Chelsea and Westminster Healthcare NHS Trust has regained its three star status in the national performance ratings published by the Healthcare Commission (HCC) on 27 July.

The Trust lost two stars in last year’s ratings primarily because we significantly underachieved on our financial management targets. Our main recovery measure resolved historical problems on the valuation of the estate, but for technical reasons could not be accounted fully in the 2003/04 financial year.

Trust Chief Executive, Heather Lawrence, said: “We are delighted to have regained our three star status. This is thanks to the hard work of all our staff who have continued to bring real improvements for our patients in the past year.

“The loss of two stars last year was a real disappointment for the Trust. We have taken the lessons on board and have really focused on the reasons we fell short.

“The introduction of initiatives such as our 1,000 ideas scheme, where staff and patients have fed to us new and better ways of working, have helped us enormously to move forward as an organisation.”

The Trust scored highly in all of the core targets set by the HCC.

The key targets are:

- Achieved - financial management targets which require all Trusts to break even.
- Achieved - 98 per cent of patients treated, admitted or discharged in less than four hours in our emergency department.
- Achieved - maximum 17 week waiting time for an outpatient appointment.
- Achieved - urgent cancer referrals seen within two weeks.
- Achieved - no patients waiting longer than 12 hours on an A&E trolley.
- Achieved - hospital cleanliness standards.
- Achieved - national booking programme standards for outpatients, inpatients and day care, allowing patients to book hospital appointments directly at a time convenient to them.

More on page 3
Congratulations and thank you to everyone who contributed to making Chelsea and Westminster the success it is, and in helping us to regain three stars. Nigel Crisp (NHS Chief Executive) and Lord Warner, Minister of State (NHS Delivery), have written with their congratulations which they would like shared with you all. They pointed out that the standard this year was much higher so it is an even greater achievement.

We now have to consider moving forward to NHS Foundation Trust status as it is a Government requirement that all Trusts become an NHS Foundation Trust by 2008. We will be able to build on the work we carried out in preparation for our Phase 1A application, and will want to work with you to ensure that our application reflects your views so that we can move forward together to continue to be a successful organisation delivering patient centred healthcare by a multi-disciplinary team, in collaboration with other agencies and with a strong teaching and research bias.

Welcome to all new junior doctors and other staff who have joined us.

In spite of our success it is a challenging time and we need to focus on cancer wait targets, four hour A&E, outpatient and inpatient waiting times, our financial balance and MRSA. We are also working on achieving a non-smoking hospital so if you feel you can contribute to this please contact Maxine Foster, Director of Human Resources on 020 8846 6724.

The Trust responded well to the major incident on 7 July, and I feel confident that should we need to receive casualties in a future event this hospital knows how to respond.

We held a review in order to further improve our major incident response and Rona McKay is currently seconded to do this piece of work. In the event we treated eight patients some of whom were transferred from St. Mary’s to our Burns Unit.

WANTED

Paid volunteers for research into sex differences in pain perception

Researchers at Chelsea and Westminster are investigating whether there are sex differences in pain perception.

Male and female volunteers, aged between 18-50, who are in good general health, not in any pain, and are not on any medication are wanted for this study (females taking the oral contraceptive pill can be included). The study itself will require volunteers to attend one testing session lasting about two hours to test your pain sensitivity. If you are interested in taking part, please contact:

Dr Anita Holdcroft or Miss Katherine McGinn (Medical student), Chelsea and Westminster Hospital, Faculty of Medicine, Imperial College of Science, Technology and Medicine, 369 Fulham Road, London SW10 9NH

Tel: 020 8746 8162/8153/8816 (answeringphone);
Fax: 020 8237 5109; email: aholdcroft@imperial.ac.uk

Do you have a story for Trust News?

It might be something interesting, exciting, or remarkable that a colleague is doing.
Whatever it is, we will be pleased to hear from you.

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

The Trust was also in the top band in areas such as providing clinical care services and patient services which are marked on a balanced score card basis by the HCC.

Ms Lawrence added: “The top banding for our clinical care and also our patient focus scores truly reflects the high quality service we are providing for our patients. This is important as these are the last star ratings and the HCC will be developing a new way of measuring hospital performance next year which is much more patient focused.

“We will continue to develop new ways of ensuring that we are the hospital of choice for our local population and the three stars status also puts us in a good position to look again at moving towards acquiring Foundation Trust status in the near future.”

What is happening to star ratings?

This is the final year that performance ratings will be produced in their current format known as the star ratings. The Healthcare Commission has developed a new system for assessment following an extensive consultation with patients, clinicians, NHS managers and the public.

Next year will see the introduction of the NHS annual health check - with a new system of assessing and rating healthcare bodies which will not only tell us about performance in relation to targets but much more about what is actually going on inside the health service.

The new approach will be risk-based, targeted and proportionate.

There will also be fewer national and more local targets and an assessment of how trusts are performing in areas such as patient safety, leadership, and public health, incorporating information from other regulators, levels of unresolved complaints and our investigations.

Scoring will be on a four point scale and will include separate ratings for components.

Although this is the final year of star ratings - they are still relevant as they provide an assessment of local health service performance against a set of Government priorities. These ratings will provide a benchmark that the new 2006 ratings can build on.

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National Physiotherapy Week

National Physiotherapy Week, set up by The Chartered Society of Physiotherapy, took place in June.

During the week the Physiotherapy Department held an interactive, popular stand in the main foyer of the hospital.

