

# Trust NEWS

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# Are you thinking clean?

It was all hands on deck on Monday 28 February as staff across Chelsea and Westminster launched a range of initiatives for NHS Think Clean Day.

Think Clean Day is a new scheme aimed at raising the profile of

cleaning and the benefits of good hygiene across the whole of the NHS.

It is designed to promote a team approach to cleaning and infection control as well as demonstrating what can be achieved in a short length of time.

This month's *Trust News* reveals some of the highlights.

Find out who won an 'Oscar' for replacing the most signs and why we were praised by the Department of Health.

## Stop press...

Five staff from Chelsea and Westminster got to enjoy a taste of power when they visited one of Britain's most famous addresses – 10 Downing Street.

They were there as part of a special reception hosted by Prime Minister Tony Blair and Mrs Cherie Blair on 21 March 2005 to recognise the hard work of non-clinical staff working in the NHS.

Staff included Receptionist Bernadette O'Connell, Jeff Fournier from Catering, Anisa Abdul from the Coffee Shop, Housekeeper Maria Guerreiro and Porter Miya Ahmed Patel. Exclusive photos and interviews will be in the next issue of *Trust News*.

Trust News unmask this month's Super Hero in the first employee of the month award.

Don't forget to place your vote for next month.

See page 7.



It's Hand Hygiene Week in April – find out what's happening – see pages 10 & 11



■ Pictured busting those bugs is Housekeeper from Lord Wigram Ward Juliet Williamson and Juggling John.

# Heather's view

by the Chief Executive, Heather Lawrence

Jenny Hill – Vice Chairman and Non Executive Director for 11 years – is standing down at the end of the maximum time allowable for a non executive of this Trust.

Over the years Jenny has made a significant contribution to the Trust and we will miss her energy, enthusiasm and expertise in helping to take the Trust forward.



A new financial year begins in April, but let us just pause and celebrate the success of last year where we have achieved our targets for:

- Total time in A&E – four hours or less
- Outpatients waiting times
- Outpatient and elective (inpatient and day case) booking
- Cancer – two week wait
- 12 hour waits for emergency admission via A&E post decision to admit

We are also close to financial balance. On the secondary targets, we have achieved 76% compliance on Information Governance – this is a significant improvement on last year. A&E staff worked flexibly over the Easter weekend (adult and children) to ensure we met the 98%.



The Trust Board joins me in thanking each of you for your tremendous contribution.



As we continue to develop our services we are embracing the 10 high impact changes launched in March, known as IMPaCT (see page 5). I am keen that we incorporate our service changes into a structured programme of service improvements with the aim of improving the quality of patient and staff experience.



Over the Easter weekend the Surgical Directorate, working with ISS Mediclean, re-located each surgery ward so that we can separate emergency from elective cases to maximise the efficiency of the Treatment Centre and to minimise the cancellation of operations.

We are about to launch the Corporate Plan for 2005/06 and each Directorate has its own plan – do you know the key objectives of your part of the service?



Diversity and equality is a key objective and I would like to thank those members of staff who joined the Executive Team Away Day to share their experience and to provide us with insight to help us lead a more fair organisation.

## A picture of hope

Drawings by children affected by the Tsunami disaster will be exhibited at the hospital during the first two weeks of May.

The drawings were brought here by House Officer Natalie Ryan. She has just returned from Sri Lanka where she was helping out in clinics for victims of the disaster. Natalie spent many hours with the children during special drawing sessions.

Dr Natalie Ryan said: "The sessions were an excellent opportunity for us to talk to the children about their fears. The children insisted that we bring the drawings back with us and we thought it would be a wonderful idea if we could exhibit the drawings and perhaps sell them to raise funds."

Hospital Arts made space available especially for the children's pictures. The exhibition will run from May 1 until May 14. All pictures are for sale at £25 each and all proceeds will go to the children who suffered in the Tsunami disaster.

## Cardiology GP course



The fifth annual Cardiology for General Practitioners course was held at the Trust in March.

It was organised by Trust Cardiology Consultant, Dr Simon Davies, GP Principal at Knightsbridge Medical Centre, Dr Mark Sweeney and the Post Graduate Centre. The course had an impressive turnout with 75 attendees. The National Director for Heart Disease, Dr Roger Boyle was also a speaker on the day.

■ Pictured from left to right on the day are Trust GP Registrar, Dr Fiona Warner; National Director for Heart Disease, Dr Roger Boyle; GP Principal Dr Mark Sweeney; Trust GP Registrars Dr Richard Drewry, Dr Simon James and Dr Debbie Hipps; former Trust GP Registrar, now GP Principal at Fairbrook Medical Centre in Borehamwood, Dr Harjeev Rai and another course attendee.

# On the move...

It was a busy Easter weekend for staff at Chelsea and Westminster as Lord Wigram, David Evans and St Mary Abbotts wards moved to their new homes.

The move was in part to accommodate 28 dedicated short stay beds on Rainsford Mowlem ward which are part of the hospital's new

£5.6m Treatment Centre which will be opening soon on the ground floor.

According to Paul Thomas Clinical Nurse Lead for Surgery and Private Patients it is also about a new way of working to improve care for patients.

Paul explained: "The short stay beds on Rainsford Mowlem Ward have direct lift access to the new Treatment Centre so patients being treated have easy access to the ward if they need to stay overnight or for a few hours while they recuperate.

"We also used this opportunity to look at what beds and specialties we have on other wards and whether we can make any improvements to the patient journey.

"We have decided to



■ Pictured from left to right are Charge Nurse Alan Healy-Cunningham, Sister Holly Ashforth, Senior Staff Nurse May Wesley, Sister Kristi Van Rosenveld, Clinical Nurse Lead for Surgery Paul Thomas and Sister Sharon Doyley.

separate emergency and elective (planned) care which should help to ensure that fewer operations are cancelled because of emergencies. This includes dedicated beds on David Evans wards for people undergoing orthopaedic

procedures such as hip and knee replacements.

"We would like to say a big thank you to all staff including ISS Mediclean who worked over the Easter break and also to our patients for their understanding."

