

Trust NEWS

Seasons greetings to everyone and best wishes for 2006

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Pioneering approach for anaesthetics

Chelsea and Westminster is at the heart of a pioneering new approach to deliver anaesthetic care to patients.

It is one of only a limited number of hospitals in the country to accommodate new trainee Anaesthesia Practitioners (APs) who will provide support to consultants and other members of the anaesthetic team.

The new innovative post, of which similar posts already exist in parts of Europe and the United States, will help to free up time of anaesthetists so they can concentrate on more complex cases and meet future demands of anaesthetic provision.

Anaesthesia Practitioners will be part of a team and supervised by an anaesthetist. Over time they will take on some of the duties of consultants such as pre-assessment and eventually selected anaesthetic responsibilities as part of the anaesthesia team.

The new role is part of the National Practitioner Programme and is a collaboration between the

Royal College of Anaesthetists, Changing Workforce Programme and the former NHS University.

Chelsea and Westminster is part of the north west London cluster and the second wave of this national programme. It includes St Mary's, Royal Brompton and Ravenscourt hospitals.

Melanie van Limborgh Assistant General Manager for Anaesthetics, Imaging and Surgery here at the Chelsea and Westminster is a member of the national stakeholder board and is Manager for the Anaesthetic Practitioner project here in the Trust.

Melanie explained: "This is a very exciting opportunity and we are delighted to be part of such an important phase of this programme. This programme will see the country's first ever APs qualify in two years' time after an intensive educational programme."

• See page 13 for more.

Christmas cheer



Rachael Rose Phillips decorates a Christmas tree on Neptune ward. Watch out for more festive highlights including the best decorated ward and Christmas cheer awards in the next issue of Trust News.

Heather's view

by the Chief Executive, Heather Lawrence

*Happy Christmas and
New Year to you all.*



The Trust is facing an exciting and challenging time ahead. On 8 December our Board unanimously agreed to proceed with our Foundation Trust application, contingent on our historic undercapitalisation being resolved. A copy of our application is available on the Intranet.

A great deal of work has been done to allow us to be in a position to apply for Foundation Trust status, however we will only proceed if the benefits will enable improvements in patient care.

One of our main challenges comes from very demanding efficiency targets and a new requirement to achieve a surplus. Our General Managers are working with clinicians to achieve these targets.



I am pleased to report that we came fourth in the country in the Health Care Commission's rapid inspection programme which aimed to provide a 'snapshot' of cleanliness in hospitals.

This was achieved through the effective partnership between hospital staff and ISS and helps make Chelsea and Westminster a place where people can be confident in the environment in which they receive care.