The main theme of the week was ‘prevention is better than cure’. Staff gave advice on topics such as back care, keeping fit, computer ergonomics and respiratory problems.

Pictured at the stand (left to right) are Paediatric Senior 2 Physiotherapist Millie Powell; Senior Respiratory Physiotherapist Sarah Drew; Senior 2 Outpatient Physiotherapist Rachel Valentine and Stroke Unit Therapy Assistant Mario De Souza.
The Trust is working with the RCN to promote the guidelines in their Life Saving Pack. We will be using the information leaflets, posters and booklets as part of a programme to inform staff, patients and visitors about MRSA and Health Care Associated Infections (HCAIs), and how they can help to tackle them.

Dr Beverly Malone, General Secretary of the RCN, said: “We are delighted that the Trust has signed up to the RCN’s Wipe it Out Campaign, promoting common sense steps to tackle MRSA.

“Importantly, the steps emphasise the part that everyone from nurses to patients and visitors can play in fighting infection, so that in partnership we can tackle this together.”

On the day Dr Beverly Malone met nursing staff from across the hospital visiting David Evans ward and a special ‘wipe it out’ stand in the main mall.

Lunch was provided in the Academic Atrium for staff who also had the chance to visit many information stands.

The launch also received publicity in the media with coverage on BBC London News, Nursing Standard and Kensington and Chelsea News.

Remembrance Service

Trust Clinical Nurse Lead for Theatres, Ursula Garrett, took part in the Commemoration Day celebrations on July 10 at Westminster Abbey, to mark the 60th Anniversary of the end of the Second World War.

With an audience of World War II veterans, Her Majesty The Queen, members of the Royal family and the Prime Minister, Ursula represented the nursing profession and was one of seven different civilian service representatives in a choreographed walk through the full Abbey.

The event was also televised and aired on radio.

Each civilian representative carried one of seven Books of Remembrance, which are kept in Westminster Abbey. Ursula wore the traditional Westminster navy Sister’s uniform and white hat. She also wore a Remembrance Day ceremonial pin.

In the third book carried by Ursula, one of the War casualties listed was Doris May Smith from Wales who was a nurse in the former St Stephen’s Hospital. She died when a bomb was dropped on the hospital in 1941. This was on the current Chelsea and Westminster site.

When describing how she felt about taking part in the event, Ursula said: “I felt incredibly proud to take part and to be there. In Westminster Abbey, the atmosphere made the hairs stand up on the back of my neck. It was so emotional and humbling. It was well organised and grand.”
The Wipe it Out campaign was launched in April this year at the RCN Congress in Harrogate in partnership with Nursing Standard, the Infection Control Nurses’ Association (ICNA) and Kimberly-Clark.

The campaign aims to lobby for a range of practical improvements to help reduce rates of healthcare associated infections.

The RCN is challenging the government to publicly support ten minimum standards for infection prevention and control - as highlighted in last month’s Trust News.

Director of Nursing Andrew MacCallum said: “The Trust is the first pilot site for the RCN’s Wipe It Out campaign. “I am sure this campaign will help us build on the work we are already doing at Chelsea and Westminster to combat hospital acquired infections and to strengthen public confidence in the NHS. “The literature and learning material for staff and patients are excellent; easy to read and accessible, the college has done an outstanding job.”

Below: Pictured on David Evans Ward in a bay area are (left to right): Senior Infection Control Nurse Roz Wallis, Chairman Juggy Pandit, Dr Beverly Malone and Chief Executive Heather Lawrence.

On David Evans Ward with Dr Beverly Malone (second left) is (left to right) Senior Infection Control Nurse Roz Wallis, Director of Nursing Andrew MacCallum, David Evans Sister Caroline Evans, Chief Executive Heather Lawrence and David Evans Senior Staff Nurse May Wesley.

Below: Dr Beverly Malone is pictured trying some of our new alcohol gel with Tissue Viability Nurse Kumal Rajpaul at the Wipe It Out stand in the Hospital Mall.

Marie Celeste Staff Nurse Rosa Panistante is pictured in the Academic Atrium.
Improving equality and diversity

Equality and diversity was top of the agenda at July’s Seasonal Working Conference for nurses and midwives.

The conference took place at Fulham Town Hall and was organised as part of the Trust’s action plan to promote fairness in employment and service delivery. The emphasis was on examining our attitudes and behaviour and what practical steps we can all take to tackle prejudice and discrimination.

As one member of staff put it, ‘equality and diversity is not only about others but also about yourself. It’s important to reflect on whether you apply equality and diversity in your daily living as well as the workplace.’

Director of Nursing Andrew MacCallum chaired an impressive panel including gay rights campaigner Peter Tatchell, actor and disability rights performer Mat Fraser, Edie Friedman, Director of the Jewish Council on Race Equality and adviser to the Home Secretary, Jerome Mack.

They tackled questions from the floor on political correctness, the challenge of managing a diverse workforce, misconceptions of disability and asylum seekers. Peter Tatchell, who delivered a moving account of homophobia in the NHS praised Chelsea and Westminster as a ‘leading pioneer’ in HIV/Gum services. He said: “You are a beacon of good practice, this conference is testimony to the Trust’s commitment to fighting bigotry. I am sure it will have long-term benefits.”

Modernising Medical Careers – change in post graduate medical training

Changes to post graduate medical and education training will ‘go live’ in August.

The changes - which are being implemented in all NHS hospitals follow the publication of ‘Modernising Medical Careers’ - aiming to bring the UK in line with other European countries.