## What's moved where?

**Lord Wigram** is now situated by lift bank D on the 5th floor (where David Evans ward used to be). Specialties now include plastics, trauma and orthopaedics and hand room. Sister Holly Ashforth ext 8523

**David Evans** is now on the 3rd floor by lift bank D (where St Mary Abbotts Ward used to be). Specialties include booked orthopaedic beds. Sister Caroline Evans ext 8522

**St Mary Abbotts** is now situated on the 5th floor by lift bank C (where Lord Wigram ward used to be). Specialties remain the same and include general surgery and colorectal surgery. Sister Kristi Van Rosenveld ext 8602

**Rainsford Mowlem Ward** is now home to 28 short stay beds. Sister Hanna Keltikangas ext 2797

## Do you have a story for Trust News?

It might be something interesting, exciting, or remarkable that a colleague is doing. It might be a change in your services or facilities.

Whatever it is, we would be pleased to hear from you.

Call Jeanette Albert on ext 6829 or Sarah McKellar on 020 7808 9899 or email sarah.mckellar@nexuspr.com

## Time to kick the habit?

National No Smoking Day took place on 9 March. The Occupational Health Department at the Trust organised a stand near the canteen promoting the day's theme of 'Wake up to No Smoking'.

The first No Smoking Day was in 1984 and since then almost one million people have stopped smoking.

Post Room Supervisor Tony Maraj is pictured with Occupational Health Nurse, Helen Som-Mante.

On the day staff were able to check their blood pressure and carbon monoxide levels. Fitness trainers from Fitness First gym were also available for general health advice and complementary treatments were offered by Napiers, the herbal health care shop.

● For more information on how to give up smoking, phone the NHS Smoking Helpline 0800 169 0169.



■ Occupational Health Nurse Helen Som-Mante checks Post Room Supervisor Tony Maraj's blood pressure.

Also visit the website: [www.givingupsmoking.co.uk](http://www.givingupsmoking.co.uk)  
You can also phone the

Kensington and Chelsea PCT Quit helpline on 0800 085 9147.

# SPOTLIGHT ON... SPOTLIGHT ON... ... Clinical Coders

The team spends its time abstracting information from patient records regarding conditions and treatments received whilst in hospital.

The information is then converted into codes using the World Health Organisation International Statistical Classification of Diseases and Related Health Problems (ICD10) for diagnoses and the Office of Population Census and Surveys (OPCS4) for operations and procedures.

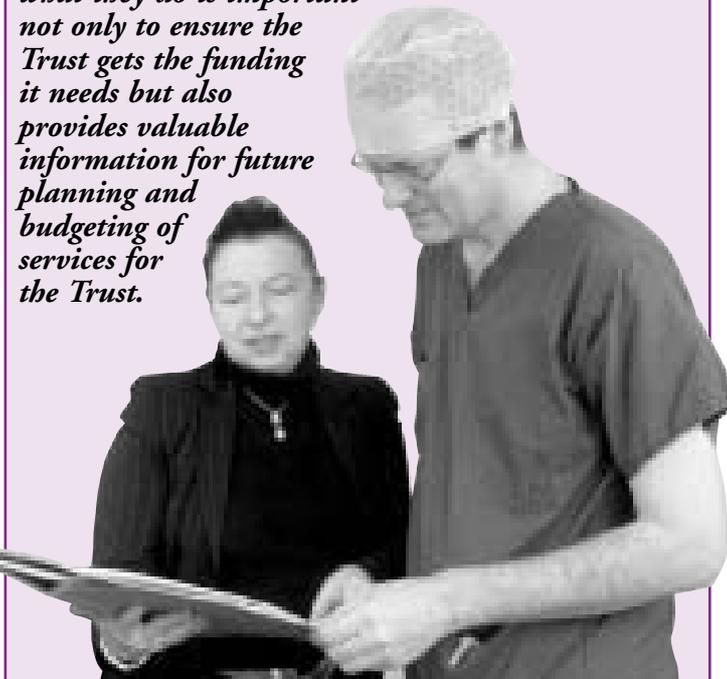
Vicki joined the Trust in December having worked for two years at the Royal London. Vicki qualified in Health Information Management in Sydney Australia. Vicki said: "The coding process allows for statistical data to be gathered on the types of patients treated by the hospital and the cost in treating them.

"This is particularly important as the

*What happens with all the information the hospital receives and records on the 50,000 patients who are admitted to this hospital every year?*

*Find out here in this month's spotlight which falls on the Clinical Coding Team.*

*The hospital's team of ten clinical coders is headed up by Manager Vicki Phan she says that what they do is important not only to ensure the Trust gets the funding it needs but also provides valuable information for future planning and budgeting of services for the Trust.*



Government has introduced the new Payment By Results scheme

which is effective from April 2005 for all NHS Trusts. Therefore it is vital

that all inpatient episodes are coded on time and accurately to ensure the Trust is reimbursed for all the patients they have treated.

"The hospital admits more than 50,000 patients a year and there are strict monthly deadlines for coding to be completed. In order for this to be achieved we rely on the availability of accurate and legible documentation which details the main condition treated or symptom(s) investigated (if it's an injury, how did the injury occur and where), other conditions affecting the patient's stay, chronic illnesses, and the medical procedures or operations they received.

"Incomplete or unavailable documentation can make a huge difference in the amount of money we can claim. For example an Acute Myocardial Infarction (in other words, a heart attack) with complications (e.g. respiratory arrest, post-operative infection etc.) is charged at £3676\* and an Acute Myocardial Infarction without complications would only be charged at £1775\*.

"Not only is it important for the correct information to be recorded for patients but it is also important to highlight the effect this would have on funding as well."

If you would like more information, please contact the Clinical Coding Manager on ext 2893.

■ Above: Clinical Coder Joanna Manby-Brook is with Consultant Orthopaedic Surgeon, Mr Jonathan Lavelle.



■ Pictured from left to right are Clinical Coding Manager, Vicki Phan, with Clinical Coders, Metty Higgins, Jefferson White, Joanna Manby-Brook, Sue Brown, Abigail Long, Jean Litchfield and Rajee Doshi.

(\* Prices do not include Market Forces Factor (MFF))

# Friends donate life saving equipment

Life saving equipment has been donated to the Emergency Department by The Friends of Chelsea and Westminster.

Sister in the Emergency Department Andrea Travers-Schwarz asked the Friends for money to purchase some equipment. The Friends kindly agreed to buy items for the department. These included a Doppler machine, used to check the heart beat of babies; a portable suction unit to clear any obstruction

from patient's airways during movement, and four drip stands were also

donated.

Andrea said: "We now have items that we never had

before because of The Friends. We always had to borrow them. The Friends have been great. I would like to thank them again on behalf of the department."