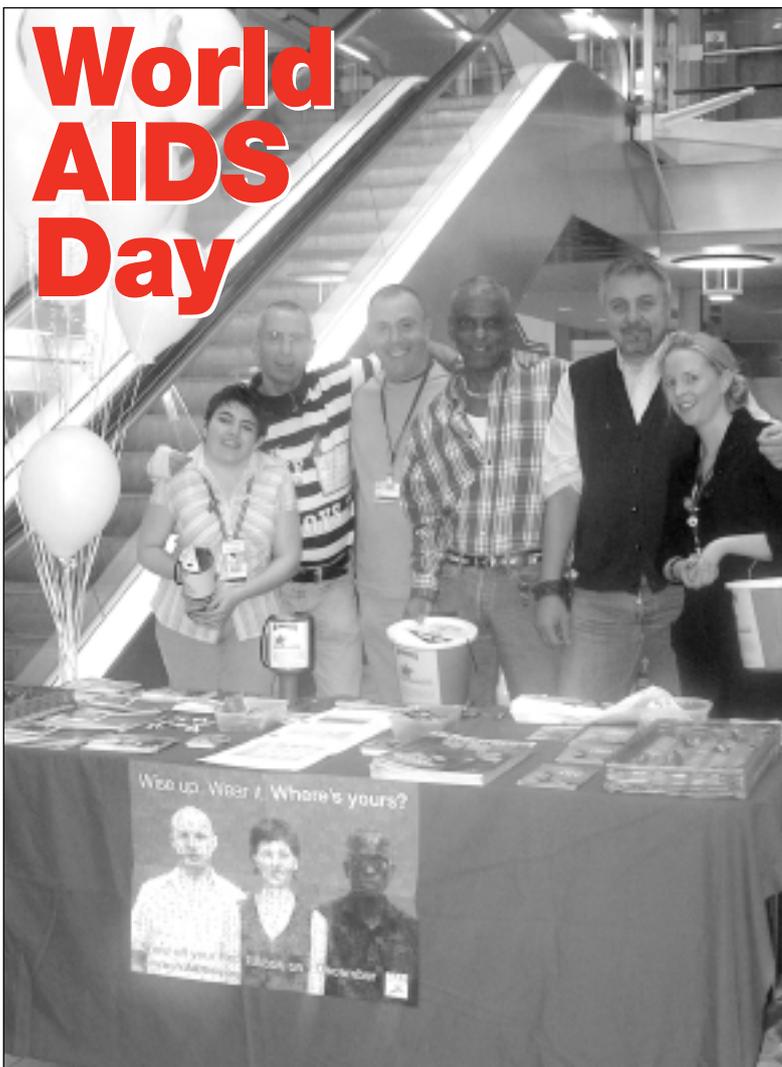


We are at that time of year when staff become unwell and I do hope you have taken the time to have the flu injection, in particular those of you who work in the front line.



Thank you all for the incredible work you have undertaken throughout 2005 to ensure that Chelsea and Westminster continues to provide excellent patient care. I would like to say a particular thank you to those staff who are working the unpopular shifts over the holiday period. Take care over the festive period and I look forward to seeing you all in the New Year.

World AIDS Day



■ Pictured on December 1, World AIDS Day, at the Trust are (l-r): Kobler Staff Nurse Kate Fitzgerald; St Stephen's Volunteers Michael Vaudin and Tony Leach; St Stephen's Volunteer Co-ordinator Errol Myers; St Stephen's Volunteer Terry Lawton and Community Liaison Nurse Nicola Galbraith.

The St Stephen's Volunteers ran their annual stand to commemorate World AIDS Day. The stand raised £785 which will go towards caring for patients in the Kobler Clinic and Thomas Macaulay Ward here at the Hospital.

All the volunteers and staff who worked on the stand would like to say a huge thank you to all the people that donated on the day and more importantly wore their red ribbons.

The aim of the National AIDS Trust on World AIDS Day was for two million people to wear a red ribbon, which is a symbol of hope for the future and a sign of support for those living with HIV and AIDS.

For more information about HIV/AIDS, visit the National AIDS Trust website, www.NAT.org.uk

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 should 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

Join your hospital today!

Chelsea and Westminster wants to become an NHS Foundation Trust ...and we need your help.

A new campaign has been launched to recruit more members to the hospital ready for it becoming an NHS Foundation Hospital Trust next year.

At its December Board meeting the Trust decided to go ahead with its application to become an NHS Foundation Trust.

Foundation Hospitals are new types of organisations which have more freedom to shape their services. Patients, staff and members of the public will also have more say in how the hospital is run and how NHS services are provided by becoming members of the Trust. These members will, in turn, elect the majority of the Members' Council who will influence the running of the Trust and the future shape of services.

We want to recruit as many members as possible and have enlisted The Campaign Company to help us do this. They will be out and about in the coming months encouraging people to become members of the hospital.

We want you!

Whatever your background or experience of the NHS we want you to get involved. You can have a real effect on our hospital and the decisions that are made to invest and use resources, and develop services. All local residents, patients and members of staff can



■ Pictured from left to right are; Foundation Trust Recruiters Robert Atkinson and Catherine Atkinson, Director of Nursing Andrew MacCallum and Foundation Trust Recruiters Simon Turner, Jenny Walker and Sandee Allen.

become members.