All pre-registration house officers will become 'Foundation Year One' and from 2006 many of the Trust’s senior house officer posts will become part of ‘Foundation Year Two’.

Foundation Year One will be similar to the current pre-registration system but house officers will now stay at one Trust for a year spending time in medicine, surgery plus a chosen specialty. They can either do this as three jobs of four months or four lots of three month placements.

In Foundation Year Two, there will again be 12 months spent in this Trust but time may be spent in several specialties including the Emergency Department, Medicine, Surgery, Paediatrics, Obstetrics and Gynaecology.

Clinical Tutor for the Trust Dr Kevin Shotliff said: “The training our junior doctors receive and how it is assessed will now be more multi-disciplinary and structured. Agenda for Change has also been taken into consideration.”

Medical Director Dr Mike Anderson said: “One of the advantages for the individual and the Trust is that house officers will be here for one whole year. This is the first step to modernising medical careers and will lead to competency based assessment and progression through the training grades.”

For more information contact Kevin Shotliff on ext 5294 or email kevin.shotliff@chelwest.nhs.uk

Reminder

All staff are being reminded that the Trust’s mail room should NOT be used for private mail.

Recently private mail was sent to the mail room with the expectation it would be franked and mailed at the Trust’s expense. It was identified that this private mail had been sent on behalf of a person who is not a Trust employee.

It has been agreed that all future instances of the mis-use of the mail room will continue to be investigated and where necessary actions will be taken in accordance with the Trust’s policies and procedures. All outgoing mail is now being monitored not only to help prevent the future theft of the Trust resources but also to help ensure the Trust’s current saving programme is achieved.

For more information contact Philip Holmes, Facilities Manager (Soft Services) on 020 8846 6866, Bleep 5846 or via the Facilities Help Desk ext 2424.

Major incident

At 10.15am on Thursday 7 July Chelsea and Westminster instigated its major incident plan after being informed of the horrific bombing attacks in London.

All non-emergency operations were put on hold and A&E staff were on standby ready to receive casualties. Doctors and nurses who were not working at the time immediately called in and arrived at the hospital to help. In the end we did not receive a large number of casualties. There were eight in total, some of whom were transferred to the hospital’s specialist burns unit.

Chief Executive Heather Lawrence said: “The response from staff was excellent and I would like to personally thank them for their speedy response and professionalism.

“In the end we did not have a large number of major casualties but we were ready just in case. I know I can say on behalf of everyone at the hospital that our thoughts are with all of those who have been affected by this horrific incident.”
Four staff from Chelsea and Westminster are the first NHS employees in London to graduate successfully with Foundation Degrees in Business and Professional Administration. The Trust is one of the first London hospital’s to promote this degree.

The part-time higher education qualification, which can lead to a Bachelor's Honours degree with an extra year of study, was done part-time over two years at Kingston University and West Thames College. The graduation ceremony took place in June.

The Trust graduates are Women and Children's Directorate Assistant Nathalie Cateaux, Radiology Department Assistant Pravitha Rajendraprasadh, Medical Admissions Officer, Sarah Castano and Surgery Secretarial and Administration Manager Debra Lawrence.

Nathalie Cateaux said: “It was brilliant that we were able to do this course through the Trust. It has been great putting into practice what I have learnt in my degree at work. It has definitely been a worthwhile while experience.”

Assistant Director of HR / Learning and Development Nigel Grant said: “This is a new and exciting degree for Trust administration and clerical staff. The Trust is committed to supporting these initiatives. We are seeing what can be achieved when students complete the programme.

“I am delighted and pleased for the students who have done very well. I would like to encourage more staff to make the most of this opportunity.”

The Trust Foundation Degree Graduates would like to say a huge thank you to Nigel Grant who was very supportive. They would also like to thank all other members of staff who helped and supported them.

For more information on the Foundation Degree in Business and Professional Administration contact Nigel Grant in the Learning Resource Centre on ext 8815 or nigel.grant@chelwest.nhs.uk

Gaby Agis & Company bought their multi-media dance piece 'Touch Un-sited' to the Hospital Stage for one day in June.

Chelsea and Westminster was one of three London landmark buildings chosen to host the performance. The other two were Canary Wharf Underground Station and the South London Gallery.

Artistic Director and Choreographer Gaby devised the performance while working with a group of architects at the Architectural Association.

The idea behind the performance choreography was to use dancers to bridge the space between the audience and the architecture.
Facilities Team update... Facilities Team update... Facilities Team update...

Deep cleaning programme launched

A new deep cleaning programme has been launched across the Trust helping to improve the environment for both patients and staff.

The programme is being carried out in three waves - with the first wave - of 27 wards and departments - almost now complete.

‘Certificates of Cleanliness’ are being presented to the teams in these areas to acknowledge the significant commitment and enthusiasm demonstrated during the deep cleaning of their wards and departments.

Facilities Manager Philip Holmes said: “I would like to say thank you to everyone for their efforts so far - it takes a lot of organisation and really hard work to prepare the areas for the deep cleaning to start - especially when the ward is full of patients!”

“By August we expect to have 90 per cent of our wards deep cleaned including outpatient departments, all communal spaces, the Emergency Department and the hospital school.

“As part of the deep cleaning programme wards and departments are also being asked to ‘dump any junk’ which is cluttering up areas. We are also encouraging wards and departments to display a photo of their housekeeper to help reinforce the importance of team work in driving improved standards.