■ Pictured (left to right) with pieces of equipment donated to A&E by the Friends are, Friends, Sandra Smith-Gordon and Jane Weston, Sister in A&E Andrea Travers-Schwarz, A&E Consultant Dr Jeremy Booth, and Friend Sally Jones.

# Making an IMPACT

In March the Trust launched IMPACT - a new initiative which will bring together everyone's efforts to improve services for patients.

IMPACT stands for IMProving services for Patients At Chelsea and Westminster Trust. It is part of a national scheme which aims to support hospitals in delivering improvements in key areas including patient and staff experience, access to services, quality and safety and value for money.

More than 55 people attended a special event held in the Postgraduate Lecture Theatre from clinical and managerial staff as well as our partners from the Primary Care Trusts and Strategic Health Authority. At the event Dr Colin Bunce, one of the lead clinicians for the national

programme, presented data from the hospital - which had been analysed by the Modernisation Agency.

Medical Director Dr Mike Anderson who attended the event said: "We need to think differently about the way we work as it will soon be required to complete the whole patient journey from GP to treatment within 18 weeks - making it essential for us to co-operate closely with our partners in primary care."

Senior Nurse in main theatre recovery Kit Burnett said: "The content was pertinent and interesting. It encouraged us to think about the way we manage

our beds with examples from elsewhere. In a way it was good to hear that most places have the same problems that we do."

Catherine Andrews, who will be taking a co-ordinating role in the work said: "I am so glad that the session was so well received. Ways of working that are developed around the needs of the patients rather than the service are far more likely to be successful."

The IMPACT team, led

by Executive Director Amanda Pritchard, are keen to hear about the good work you are doing to make improvements so they can offer support and share good practice.

Please complete the tear off slip and send to Catherine Andrews in the Modernisation Office, Management One, Lower Ground Floor. This information will then be collated and communicated through the organisation.



■ Staff at the IMPACT event

## IMPACT Register

Team .....

Department .....

Contact name.....

Contact number.....

Your improvement

Please tell us what you are doing/would like to do to make things better for our patients.

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*This month we will be assessed against a national initiative set by the Government to improve the working lives of our staff.*

*A Validation Team made up of three assessors and a Team Leader will be on site for a week talking to staff across the hospital about their experiences. All NHS Trusts have to achieve Improving Working Lives Practice Plus status by April 2006.*

*Here is a reminder of some of the initiatives we have introduced to support the Improving Working Lives programme.*

## Equality and diversity

An Equality and Diversity Group and a Gay and Lesbian Staff Association have now been established. A Black and Minority Ethnic group is in an exploratory stage and discussions are underway with employees with disabilities.

A Trust-wide equality and diversity conference is planned for May 2005.

**Watch this space!**

## Tackling bullying and harassment

If you have any concerns or want advice on bullying or harassment then you can get in contact with our confidential Harassment Advisory Service.

There are six harassment advisers and a 24-hour confidential freephone (0800 269616) counselling service for staff and their immediate family.

## Staff involvement and communication

Staff are involved in a range of committees across the Trust to ensure that they are fully informed and engaged. For example the Trust's Consultative Committee (Negotiating Group) and Joint Management Trade Union Committee (JMTUC) meet monthly.

Medical Staff Committees also meet regularly. Staff Side representatives attend the corporate induction sessions to promote staff involvement and union/professional body membership. There is also active promotion of Trade Union membership and involvement by managers at all levels.

## Fighting fit



■ *Pictured is Trust Midwife Lorraine Thomas talking to David Lloyd Leisure Centre Sales Advisor Georgina Kaye at a special information stand set up in front of the hospital canteen.*

## Healthy workplace

Briefing sessions on security awareness will be taking place. A risk assessment of security in all areas throughout the Trust will be carried out so that action is taken to protect staff.

Relationships have been fostered with a number of local businesses that offer 'healthy' goods and services to provide discounted and

special rates to Trust staff.

Lunch time information sessions take place for staff on issues such as travel, fitness and healthy living.

## Training and development

A number of programmes to enhance management and leadership skills are available to staff.

The Learning Curve is

expanding its service with the recruitment of eight new Learning Assistants and an expansion of its service to cover two evenings and weekends.

The Learning Curve is an accredited ECDL centre and has embarked on achieving the British Learning Association Quality Mark for Learning Centres by December 2005.

The Trust has a dedicated state-of-the-art computer training facility where staff can access a wide range of learning materials to support their own personal and professional development as well as study for the ECDL.

## Flexible retirement, childcare and support for carers

Pensions information is communicated to staff pre-employment, at induction and at appropriate career stages. The Trust provides financial planning for life courses and pre-retirement seminars. Information on pensions and financial planning was made available during the Valuing Staff Week held in August 2004.

**If you would like further information or details on any of the above initiatives, contact Caroline Chalmers, Corporate HR Adviser, on ext 5930.**

## Caring for the carers

**Amber Payne, pictured, who has been working at the Trust for the last year as a Childcare Co-ordinator is now extending her role to help members of staff who have caring responsibilities.**

**Many people combine work commitments with caring for elderly or disabled relatives and Amber will be looking at ways that these individuals can be**

**supported.**

**As Working Family Advisor, Amber will continue to develop the support available for parents.**

**To contact Amber email: [amber.payne@chelwest.nhs.uk](mailto:amber.payne@chelwest.nhs.uk)**

**A carers focus group is planned in the near future and if you would like to participate please contact Amber on ext 2852.**



# This month's Super Hero

Congratulations to Senior House Officer Dr Jatinder Kaur who is the inaugural Employee of the Month. Jatinder works on Annie Zunz Ward and was nominated by a number of her colleagues because of her excellence in patient care, team work, friendliness and commitment.

Staff Nurse Lorraine Doyle said: "Dr Kaur is at all times professional towards patients and staff. She works way beyond her call of duty and always manages a smile." Staff

Nurse Carole Aduane said: "She is approachable, always

cheerful despite a heavy work load."

Jatinder was awarded a month's membership to the David Lloyd



Leisure Centre.

Other staff members who deserve particular mention this month are Staff Nurse in Early Pregnancy Assessment Unit Rebecca Lyons, Acting Sister on David Evans Ward May Wesley, Specialists Nurse Emily Knox and Acting Sister Lord Wigram, Holly Ashforth.