The Campaign Company comes with the experience of working with 15 other NHS Trusts and has to date recruited 70,000 Foundation Trust members to other hospitals.

Robert Atkinson, pictured above with his team, will be one of the people enlisting new members to the hospital.

He and his team will be explaining to patients, staff and visitors the benefits of becoming an NHS Foundation Trust and how they can get involved. Once somebody has expressed an interest in becoming a member a membership pack and card will be sent out to them.

Director of Nursing Andrew

MacCallum said: "We have some strong foundations to build on and already have about 4,000 members from our first campaign last year. This is a real opportunity for patients, staff and the public to have a real say about how we can develop services."

Robert Atkinson said: "Chelsea and Westminster has made a great start drumming up support and commitment from people. Our job is to build on this and enthusiastic participation by all sections of the hospital staff as members of the Trust is key to future success. Present Foundation Trust members will be re-contacted in due course during this period."

ACU celebrates 10 years

The Assisted Conception Unit at the Trust celebrated its tenth anniversary in October by holding a party with around 40 guests, consisting of past patients who had fertility treatment within the last 10 years and their families.

More than 1,000 babies have been born with the help of the Assisted Conception Unit through various procedures, such as intrauterine insemination (IUI), in vitro fertilisation (IVF), intracytoplasmic sperm injection (ICSI). Freezing embryos, egg and sperm donations and sperm washing.

The youngest babies present at the party were two week old twins. The oldest were nine year old twins.

Junior Fertility Sister Rebecca Wood said: "It was really nice to see everybody back again following their treatment. Everybody was really grateful that we helped them complete their families.

"Parents had the opportunity to speak to others in a similar situation to themselves. Everybody enjoyed the day, including all the unit staff present."



■ Pictured at the anniversary party are Junior Fertility Sister Rebecca Wood (left) and Senior Fertility Sister Jane Holman with twins conceived through treatment.

A large birthday cake, with 'Happy 10th Birthday ACU 1995 - 2005' was provided by ISS Mediclean. The event was sponsored by Harrods and Carluccio's, who supplied a children's entertainer and food.

Celebrating religious difference

On 29 November the Multi-Faith Chaplaincy Department, Hospital Arts and Radio Chelsea and Westminster celebrated the religious themes of light, food and fasting to promote greater understanding and respect between the different faith-communities here in the Trust.

The Reverend Steven Smith, the Head of Multi-Faith Chaplaincy said: "The Multi-Faith Chaplaincy Team has been working together with Alex Minton (Hospital Arts) and Anthony Davis (Radio Chelsea and Westminster) to raise the profile of various religions as a way of enjoying common themes and respecting religious difference."



■ *Hospital Imam Sadeq Hamsali*

Special guests on the day were the **Canticum Choir** and the **Servite School Choir** who sang on the theme of light. During the religious celebrations held at the main entrance to the hospital the following reflections took place on the theme of light:

A **Menorah** (seven branch candle stick) was lit which is used for the Jewish

celebration of **Hanukkah** ('Dedication') which lasts for eight days. **The Feast of Lights** as it is sometimes called commemorates the re-dedication of the Second Temple of Jerusalem (164 BC) after its desecration three years earlier. During this festival time a candle is lit each day, gifts are exchanged and children play games.



■ *Father Paul Addison with children from the RC Servite School, Chelsea.*

Reverend Steven Smith said: "We also learnt about the Muslim celebration of light known as the **Hizrah** (Emigration) when Allah helped the Prophet Muhammad escape from his murderers by creating a barrier - blocking the light - so that he could not be detected."

The Christian season of **Advent** (The Coming) was also presented with the lighting of the five candles of the **Advent wreath** marking the four Sundays leading to

Christmas Day when the fifth candle is lit to celebrate Christ as **The Light of the World**.