“This is not just a one off - the deep cleaning programme will in the future become an annual event.”

New cleaning standards

Cleaning supervisors and ward staff have been issued with special palm pilots to help record information when they are carrying out cleaning audits.

The move is part of a new cleaning audit policy which has been issued alongside a rolling programme of training for staff.

In conjunction with ISS Mediclean and the Trust’s facilities management team more than 50 members of staff have already been trained on how to improve the standards of cleanliness through rigorous audits. These sessions will be run every two months for new joiners.

More than 70 quality manuals for facilities services will also be making their way to wards soon. The manual includes information about facilities services, response times and contact information to help escalate issues which are causing concern. It also includes a proforma so that wards can log all their requests. In future this information will help audit teams assess the speed of the response times.

In case of emergency

A new scheme to encourage people to add the names and addresses of their next of kin to their mobile phones has been launched.

The initiative, launched by the Ambulance Service, follows the recent horrific bombing attacks in London and aims to help emergency services to contact relatives and identify victims.

The idea is that you store the word “I C E” in your mobile phone address book, and against it enter the number of the person you would want to be contacted “In Case of Emergency”. In an emergency situation ambulance and hospital staff will then be able to find out quickly who your next of kin are and be able to contact them. It's so simple that everyone can do it.
New plans to improve food

The first ever survey of food available for staff and visitors was completed during April and May by the Trust and ISS-Mediclean.

The survey was carried out to identify what areas staff and visitors are happy with and where improvements are needed to encourage more people to visit the restaurant and coffee shop.

A 12 month action plan of key improvements has been developed following the publication of results and will be discussed by the PEAT Management Group in the near future.

More than 3,500 questionnaires were distributed with the majority of the responses received from staff.

New measures being considered include ‘meal deals’ which will offer a set meal at a set price, improved customer care training, a potential trolley delivery service, expanded menu tasting and new weekend and evening menus.

Main findings from the survey included:

- 57% of respondents said that the restaurant is acceptable or above service
- A number of respondents said that the service has improved since it was taken over by ISS Mediclean

- 82% of respondents felt the presentation of food was between acceptable and excellent
- More than 40% of people indicated that the options available were poor
- 51 per cent of respondents felt that prices were expensive and 25 per cent of respondents felt the pricing structure was reasonable
- 45 per cent of all respondents felt customer care levels were poor.

Suggestion for improvements included more healthy options, better customer care, lower prices and more salads.

Porter Mohamed Bangura will win a £50 Marks & Spencer gift voucher, for completing the questionnaire. He is shown in the photograph above receiving his prize from Kieron Hudson, ISS-Mediclean Catering Manager.

Easing congestion

The Trust is working with the Local Authority to help ease congestion along the Fulham Road.

The Local Authority has identified a number of bottlenecks along the Fulham Road causing major problems for buses and emergency vehicles. One of those bottlenecks is around the hospital’s front lay-by.

Members of our security team will be issuing leaflets and talking to visitors who use the lay-by to encourage them to only use this area as a quick pick up and drop off point.

There are occasions when people try to use this as short stay parking or businesses use this as a drop of point for delivery of goods. The success of the scheme will be reviewed over the next three months, where extra actions will be considered if necessary.

Pictured is Security Manager Dominic Hutchings at the front of the Hospital.
By now many of you will have received assimilation letters detailing the pay changes that are effective if you transfer to the Agenda for Change terms and conditions.

The many Agenda for Change benefits include:
- A pay increase in the majority of instances
- Increased annual leave entitlements - if you have five years' NHS service, your leave will increase to 29 days and after 10 years 33 days, plus eight bank holidays.
- Improved maternity leave entitlements - eight weeks full pay, followed by 18 weeks half pay plus any statutory maternity pay or maternity allowance.
- Career progression through the Knowledge Skills Framework
  For staff on local/Trust contracts you cannot automatically be paid on Agenda for Change pay bands until you sign the appropriate declaration form which is provided with the letter.
  Although the letter is quite detailed many staff may wish to seek further clarification and there are a number of ways this can be achieved:
- Approach a staff side representative - Noel Fee or Cathy James, UNISON - Noel on ext 8337 and Cathy on ext 6070
- Rhona Synott, Physiotherapist, CSP ext 8407
- Louise Saunders, RCN on ext 8815
- Miranda Rogers, RCM on 08700 5555 00 (pager 865 868)
- Adam Sanders, SOR on ext 8516
- Approach your Directorate HR team, all based on the Lower Ground Floor
- Visit the weekly AFC Information stand on Tuesday at lunchtime outside the canteen
- Visit the Trust Intranet - AFC folder is located within the HR section. This folder has the entire Terms and Conditions Handbook for your perusal.
  Once you sign up for Agenda for Change, your pay will be calculated and administered by the Trust's Payroll Department, overseen by the newly appointed Agenda for Change Payroll Manager.

New clinic in Kenya

Dr John Wright, who has worked at the Trust for three years, most recently in the Nkosi Johnson Unit in the West London Centre for Sexual Health, will be leaving us at the end of August to set up an HIV clinic in a new community hospital in the Kisumu district of Kenya.

Here, 15,000 people are HIV positive in a population of 500,000. The clinic is being funded by the Elton John Foundation.

Dr Wright was invited to help out there by Women and Orphans Charity ‘WORPHANS’. He plans to stay in Kenya for three to four years.

Recently John also cycled through the Dolomite Mountains in Northern Italy.