■ Dr Jatinder Kaur



## Vote for your Super Hero

If you would like to nominate someone you feel has gone that extra mile to bring a smile to your face then place your vote now.

Every month we are looking for people to unmask our super heroes.

Winners will appear in *Trust News* and receive a month's free membership to David Lloyd Leisure

Centre. Nomination forms are available from the intranet (under Human Resources) or from Human Resources Office 9, Lower Ground Floor, Chelsea and Westminster Hospital. Forms can be submitted to the nomination box in Office 9 or email [caroline.chalmers@chelwest.nhs.uk](mailto:caroline.chalmers@chelwest.nhs.uk)

# Celebration of success

A special event was held for staff in February to celebrate the **Creating Capacity project - aimed at helping non-clinical staff develop their skills to do clinical tasks.**

The project went live in January 2004 and since then about 15 candidates have started the challenging educational programme to expand and develop their roles.

The programme starts with a two week orientation at Thames Valley University followed by weekly study days. By the end of the programme the candidates are expected to have completed an NVQ, either ECDL (European Community Driving Licence) or CLAIT (Computer Literacy and Information Technology) and their Creating Capacity portfolio.

Radiology Department Assistant, Shelley Lockey and Teaching and Assessing Trainer in Venepuncture, Jega Kathirvel have completed the programme.

Jega has progressed from being a phlebotomist to training and teaching other phlebotomists – she maintains

quality within the department and contributes greatly to the educational infrastructure.

Maternity Support Worker Lynda Maxwell was also nominated for the NAICE Adult Learner Award. Congratulations also go to all

Jegathambal Kathirvel, Corinne Lambert, Virginia Nedd-Smith, Dave Woolnoth, Hossam Fadl, Shelly Grimmond, Fatima Hassan, Lynda Maxwell, Keith Phillips, Mira Sarsekeyeva, Ademola Adekoya, Emma Roach.



■ Pictured (l-r) are, Mira Sarsekeyeva, Assistant Teaching and Training Assessor in Phlebotomy; Emma Roach, Assistant Health Practitioner in Main Theatres; Virginia Nedd-Smith, Assistant Health Practitioner in Main Theatres; Ademola Adekoya, Assistant Teaching and Assessing Trainer in Phlebotomy; Shelly Grimmond, Healthcare Assistant in the Discharge Lounge; Fatima Hassan, Maternity Care Assistant; and Lynda Maxwell, Maternity Care Assistant.



■ Pictured with Juggling John is Mr Sultan Nanji in the Hospital Main Mall.



■ Facilities Co-ordinator Andy Denton is busy laminating on Think Clean Day in the Main Mall.

“ We need everyone’s support to help us make this hospital a cleaner place ”

A little bit of Hollywood glamour came to Chelsea when staff on William Gilbert ward received an ‘Oscar’ from Chief Executive Heather Lawrence – not for their acting skills but for winning the hospital’s ‘sign amnesty’ competition.

As part of NHS Think Clean Day, wards and departments across the hospital were asked to replace all paper notices with new laminated ones. More than 200 signs were replaced across the whole hospital.

William Gilbert Ward replaced the most signs so picked up the ‘Oscar’ and a £50 gift voucher. Sarah Perry from Paediatric Theatres won the Cleaning Quiz and picked up the ‘How Clean is your House?’ book from the popular TV series.

There was even free coffee and pastries for staff when they picked up their new signs from the main mall on the day.

If you were visiting the hospital there was no escaping Juggling John who seemed to pop up everywhere offering information and a free squirt of alcohol gel to passers by - certainly adding a bit of fun to the day.

Soft Services Manager Philip Holmes said: “The sign amnesty was a great success and I would like to say a big thank you

to Andy Denton who spent hours laminating!”

There was also praise for everyone’s efforts to ‘think clean’ when the Department of Health received a call from a visitor to the hospital who was really impressed with the campaign - especially Juggling John!

Director of Nursing Andrew MacCallum said: “NHS Think Clean Day is an opportunity for us to continue to raise the profile of cleaning and good hygiene with our staff and the local community. We need everyone’s support to help us make this hospital a cleaner place.

“A clean, tidy environment is essential for the safer treatment of our patients. We know from our recent patient survey that cleanliness is a top priority for our patients and visitors.”

General Manager of Facilities Helen Elkington said: “A great success on the



■ Staff Nurse Niva Moutoussamy is pictured accepting a special ‘Oscar’ and prize for William Gilbert Ward from Chief Executive Heather Lawrence for having the most improved signage in the hospital.



■ Collecting a prize for Paediatric Theatres improved signage area is Administrator Heather Lawrence and...

# Clean Day... NHS Think Clean Day...

## How you can help us...

- You can help to keep the hospital clean. If an area is not up to scratch you can speak to the nurse in charge on the ward or pick up phone and call the Facilities Help Desk on ext 2424.
- You can talk to the PALs office based opposite the escalators on the ground floor.
- You can also help stop the spread of bugs by washing your hands and using the alcohol gels.



■ Visitor James Kendall is reading all about keeping a hospital clean.

■ Ten year old Lamice Kheir is showing off her clean hands in the Hospital Main Mall.



## Lamination service

We are still thinking clean... if you would like a sign or poster laminated for your ward or department – a lamination service is available. All you need to do is email the text of your new and old posters, signs or notices to Laminated Signs Service (on the Trust email list). Our Trust Facilities Team will print (in colour if needed), laminate, deliver them and even provide the Blutack!



■ Radiographer Susan Pearse (right) with Student Radiographer Charlotte Ansell are pictured with Juggling John on NHS Think Clean Day.

day was the centralised printing service for signs. We are looking at ways in which we may be able to provide this service in the longer term.

“We also had lots of interest from the public which was really positive.

“Thanks also go to ISS Mediclean for donating the prizes and refreshments.”



■ Sarah Perry (centre) with Juggling John.



■ Pictured thinking clean with Juggling John on Thomas Macaulay Ward are from left to right, Staff Nurse Anchen Van Stormbroek, Charge Nurse Alex McKenna and Staff Nurse Georgina Simonelli.

