SNHSCharity
-  @stockportnhscharity

Find out more about our work and opportunities to get involved by emailing [charity@stockport.nhs.uk](mailto:charity@stockport.nhs.uk) or calling 0161 419 4575.

# MEMBERSHIP AND GOVERNORS

Our governors represent the interests and views of both our members and the public. They play an important role in the Trust, seeking assurance from the Board of Directors and helping to shape the Trust's future priorities and plans.

You can see our current governors and where they represent below.

## Appointed:



Sue Alting  
(Age UK Stockport)



Cllr Keith Holloway  
(SMBC)

## Staff:



David McAllister



Adam Pinder

## Marple and Hazel Grove:



John Morris



Richard King



David Kirk  
(Healthwatch)



Vacancy  
(GM University)



Karen Southwick



Paula Hancock



Tony Moore



Val Cottam  
MBE

## Heatons and Stockport West:



Victoria Macmillan



Steve Williams



Sarah Thompson



Adrian Nottingham



Howard Austin



Alan Gibson



Chris Summerton



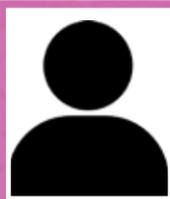
Tad Kondratowicz



Michelle Slater



Carol Greene



Vacancy



Vacancy

## Tame Valley and Werneth:

## High Peak and Dales:



Lance Dowson



Vacancy



Vacancy

## Outer Region:



Muhammad Rahman



## John Pantall

Our longstanding former governor, John Pantall, sadly passed away in October 2023.

John was a valued colleague and gave so much to the Stockport family, over 10 years as an appointed, and more recently a public governor, at the Trust.

John's contributions to the Council of Governors were always greatly valued, and he inspired much respect by everyone he worked with. He will be missed by us all.

## Governor Elections - Would you like to be a Governor?

Our governors represent the interests and views of both our members and the public. As part of the Council of Governors, you would play an important role in the Trust, seeking assurance from the Board of Directors and helping to shape the Trust's future priorities and plans.

We are looking for people from all walks of life and are keen that our Council of Governors reflects the diversity of our communities. We can also offer training and support to help you carry out your role.

We are holding elections in the following public constituencies for a 2 or 3-year term of office:

Tame Valley & Werneth

4 SEATS

High Peak & Dales

3 SEATS

Outer Region

1 SEAT

Nominations opened on Thursday 4th July 2024 and close at 5pm on Thursday 1st August 2024.

### How to apply

To be a governor you must be a member of the Trust. To find out more information about the elections, the role of a governor or to complete a nomination form online, visit: [www.cesvotes.com/stockport2024](http://www.cesvotes.com/stockport2024) or contact the Membership Team on [membership@stockport.nhs.uk](mailto:membership@stockport.nhs.uk)

## Upcoming Council of Governors Meeting Dates

17<sup>th</sup> September 2024, 4.00pm-6.00pm

9<sup>th</sup> December 2024, 4.00pm-6.00pm

19<sup>th</sup> March 2025, 3.30pm-5.30pm

Anyone wishing to observe the meetings virtually can contact the Membership Office for joining instructions - please email [membership@stockport.nhs.uk](mailto:membership@stockport.nhs.uk) or call 0161 419 5166.

## HOLD THE DATE: Annual Members' Meeting

25th September 2024, 4.00pm-5.30pm, Pinewood House Education Centre, Stepping Hill Hospital

If you would like to contact your governor and provide feedback on any of our services, you can do so via the Corporate Affairs Team: [membership@stockport.nhs.uk](mailto:membership@stockport.nhs.uk). Please note governors are not responsible for the operational management of the organisation, including responding to complaints regarding a patient's individual treatment.

The following governors can be contacted directly via the email addresses detailed below.  
Howard Austin (public governor, Tame Valley & Werneth) – [gov-howard.austin@stockport.nhs.uk](mailto:gov-howard.austin@stockport.nhs.uk)  
Chris Summerton (public governor, Heatons & Stockport West) – [gov-chris.summerton@stockport.nhs.uk](mailto:gov-chris.summerton@stockport.nhs.uk)

## GET IN TOUCH

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