Travelling alone, he cycled up and down the famous passes around the Sella Massif in the middle of the Dolomite Mountains, then over the Alta Rezia Passes, and down to the Central Lakes north of Milan. He did the 14 day journey in a range of temperatures, from zero to 30 degrees.

Some of the passes were 2,300 metres high with some exhausting climbs. The second largest bike race, the Giro D’Italia passes through the mountains every year.
Generous donation

■ Patient and artist Susie Wintour who suffered a severe brain stem stroke five years ago generously donated £1,800 to the Hospital Stroke Unit. This was money raised at her successful art exhibition held in the Hospital.

Pictured in July with some members of the stroke team, are Susie centre, with two of her children, (far left) Mary Wintour aged 17 and (far right) Benedict Wintour, aged 14.

After her stroke, Susie was left extremely disabled. She was unable to move any part of her body and she could only communicate by blinking. She has now made a good recovery with the help of the Hospital’s Physiotherapy Team enabling her to resume painting.

Senior Physiotherapist Esther Palmer said: “We would all like to thank Susie for her generous donation and will use the money wisely to develop the stroke service, leading to an even better standard of care.”

Susie also gave proceeds from her exhibition to our Hospital Arts Department and to Different Strokes charity, set up for young stroke survivors.

New D Grade Charter

A new user friendly Trust Student Nurse Charter has been developed by 12 D Grade Nurses to use in all adult wards. It is an easy reference guide to help students and should ensure that patients receive safe and suitable care from all members of staff.

Produced as a part of a D Grade Development Programme, run by former Trust Lecturer Practitioner Alison Maxwell, it was rolled out around the hospital in June in the form of an A3 sized laminated colourful poster.

D Grade Nurse in the Development Group, Fortunate Mangaira said: “When I was a student, I didn’t always know what was expected of me, which was sometimes overwhelming. It can be an intimidating experience to approach busy staff.

“The Charter works really well for both the nurses and students, so we know what to expect from each other.”

It was Alison’s idea for the D Grades to produce a charter as a part of the programme. Alison said: “The idea went down really well with the D Grade Development Group. As D Grades are newly qualified, their insight is excellent. It was evolved further by consulting Ward Sisters and students.

“It is hoped that the Charter will improve the success and knowledge of the students, developing their ability to communicate with patients and staff by feeling comfortable to discuss and relay accurate information to different members of the ward team.

“The Charter should also develop and improve the teaching and assessment experience of staff.”

The Student Charter will constantly be assessed and updated by D Grade Staff Nurses.

To obtain a copy of the charter, or for more information, please contact Lecturer Practitioner Rupert Thorne on ext.5292 or Lead Nurse Education & Learning Environment Tracy Stevenson on ext 2128. Alison left the Trust in June to work for VSO in Cambodia.

Hospital Arts

August performances

25 August, 1-1.45pm
The Mall, Ground Floor,
Lift Bank B
Los Mareados
A quintet playing unique interpretations of Argentine tango music.

Monday 15 August 1-2pm
The Café (Ground Floor,
Lift Bank B)
Pianist in residence
Alex Vydelingum
Discounts available for Trust staff...

Food & Drink
Ad Lib Bar
246 Fulham Road SW10
Tel: 020 7376 7775
10 per cent discount (excl Fri/Sat after 7pm).

Brasserie De L’Auberge
268 Fulham Road SW10
Tel: 020 7352 1859
20 per cent off a la carte menu (excl. drinks).

Chelsea Bun
9a Limerseon St SW10
Tel 020 7352 3635
10 per cent discount Mon-Fri, 7am - 6pm.

Chelsea Meze
294 Fulham Road SW10
Tel: 020 7351 0044
10 per cent discount.

Exquisite Bar and Restaurant
343 Fulham Road SW10
Tel: 020 7352 0967
25 per cent discount on main courses and house wine with meals (takeaways included).

Feng Sushi
218 Fulham Road SW10
Tel: 020 7795 1900
10 per cent discount (excl. deliv.)

Finch’s Pub and Restaurant
190 Fulham Road SW10
Tel: 020 7351 5043
10 per cent off food

Glaister’s Bistro
4 Hollywood Road SW10
Tel: 020 7352 0352
10 per cent discount for (groups of less than 10).
Above 10, a complimentary bottle of wine with dinner.

Khan’s Restaurant
13-15 Westbourne Grove, W2
Tel: 020 7727 5420
10 per cent discount

La Bottega del Sole - Gourmet Italian food
323 Fulham Road, London SW10 Tel: 020 7351 7370
15 per cent discount

Made In China Restaurant
351 Fulham Road, SW10
Tel: 020 7351 2939
10 per cent off meals (10 per cent off takeaways)

Nirvana Restaurant
430 Kings Road SW10
Tel: 020 7352 7771
25 per cent discount on food. Takeaways 10 per cent discount (collection only on small orders). Show staff ID before ordering.

Odomo’s Gelati Italiani - Ice cream parlour
14 Bute Street SW7
Tel: 020 7052 0732
10 per cent discount

PizzaExpress
363 Fulham Road SW10
Tel: 020 7352 5300
15 per cent off lunch, 10 per cent off dinner (incl takeaways)

PJ’s Bar and Grill
52 Fulham Road SW10
Tel: 020 7581 0025
10 per cent off
dumplings.

Tampopo Restaurant
140 Fulham Road SW10
Tel: 020 7370 5355
20 per cent discount 12-7pm (excluding meal deal)

Thai Noodle Bar
7 Park Walk SW10
Tel: 020 7352 7222
15 per cent off total bill. Show staff ID before ordering.