# HAND HYGIENE AWARENESS WEEK 2005

	TIME	VENUE	EVENT	SUITABLE FOR	REFRESHMENTS	BOOKING REQ
Mon 11th April	9:30 - 15:00	Academic Atrium Lower Ground floor LBB	Sponsor's Exhibition String Quartet-Emanuel Ensemble (12-2pm); Hand Reflexology; Continental Breakfast; Free Draw for Hamper; Buffet Lunch; Food Safety Stand and Video Show	All staff in C&W and PCT	✓	✗
	12.15 - 12.45 13.00 - 13.30	Post-Grad Seminar Rm Lower Ground floor LBB	Decontamination. The Local and National Overview. Olga Sleigh	Decontamination Lead and TSSU; Ward Sisters; Lead Nurses; Budget Holders	Lunch	✓
	14:00 - 15:00	Post Grad Seminar Rm Lower Ground floor LBB	"Don't count your chickens....." Examining the implications of an avian flu epidemic. Dr Mark Atkins, Consultant Virologist	A&E; Jr Drs Qualified nursing staff,	Coffee & Biscuits	✓
Tue 12th April	08.15-9.15	Theatre Coffee Room 5th floor, Main Theatres LLC	New National Decontamination Online Training. Carl Bradley, Programme Marketing Manager, Intuition Ltd	Theatre Staff	✓	✗
	10.00-12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow with Infection Control Nurses and Link Professionals	All staff	✓	✗
	10.15-10.45	Post Grad Lecture Th'tre Lower Ground floor LBB	Infection Control at the Chelsea and Westminster. Roz Wallis, Senior Nurse Infection Control	New SpRs	✗	✓
	14-14.30 14.45-15.15	Lord Wigram Day Rm (previously DEV)	Aseptic verses Clean Technique. Kumal Rajpaul, Tissue Viability Nurse	Surgical Nurses	✓	✗
	14.-14.30 14.45-15.15	Venue to be confirmed Medical Directorate	TB - an overview Leslie Ruta, TB Nurse Specialist	Medical Nurses	✓	✓
	12-13.00	Post Grad Seminar Rm LGF LBB	Use and Abuse of Antibiotics Dr Kieran Hand, Antibiotic Pharmacist & Dr Berge Azadian, Consultant Microbiologist and Director of Infection Prevention and Control	SHOs (Protected time)	✓	✗
Weds 13th April	13.00-14.00	Post Grad Lecture Th'tre Lower Ground floor LBB	"Infection Control Issues in Building and Maintenance Projects". Dr. Peter Hoffman, Senior Clinical Scientist, Health Protection Agency. Introduced by Andrew MacCallam, Director. of Nursing	Estates, Project Team and Facilities Staff	Lunch	✓
	9.15-9.45	Pathology Seminar Rm 2nd floor LBD	Hand Hygiene Training for Supervisors Euan MacAulson, Environmental Health Trainer, Westminster Borough	Supervisors: Caterers, Housekeepers, Porters, Facilities,Volunteers	✓	✓
	10.00-12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow Infection Control Nurses and Link Professionals	All staff	✓	✗
	10.00-10.30	Pathology Seminar Rm 2nd floor LBD	Food Hygiene Update. Euan MacAulson Environmental Health Trainer, Westminster Borough	Caterers, Housekeepers, Facilities	✓	✓
	12.00-13.00	Staff Restaurant	Jazz. Tommaso Starace Trio	All staff, patients and visitors		✗
	13.00-14.00	Staff Restaurant	Quiz. Quizmaster: Hospital Radio's Quiz Wiz	All staff	✗	✓
Weds 13th April	14.00-15.00	Pathology Seminar Rm 2nd floor LBD	Preventing Infections in Critically Ill Patients Dr Azadian, Consultant Microbiologist	ICU, Burns Unit, Neonatal Unit	✓	✓
	14.15 -15.00	Post-Grad Seminar Rm Lower Ground floor LBB	Urinary Catheter Infection. The value of silver alloy in prevention	Nurses in Medical and Surgical Directorates, Midwives	✓	✓
	13.30-14.00	Anaesthetic Library 5th floor	IV Line Infection Prevention. Shona Perkins, Infection Control Nurse	Anaesthetists	✓	✗

- You are welcome to attend any session other than the 'Protected Time' sessions. The 'Suitable For' column is only a guide.
- To book to teaching attend sessions please ring ext 8264 or email 'PA to Infection Control/TB'
- Please note that where booking is requested it is to assist in estimating levels of refreshments. It is not a problem if you attend without booking.

# HAND HYGIENE AWARENESS WEEK 2005

	TIME	VENUE	EVENT	SUITABLE FOR	REFRESHMENTS	BOOKING REQ
Thu 14th April	09.45-10.45	Clinical Skill Lab Lower Ground floor LBD	Update for Nurses and Midwives Shona Perkins, Infection Control Nurse	Nurses, Midwives	X	✓
	10.00-12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow Infection Control Nurses and Link Professionals	All staff	✓	X
	13.00-14.00	Post-Grad Lecture Th'tre	Grand Round. Reducing MRSA Bacteraemia Rates in an NHS Specialist Trust. Professor Gary French Consultant Microbiologist and Infection Control Doctor, Guy's and St Thomas' NHS Foundation Trust. Introduced by Mike Anderson, Medical Director	Consultant Drs/Nurses/ Midwives Junior Doctors, Lead Nurses and Midwives	✓	Lunch
	14.00-14.30	Venue to be confirmed	TB - an overview	Nurses Surgical Directorate	✓	X
	14.45-15.15	Surgical Directorate	Leslie Ruta, TB Nurse Specialist			
	14-14.30	Venue to be confirmed	Aseptic verses Clean Technique,	Nurses, Medical Directorate	✓	X
	14.45-15.15	Medical Directorate	Kumal Rajpaul, Tissue Viability Nurse			
	14.30-15.00	Pathology Seminar Rm 2nd floor LBD	Food Hygiene Update, Euan MacAulson Environmental Health Trainer, Westminster Borough	Caterers, Housekeepers, Facilities	✓	✓
		Pathology Seminar Rm 2nd floor LBD	Hand Hygiene Training for Supervisors. Euan MacAulson, Environmental Health Trainer, Westminster Borough	Caterers, Housekeepers, Facilities	✓	✓
	19.30	Hollywood Arms Function Room	Comedy Night - four stand-up comedians from the London Comedy Circuit	Everyone. Tickets £4.50 (limited to 50 only)	X	✓
Fri 15th April	08.45	Fry Seminar Room 5th Floor, LBD	Hand Hygiene and Orthopaedic Wound Infection Update. Claudia Cummings, Infection Control Practitioner	Orthopaedic Dept	✓	X
	10.00-12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow Infection Control Nurses and Link Professionals	All staff	✓	X
	09.45-12.30	The Stage 2nd floor, between LBC & D	Hand Hygiene for Children Captain Custard's children's show. Jane Beckford, K&C PCT Senior Nurse, Infection Control	Children from local schools and hospital school, visiting children	X	X
	11.45	The Stage	Children's hand hygiene art competition judging by The Mayor			
	13.00-14.00	Post-Grad Lecture Th'tre	The Use and Abuse of Antibiotics. Dr Kieran Hand, Antibiotic Pharmacist & Dr Berge Azadian, Consultant Microbiologist and Director of Infection Prevention & Control	PRHO (protected time)	✓	X
	12.15-12.45	Pathology Seminar Rm 2nd floor, LLD	Improving Standards of Respiratory Care Andrea Blay, Nurse Consultant, Critical Care	Medical & Surgical Nurses	Lunch	✓
	12.30-13.15	Physio Neuro Gym	MRSA, Why all the fuss? Roz Wallis, Senior Nurse, Infection Control	Physios, Radiographers, Speech Therapists	✓	✓
	14.00-15.00	Post Grad Lecture Th'tre	An Update from the Department of Health. Carol Fry, Department of Health Nursing Officer for Infection Control. Introduced by Heather Lawrence, Chief Executive	Executives, Managers, Consultant Drs/Nurses/ Midwives, Lead Nurses and Lead Professions Allied to Medicine	✓	✓
	15.00-15.30	Pathology Seminar Rm	'Filthy Suckers: a case study into the use of leeches and the associated infection risks'. Dr Kieran Hand, Antibiotic Pharmacist	Surgical, Medical, Plastics Nurses and Junior Doctors	✓	✓