Vieno-Quatre
325 Fulham Road SW10
Tel: 020 7376 7224
20 per cent discount

Health & Beauty

DV Hair and Beauty
353 Fulham Road SW10
Tel: 020 7351 0015
20 per cent discount

Ginger Group Hair Innovations
(Fulham Branch only)
445 North End Road SW6
Tel: 020 7381 5777
10 per cent discount Mon-Fri

James Hull Associates - dentist and hygienist
242 Fulham Road SW10
Tel: 020 7376 3330
10 per cent discount off regular procedures (excl. specialist and technician treatment)

Hair Razer (barber)
258A Fulham Road SW10
Tel: 020 7351 0777
£15 for a cut wash and blow dry Mon-Fri

Hair’s Hairdressers
305 Brompton Cross, SW3
Tel: 020 7581 5211
10 per cent off cuts Mon-Thur;

Mon-Wed free hair cuts; £25 for colouring Tue/Wed. Must book as a model

Head Masters Hairdressers
Fulham 020 7371 7939,
Putney 020 8780 5555,
Wimbledon 020 8947 5034
25 per cent discount, Mon-Fri 9am - 5.30pm. Must quote company partnership scheme when booking

Mahogany Hairdressers
17 St George Street, Hanover Sq, W1 Tel: 020 7629 3121
25 per cent discount Mon-Fri

Mr B Hairdressers
360 Fulham Road SW10
Tel: 020 7352 9410
10 per cent off, Mon-Fri, 10am - 6pm.

Napier’s Herbal Health Care
236d Fulham Road SW10
Tel: 020 7376 3682
10 per cent discount on cut and blow dry

Saks Hair and Beauty
David Lloyd Centre, Fulham Broadway Centre, SW6
Tel: 020 7385 2474
20 per cent discount

Toni&Guy Hairdressing (Fulham Branch)
10 Fulham Broadway SW6
Tel: 020 7386 9977
15 per cent discount on colouring, cutting and blow drying. Mon-Wed 10am - 5.30pm; Thu-Fri until 1pm.

Ze Hair and Beauty
270 Fulham Road SW10
Tel: 020 7351 2266
when you spend more than £20: 20 per cent off beauty treatments; 50 per cent off 1st colouring, 30 per cent thereafter

Sport & Leisure

Chelsea Sports Centre
Chelsea Manor Street, SW3
Tel: 020 7352 9006
Discount membership offer, phone Zeena

David Lloyd Leisure
Fulham Broadway Retail Centre, Unit 24, SW6
Tel: 020 7386 2200
No membership joining fee

Fitness First (South Kensington only)
29 - 37 Harrington Road,
Petersham House, SW7
Tel: 020 7590 5000
No joining fee; discount membership offer, telephone Fabio

Holmes Place
188a Fulham Road SW10
Tel: 020 7352 9452
Discount membership offer

Osteopathic Consultations
The Chelsea Practice
186 Fulham Road
Tel: 020 7376 7649
25 per cent discount, Wed - Fri and every 2nd Sat of month

Pure Massage
35 Vansion Place, London, SW6
Tel: 020 7381 8100
10 per cent discount on massages, Mon-Fri before 7pm

Sweatshop
188 Fulham Road SW10
Tel: 020 7351 4421
10 per cent discount

Lifestyle

Chatterbox
369 Fulham Road, SW10
Tel: 020 8237 2486
Special deals and discounts

Hotel Ibis London Earls Court
47 Lillie Road SW6
Tel: 020 7610 0880
10 per cent discount on reservations. Must mention discount deal when booking

Odeon Cinemas
(Kensington branch only)
263 Kensington High Street
Tel: 020 7602 5491
Tickets reduced to £7.00 (Mon-Fri, Sat late night)

Orange Mobile phones
Tel: 0800 168 168
15 per cent discount off standard line rentals on a contract hand set (excl. special promotions). Must quote your NHS Payroll or GMC Number

Vue Cinemas (Fulham Branch only)
263 Kensington High Street
Tel: 020 7602 5491
Tickets reduced to £7.00 (Mon-Fri, Sat late night)

You will need to show your hospital ID to qualify for these discounts

Please contact Jeanette Albert, Public Relations Assistant with any comments you have about these staff discounts on ext 6829 or email jeanette.albert@chelwest.nhs.uk

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New roles for pharmacy technicians

Pharmacy technicians can now carry out final accuracy checks on dispensed drugs helping patients to be discharged home sooner and pharmacists to spend more time on the wards.

Eight of the hospital’s 25 pharmacy technicians have now received special accreditation from London Pharmacy Education and Training following an in-depth and lengthy accreditation process. Seven have also just started training.

Carrying out final accuracy checks on medicines involves ensuring the correct medicine is supplied in accordance with the prescription as well as ensuring the medicine is in date and is labelled with all necessary information to help the patient take their medicine safely. In the past this could only be carried out by a pharmacist.

Katy Hewitt said: “As long as a pharmacist has clinically screened the prescription at the start the technicians can carry out the final accuracy check.

“This allows technicians to spend more time on wards co-ordinating discharge prescriptions helping to speed up discharge of patients from hospital. Pharmacists can also spend more time on the wards carrying out drug histories and working alongside doctors and other healthcare professionals.”

Keep safe in the sun

Staff in Paediatric Outpatients have started an interactive health promotion board in their outpatient area.