- You are welcome to attend any session other than the 'Protected Time' sessions. The 'Suitable For' column is only a guide.
- To book to teaching attend sessions please ring ext 8264 or email 'PA to Infection Control/TB'
- Please note that where booking is requested it is to assist in estimating levels of refreshments. It is not a problem if you attend without booking.

# What patients said about us

## Results of the 2004 and 2005 NHS patient survey

A questionnaire was sent to 1,700 patients. A total of 712 people responded; 282 to the Emergency

Department survey (34.7%), and 430 to the Outpatient Department survey (51.7%).

- 89.4% of patients reported that they would rate the care received in the Emergency Department as either excellent, very good or good.
- 91.2% of patients said they rated the overall care that they received at the outpatient department as excellent, very good, or good.

### *What patients said about our Emergency Department*

In 12 areas we were in the best performing 20 per cent of NHS Trusts across the country. In 49 areas we performed within the average and there were two areas where the Trust performed below average.

At a time when most patients are seen and treated within four hours, we are particularly pleased to have received positive feedback around communications. Patients coming to the Department felt that they

Every year the Healthcare Commission publishes the results of surveys carried out with patients to get their views about how their local NHS is performing.

The questionnaires were developed using a series of focus groups with patients to identify their main concerns.

In this month's *Trust News* we report back on the results of two recent surveys which asked patients about their experiences of our Emergency and Outpatients Departments. This important information contributes to our star ratings.

had enough time to discuss their health or medical problem and that staff explained their condition and treatment in a way they could understand. Patients also commented positively that staff listened to what they had to say and that they were treated with dignity and respect.

### *Key findings of the Emergency Department survey*

- 85% of patients reported a wait of less than two hours before being examined by a doctor or nurse practitioner.
- 94% of patients reported that the doctor or nurse explained their condition and treatment in a way that they could understand. A

further 3% reported that they did not need an explanation.

- Whilst the majority of patients feel involved in their treatment, 13.7% of patients reported that the doctors or nurses talked in front of them as if they weren't there.
- 9.9% of patients reported that the emergency department was either not very clean or not at all clean. This is currently being looked at and will feature in the Trust's future action plan.

### *What patients said about our Outpatient Department*

In seven areas we were in the best performing 20 per cent of NHS Trusts across the

country. In 58 areas we performed within the average and there were 11 areas where the Trust performed below average.

Again people attending our outpatients department gave us some positive feedback around communication. Patients felt that staff members listened fully to what they had to say and they were able to speak to our reception staff without others overhearing.

### *Key findings of the Outpatient Department survey*

- 15.3% of all patients said they were not given a choice, but would have liked a choice of appointment times.
- 23.5% of patients reported that they had their appointment changed to a later date by the hospital.
- 97.7% of patients reported that they were able to gain access to the hospital and move around the outpatient department with ease.
- 7% of patients reported that they wanted to use their mobile phone but was not allowed to, or they wanted to use a public phone but couldn't.
- 15% of all patients reported that doctors and/or other staff spoke in front of them as if they weren't there.

### *What next?*

There will be a presentation of the results of these surveys at 2pm on 27th April 2005 in the Gleeson Lecture Theatre. The information will be used to prioritise areas for action and will also be used to inform current service improvement work in the Emergency and Outpatient Departments.

*If you would like to find out more about the patient surveys you can view them in full by logging onto the website: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)*



■ Pictured are (l-r) A&E Clinical Nurse Lead, Rona McKay, Staff Nurse in OP2 Sarah Dube, Healthcare Assistant in OP3 Annette Harrison, Staff Nurse in OP1 Gwen Nyeko, MDU Healthcare Assistant Sue Murden, Vicki Kalnins, PA in A&E and Senior Staff Nurse in MDU, Vicky Cruz.

## A big thank you from our PEAT assessment teams who were out and about the hospital on 9 February looking at the hospital's food and environment.

The Government's Patient Environment Action Team (PEAT) rated us with a green light two years ago - which means that we now carry out our own assessment of the overall standards for the patient and staff environment at the hospital on an annual basis.

PEAT is part of a major drive by the Government to improve the hospital environment for patients, visitors and staff. Key areas assessed include quality of food, cleanliness of wards, furniture, decoration, tidiness and the provision of single sex accommodation. A new measure which was added this year related to infection control.

This assessment has now been submitted to the Department of Health and will go towards our star rating which is expected to be

published in the summer.

The internal inspection team is very hopeful that we will get a three or four out of five rating but are still waiting for news.