Each member of clinical staff covers a health topic of their choice every eight weeks. Currently Paediatric Health Care Assistant John Phillips and Play Specialist Rachel Fitzpatrick are promoting sun protection.

In special health promotion play sessions with Rachel, patients are encouraged to express their thoughts on the topic via emotion posters, pictures and word searches. The children’s work is then also displayed on the board.

The interactive board’s aim is to empower children and parents to help them cope and understand illness, injury and the necessary treatment needed.

Future topics will include asthma, dermatology, accident prevention, eye patches, stroke awareness, Ponsetti technique, healthy eating and keeping fit.

Senior nurse shares expertise

Radiology Sister Kirsty Harkness will be sharing her expertise with hospitals across the UK.

She is embarking on a number of external study days about a project at this hospital where nurses working in radiology have taken on new roles helping to reduce waiting times for patients.

Senior radiology nurses can now carry out a diagnostic procedure - Hysterosalpingography (HSG) an examination to assess fertility - previously done by radiologists. The move follows a year long project, by Kirsty, examining whether a nurse led service meets the same standards as the traditional consultant led service.

Kirsty said: “It is great that other hospitals are now interested in taking this on board. The new role for nurses has helped to free up radiologists’ time so they can concentrate on more specialist work. It also means we can reduce waiting times for women needing this procedure.”
Karin Norman has been appointed as a Non Executive Director at the Trust. Karin brings to the Trust a wide range of expertise and experience from the financial sector.

In her 20 year career as an investment banker in London and New York, she has worked at Morgan Stanley, Merrill Lynch, JP Morgan and Citigroup Global Markets advising banks, insurance companies and pension funds on investments, risk and capital management.

Karin was a Non Executive Director of the NHS Pensions Agency and is also a Pensions Trustee for the Nursing and Midwifery Board and Associated Employers.

James Robertson, Legal Co-ordinator, pictured above, has temporarily stepped in to replace Head of Legal Services, Patricia Small while she is on extended leave. He will deal with all aspects of clinical negligence and will teach staff about consent. James is keen to help staff who need to write a statement following a patient complaint or legal claim. He is available from 8am till noon during the week. James also works as a Publisher at Music Industry Manual.

The Surgery Directorate now has two permanent Senior Sisters, Holly Ashforth (left) and Sharon Doyley, who started in July after acting in this position for 10 months. Sharon and Holly report to Surgery Clinical Nurse Lead Paul Thomas.

Sharon is responsible for Lord Wigram and David Evans Wards and the Eye Clinic. Holly is responsible for St Mary Abbots and Rainsford Mowlem Wards and Outpatients One. Paul is responsible for Chelsea Wing, Outpatients Four and the Fracture Clinic.

Sharon and Holly will work clinically for three days out of five in each of their designated areas. For two days, they will be based in management three.

Before acting in their current roles, Sharon was previously Sister in Outpatients One and Holly was Sister on Lord Wigram Ward. Holly began working at the Trust in 1994 as a D Grade on David Evans Ward. Before this she trained at the Wolfson School of Nursing, now known as Thames Valley University. Sharon previously worked at the old Westminster Hospital as a Registered Nurse. She came to the Trust when we opened in 1993 starting as a D Grade on Lord Wigram Ward. Sharon can be bleeped on 3047 and Holly can be bleeped on 3048.

Marie Courtney, pictured below, is the new Fleet and Transport Manager. Working closely with Facilities General Manager Helen Elkington, Marie will be responsible for transport and car parking issues. Previously she worked for the car company Olympic South as Transport and Contracts Manager. She can be contacted on ext 2698.

Congratulations to Soledad Gromet, who recently completed a nursing conversion course to start her position as Trust Treatment Centre Staff Nurse in June.

She joined the Trust last April as a Health Care Assistant. Previously, in her native Philippines, she worked as a Staff Nurse on a Medical Unit in Olongapo City General Hospital for five years.

Soledad would like to thank everybody who helped and supported her in becoming a staff nurse here, especially Treatment Centre Clinical Nurse Specialist Shona Cunningham and Sister Ellen Ettridge.

Welcome to Susan Burnett, pictured right, who is Acting Director of Governance and Corporate Affairs. She started this position in July and will be at the Trust for three months.

Susan is on secondment from the National Patient Safety Agency, where she is Director of National Programmes. In this role, she oversees the work of the patient safety managers and manages a range of patient safety programmes, working closely with national organisations.

In her Chelsea and Westminster role, Susan is responsible for Clinical Governance including Risk Management, Corporate Affairs, Legal Services and Public Relations. Susan is a mathematician who has a background in health service management. During her career, she has particularly enjoyed working in acute teaching hospitals. She has worked in the NHS for 18 years.
Top marks for learning curve

The Learning Curve was accredited with a grade ‘A’ by the British Computer Society for being an excellent European Computer Driving License (ECDL) Test Centre.

The grade was awarded after an external audit was conducted by the society which audits all ECDL test centres yearly to set quality standards. Three possible grades could have been given, with ‘A’ being the highest.

Learning and Development Manager Laura Constantinescu said: “An ‘A’ is increasingly difficult to achieve so it is a huge well done to ECDL Test Centre Manager Rona Davis and Administrator Claire Sparkes who made this happen.”

Some of the things the centre was rigorously tested on were health and safety conditions, test procedures and quality service.

A sample of ECDL candidates were also interviewed and paperwork was thoroughly checked before a decision was made.

In September, the Learning Curve will join up with the Worlds End Regeneration Trust Community Project to provide more ECDL tutorials for staff. Sessions will take place at World’s End and at the Trust.

For more information on ECDL, please contact Claire Sparkes on ext 8807.

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Rona Davis

Claire Sparkes

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Tiziana Brunoni-Lawrence, pictured below, is Pharmacy Distribution Manager at the Trust. She started this position in November.

Prior to joining us, Tiziana was a Retail Administration Manager at Emporio Armani. She originally came to England from Feltre Italy in 1992 to study.

The Pharmacy Distribution Department at the Trust will be holding an open day for staff wanting to learn more about the work it does on Thursday 15 September, from 3pm to 4.30pm.

Please contact Tiziana on ext 5254 or Mel Davy on ext 8396 for more information.

Pictured below is Kathleen Dalby, Acting Assistant General Manager for Obstetrics, Gynaecology and Neonatology. She started this position in July.

Kathleen is on secondment from the National Institute for Health and Clinical Excellence (NICE) for three months. At NICE, Kathleen is a Project Manager for Topic Selection.

Kathleen is based in the Women and Children’s Business Office. She can be contacted on ext. 6895 or bleep 8587.

Pat Rubin, pictured below, is Acting Assistant General Manager for Paediatrics. She started this position in July. She is on secondment from the Cheyne Day Centre, where she is Service Manager.

Pat has a nursing background. She was previously a Director of Nursing and a Hospital Director in the private sector, at the BMI Group. Before this, she was a General Manager and Lead Nurse in Surgery and Critical Care for Barnet, Edgware and Chase Farm NHS Trust. Pat also currently runs a healthcare consultancy business.

Pat can be contacted via Women’s and Children’s Team Secretary, Hazel Alexis-Noel on ext 8649.

Pictured below is Agenda for Change Payroll Manager Debbie Plummer, who started at the Trust in March.

Prior to joining Chelsea and Westminster, she worked as a Payroll Manager at Apcoa Parking.

Senior Sister in Paediatric Theatres, Jilly Hale (pictured above) is one of the first people in the country to do a national Leadership Development course run by the Association for Perioperative Practitioners (AFPP).

This is the first year the 3M sponsored course is being run, and there are only 10 people in the country currently doing it. Jilly won her place on the course through application. Jilly will receive a certificate on completing the programme in October at the large annual AFPP exhibition conference.

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Six new receptionists have joined the maternity department this month to provide 24 hour cover, 365 days a year, for the busy reception. Much of their work was previously carried out - especially out of hours - by Maternity Supervisor Lyn Dineen. Lyn said: “The new team will really help us improve the service we provide to mums, their partners and relatives.”

The new reception team includes Malyun Ali, John Findley, Louise Jordon, Gerard Marusiak, Marinda Whyer and Kyla Weston. The new receptionists play a crucial part in helping the department run smoothly from inputting data to helping relatives and visitors.

Mrs Jane Weston of the Friends of the Chelsea and Westminster Hospital, London has been awarded the prestigious medal of the Order of Mercy for her wonderful service over many years as a volunteer.

The awards ceremony took place at The Mansion House, in the City of London, in the presence of the Lord Mayor of London and many distinguished guests.

Sir Robert Balchin, president of the League of Mercy said: “Mrs Jane Weston has done extraordinary work for the welfare of others. She is a marvellous example of someone who has given wonderful voluntary service to her community and we were delighted to be able, on the recommendation of her charity, to make this well deserved award.”

The League of Mercy, originally founded in 1899 for the encouragement and recognition of voluntary work in hospitals and the community, was refounded as a registered charity in 1999 and now continues the work of the original founder, the then Prince of Wales, later King Edward VII.

For further information contact the Friends of the Chelsea and Westminster Hospital on 020 8746 8825.

The evening starts with a reception at 7pm and the Fashion Show follows at 8pm. Tickets cost £30 each (to include drinks and canapés) and can be obtained from the Friends Office on the GroundFloor.

This fun fundraising event hopes to raise enough money to buy a Colposcope Digital Camera for the Women’s Cancer Screening Service. Don’t miss this opportunity to see your colleagues parading the exotic and colourful collection! Space is limited and tickets will be allocated on a first come first served basis.

Saturn Ward expansion
In July, Saturn Ward, Paediatric Day Care moved up to the Combined Care Unit on the third floor by the Neo-Natal Unit. Work is currently being done to expand Saturn Ward to a 10 bedded ward from a five bedded area. Work should be completed by the end of September.

Jane Weston is awarded the Badge of the Order of Mercy for Distinguished Voluntary Service.

Friends Fashion Show
Weds 28 Sept
Tickets on sale now!
At ‘auditions’ held in June the following staff members were selected to model Beatrice von Tresckow’s creations at the Friends charity Fashion Show on 28 September:
Claire Bellone, Gynaecology; Sebastian Cormier, Physiotherapy; Sarah Drew, Physiotherapy; Judith Hallett, Dermatology; Catherine King, Colposcopy; Sarah Myers, John Hunter Clinic; Donna Nelson, Bereavement; Sinead Jones, Reception; Christina Konadu, Anne Stewart Ward; Junior Rocha, Finance; Sandy Service, Physiotherapy; Georgia Smith, Physiotherapy; and Katarzyna Smalec, Chelsea Wing.

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Mr and Mrs Weston are presented with the Order of the League of Mercy by Sir Robert Balchin.

Friends
Fashion
Show

Top award for Friend

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