The February 2005 self assessment teams were led jointly by Edward Donald, Director of Operations and Andrew MacCallum, Director of Nursing. Each assessment team also had a representative from the Nursing and Facilities Management teams, which were Sharon Terry, Roz Wallis, Sue Greenland, Helen Elkington, Philip Holmes and Catherine Horne (ISS-Mediclean). This year the Trust was also delighted to have the support and commitment from three patient representatives Elizabeth Thomas, Anne Hodson and Shirley Anne Jennings.



■ Pictured is Elizabeth Thomas a patient at the Hospital who took part in the recent Hospital PEAT Inspection and Soft Services Manager at the Trust Philip Holmes. When explaining why she took part in the PEAT inspection, Elizabeth said: "I visit the Hospital regularly as a patient. I have always wanted to be involved in the Hospital's affairs and I believe it is important for Chelsea and Westminster to maintain its high standard of care."

Facilities Manager (Soft Services), Philip Holmes said: "Having patient representatives is so valuable - a number of excellent suggestions were

made during the day - at least one of which we will be implementing. The suggestion was that our housekeepers wear different coloured gloves when serving food. This is such a simple thing but will make a lot of difference by giving our patients more confidence in our hygiene standards."

The team felt that staff were very helpful when they were carrying out their spot checks on the Burns Unit, Emergency Department, St Mary's Abbotts, St Stephen's Centre, Intensive Care Unit and Neptune Ward.

The PEAT team were impressed with everyone's drive and commitment to continually improve the quality of the environment.

Particular areas which the teams felt needed attention included nurses' stations, signage, cleaning of bed frames, floor coverings and toilets light pulls. These and other improvements are now being pulled together into an integrated Trust wide action plan.

Philip Holmes added: "There was a real hunger from staff to have feedback from our visits which was really encouraging and something we will be making sure we do at every level in the organisation."

## WANTED: Job matchers

### The date is getting closer when all staff have to move over to the new pay system as part of Agenda for Change.

More than 500 posts have now been matched under Agenda for Change since November last year. The job matching panels include staff from across the hospital who have volunteered as either staff-side or management representatives.

The Agenda for Change team are looking for more staff to get involved in the job matching process. Lead Nurse for Pre-registration Nursing Tracy Stevenson is one of the Trust's 'job matchers' she said: "I saw it is an opportunity to find out more about Agenda for Change. It's also been a great opportunity to network with other staff and it has given me a real insight into what other people do."

Other job matchers have said: "I really enjoy learning about other roles within the



■ Pictured (l-r) are Dietetics Services Manager, Kathryn Thomas; Agenda for Change, Staff Side Lead, Cathy James; Neptune Ward Manager, Gareth Teakle; Agenda for Change Project Officer, Juliette Thorpe; Continuing Professional Development Manager, Helen Middleton; and Reshma Vyas, Senior 2 Radiographer at the Trust.

organisation, especially those I would not normally come into contact with."

"We are contributing something of real value to the scheme and I enjoy meeting people."

Here's the advice of one former employee representative to staff nominated as an employee rep: "Go for it!"

Staff whose posts have been successfully matched on the new Agenda for Change bands will be made offers about their new contracts from May 2005. Staff will be advised of their pay by the end of September 2005.

If you are interested please call Mary Sampson on ext 6738.

# Our NHS Champions

Below: Welcome back to **Zoë Hayman** Resuscitation Officer who returned back to work from maternity leave in February.

Zoë will work part-time and will be in on Tuesdays, Wednesdays and Thursdays. She can be contacted on ext. 8538 or bleep 5901.

There are now four resuscitation officers. The rest of the team can be contacted as follows: **David Bushby** Lead Resuscitation Officer ext 8479 or bleep 5899; **Daniel Purnell** Resuscitation Officer ext 2053 or bleep 4299; **Diana Niland** Resuscitation Officer on Monday and Friday ext 8538 bleep 5893.



**Congratulations to staff who received special Certificates of Merit from the latest Evening Standard and King's Fund NHS Champions award scheme.**

Pictured are some members of staff who were nominated by patients and their colleagues. From left to right are, Mariano Martinez-Tenorio, Orthopaedic Technician, who was nominated by three people, who were both patients and staff.

Sister Michelle Das, currently on a secondment as Burns Clinical Nurse Specialist was nominated by Fracture Staff Nurse Charmaine Robinson. Charmaine explained that she nominated Michelle because she makes coming to work a joy, as she cares so much about her staff and patients.

Dr Russ Hargreaves, Macmillan Cancer Information and Support Manager was nominated by volunteer reflexologist in the Macmillan Centre, Karen Fall.

Medical Day Unit Sister Ellie Shephard was nominated by London Ambulance Transport Co-ordinator, Geraldine El-Hamasy, who is based at the Trust. Geraldine said: "I nominated

Ellie because she is adored by the patients who come through transport. She does a wonderful job and she is always smiling."

Dr Jervoise Andreyev, *pictured below*, also received an Evening Standard and King's Fund Special Merit Award. He was nominated by two of his patients. When explaining why she nominated Dr Andreyev, Mrs Gillian Hayden, a former patient at the Hospital said: "He is very patient and very sympathetic. He never rushes you and is so easy to speak to. It has been an honour to have been his patient."

Other members of staff who received special merit awards are: Mr Mike Henry, Consultant Colorectal Surgeon; Dr Emer McGilloy, Clinical Assistant in Neurology; Mr Simon Myers, Burns Consultant; Dr Zoe Penn, Consultant Obstetrician; Pippa Roberts, Acting Director of Governance and Corporate Affairs and Jo Turner, Colorectal Clinical Nurse Specialist.



**Zoë Hayman**

**Do you have a story for *Trust News*?**

Call Jeanette Albert on ext 6829 or Sarah McKellar on 020 7808 9899 or email sarah.mckellar@nexuspr.com

## John's retirement



**House Keeper John Everett bid the Trust farewell in February as he retired after 44 years of service in the NHS.**

*John worked for 11 years at this Trust and for 33 years at the old West London Hospital in Facilities.*

*John said that he will miss everyone and it will feel strange not to work. He plans on returning to the Trust to work as a volunteer.*



**Dr Jervoise Andreyev**

# Olivia's charity bike ride

■ PA to the Acting Director of Strategy and Service Development, **Olivia Garton** took part in her dream challenge by riding 400km along the Nile in Egypt to raise money for the charity EveryChild in February.

Olivia managed to raise more than £2,800 for the children's charity by cycling for four days along the east and west bank of the river. Temperatures were often higher than 25 degrees.

EveryChild helps children in the Third World, who are victims of poverty and abuse. They aim to give better education, healthcare and development facilities which can be maintained by local communities. Children are also placed in new families.



Olivia said: "This was the first time I've ever done anything like this. It was a great way to raise money for a good cause and at the same time discover the

beauty of Egypt.

"My work colleagues and family were so generous with their sponsorship. I would like to thank them all for their kindness."

■ Pictured below is new HR Advisor for the HIV / GUM, Therapies and Management Executive Directorates, **Amanda Michael**, who started this position in February.

Prior to this role she was HR Administrator for the Women and Children's Directorate here. She joined Chelsea and Westminster in June 2003. Amanda gained her CIPD qualification in 2000. To contact Amanda phone ext 8397.



## Good luck to our runners



■ Senior Sister in the Emergency Department, **Emma Tippins**, pictured above, will be running her first ever London Marathon this month. She is aiming to raise £1,000 for St John's Hospice which provides specialist holistic support for people who have life threatening or terminal illnesses.

As preparation for the 26.2 mile run, Emma has done three half marathons in training. Most recently, she took part in a half marathon at the Silverstone Formula One Race Track. To sponsor Emma, please go to [www.justgiving.co.uk/emmatip](http://www.justgiving.co.uk/emmatip)

■ **Kate Hall**, General Manager for the Surgery, Anaesthetics and Imaging Directorates - *see story on far right* - will also be running her fourth marathon. She is running for the marathon's adopted charity, Help the Hospices.

Kate will collectively help to raise more than £1 million for hospice care, her target amount to raise is £1,500. In preparation she runs up to 35 miles a week.

■ Women's Health Physiotherapist **Charlotte Lion** will take part in her second London Marathon to raise money for the 'Back Up' Charity, who help people who are paralysed because of spinal cord injuries.

She is aiming to raise more than £1,000. If you would like to sponsor Charlotte, please email her: [charlotte.lion@chelwest.nhs.uk](mailto:charlotte.lion@chelwest.nhs.uk) or bleep 0326.

● If you are running the marathon this year let us know how you got on!



■ *Consultant Obstetrician at the Trust, **Zoe Penn**, pictured above, started her new role as Clinical Director for the Women and Children's Directorate this month.*

*For the past two years, Dr Penn has been Clinical Lead for Gynaecology. She joined Chelsea and Westminster as a Senior Registrar in 1993 when we first opened. In 1995, she was appointed as a Consultant at our Trust.*

*For more than 22 years, Dr Penn has worked across a range of west London hospitals. She trained at the old Westminster Hospital and did her House Officer placement at the old St Stephens Hospital. Dr Penn has also worked at the old West London Hospital and at Charing Cross.*

■ **Kate Hall**, pictured below, is the new General Manager for the Surgery, Anaesthetics and Imaging Directorates. She started this position in April.

Kate returned to the Trust in October 2004 to project manage the development of the Treatment Centre.

Prior to this role, Kate was Associate Director for Planned Care at West Middlesex University Hospital.

She started work at Chelsea and Westminster in 1996 as a Ward Clerk and worked in various administration roles before becoming the Business and Service Manager for the Women and Children's Directorate.

Kate did a degree in Music at Leeds University and then moved to London to do a Masters in Health and Social Policy at the London School of Economics.



# A cut above the rest!

## The Friends introduce a new hairdressing service

Now you can look like you've just stepped out of the salon – thanks to a brand new hairdressing service set up by The Friends.

After years of searching – a home for the hairdressers was found in the old smoking room on the second floor by lift bank D. The space has been transformed into a compact and attractive hairdressing salon with two backwashes, two wall dryers and space for up to four clients.

The unisex salon is being run by Camille Hair Designs. Patients can obtain wheelchair assistance to reach the salon and in very exceptional circumstances hair treatments can be given on the ward.

"It is such a morale boost for patients when their hair looks good. Even a little 'tidy and trim' can make all the difference to how a patient feels," said salon manager Camille Devare.

"There is also an interest in beauty

treatments such as manicures and pedicures. We've only been open a few weeks and have yet to assess the demand!"

Lady Normanton, Chairman of the Friends said: "I am delighted the Hospital now has this sought-after service and am proud that the Friends have facilitated it. Just like our Friends Shop on the ground floor the hairdressing salon will raise funds for the Friends to plough back into the Hospital either by buying much-needed equipment or providing additional services for the benefit of patients and staff."



■ Pictured is Caroline Richmond, the first Trust patient to use the new Hospital hairdresser service run by Camille Devare, the Salon Manager, also pictured.

Caroline said: "I think it is an essential service for the Hospital, especially for long term patients who could get terribly depressed. Anything to make you feel better about yourself is very good."

### 10% discount until the end of April!

Currently the salon is open for business six days a week. Prices are competitive: starting at £13 for a ladies dry cut (senior citizens £8.50); £10 for a gents dry cut (senior citizens £5.50); rising to £32 for a ladies, shampoo, restyle and blow dry. Quotes for tints, perms and hi-lights are available on request.

To book your appointment, please call Camille Hair Design, on 020 8746 8681 or 07759 692 470. To book a porter for wheelchair assistance please call ext 2424.

## NHS recruitment goes worldwide

There is now one website for all NHS jobs - [www.nhs.uk/jobs](http://www.nhs.uk/jobs)

The website will put all NHS employers and job seekers across the world in touch with each other at the click of a button.

This new e-recruitment service has been piloted in 50 NHS employers across England since December 2003 and proved to be a great success. Chelsea and Westminster will now be part of the national roll out of this new service.

It is hoped that the new service will help to

streamline recruitment processes across the NHS and reduce the time it takes to recruit to vacancies.

Project Lead and Recruitment Manager Jaz Mallan said: "This is an exciting development which we as a Trust have an opportunity to be a part of with the national roll-out.

"It saves job seekers time from clicking onto lots of websites and also means they can save their

application on line and update as and when they need to for any applications they make within the NHS.

"People will still be able to access our job page through our website: [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

"We will advertise posts on the website before publishing in journals and newspapers which should help to save money from publication media advertising.

If you would like more information contact Jaz on ext 5247 or via email: [jaz.mallan@chelwest.nhs.uk](mailto:jaz.mallan@chelwest.nhs.uk)

"A series of lunchtime briefing sessions for staff were held in March but I am happy to attend Ward/Dept/Directorate meetings to brief staff on the benefits of e-recruitment and the national site if need be."

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