Reverend Steven Smith said: "On 1 November the Multi-Faith Leaders of London attended St Paul's Cathedral to remember the 52 people who lost their lives in the London bombings on 7 July and to pray for the resolve of all people to work and live in peace and harmony. In some small way we are contributing to that shared goal."

25 Year Club

Have you or do you know anyone who has given 25 years of service to Chelsea and Westminster Hospital and our predecessor hospitals?

The 25 Year Club was founded in 1965 by the Special Trustees to recognise and award long service. The Charitable Funds Committee are kindly continuing to support the club by funding awards for new members and annual lunches for members and their guests.

Members are not required to pay subscriptions and membership is for life. Membership is open to those currently working in the Chelsea and Westminster Hospital and requires completion of an aggregate of 25 years' service at Chelsea and Westminster or any of its associated institutions that are now closed.

In exceptional circumstances where a person leaves the Hospital because of redundancy or organisational change, they may wish to be considered for membership where a minimum of 20 years' service has been completed. The decision would be made by the 25 Year Club.

If you are eligible please contact June Williams Trust Occupational Therapist and Club Chairman on ext 8064.



■ *Pictured are the 25 Year Club Committee members; from left to right (front) Mrs Dorothy Rose, Ms Jean Duff; Mrs June Williams, Mrs Dorothy Winter, Professor Chris Wastell (back) Mr Derek Hodgson, Mr Humphrey Roberts, Dr Peter Barnes, Mr Vincent Gianotta and Dr Ron Zeegan. Not pictured are Ms Mary Neiland and Mrs Kate McDonald.*

Driving up cancer care

Staff move up a gear for review of cancer services

The spotlight is on cancer services over the next few months as the Trust gets ready for a Peer Review in February when cancer services will be evaluated for their quality.

Teams of assessors will visit the Trust to examine the hospital against national quality measures for services including chemotherapy, radiotherapy and specialist palliative care as well as looking at multi-disciplinary services for particular cancers.

Macmillan Lead Nurse for Cancer and Palliative Care, Catherine Gillespie, explained: "For each of the cancers that are managed within the Trust, as well as cancer imaging, pathology, chemotherapy and palliative care, there are a set of measures which we will be assessed against.

"The measures aim to ensure that all patients with a suspected or diagnosed cancer are managed by a multi-disciplinary team, that patients and their carers are adequately informed and supported during their experience and that teams at the Trust are working within the Network's agreed treatment and management guidelines.

"In preparation for this

Welcome to Komal Shah, new Trust Cancer Services Manager pictured right, who joined us in November.

Komal has come from Guy's and St Thomas' Hospital, where she was Cancer Services Collaborative Improvement Partnership Service Improvement Facilitator for two and a half years.

Prior to this she was Cancer Pathways Manager at University College Hospital. Komal is based in the Medical Day Unit and can be contacted on ext 2090.



visit teams have had to provide documentary evidence demonstrating that they are meeting the measures. This has meant collating an enormous amount of data from

operational policies to audits of services, and surveys of patients about their experience of care. In total over 500 standards have been assessed! All of this data has now been uploaded



■ *A team effort: pictured are staff from the Trust Cancer and Palliative Care Team.*

onto a national database to be viewed prior to and at our visit."

Catherine added: "Following the visit, the peer review team will produce a report on how services here compare with the national standards. We will be using this to help us to develop and improve services."

Government cancer waiting time targets also become compulsory in December and work to meet targets is already in progress as these will be looked at by the external assessors. Urgently referred suspected cancer patients have to be seen by a specialist for their first appointment within 14 days and there is a maximum one-month wait from diagnosis to treatment for all cancers. The overall time from urgent GP referral to first treatment cannot exceed 62 days.

■ *Pictured from left to right are: Cancer Services Manager Komal Shah, Urology MDT Co-ordinator Juliette Walker, Dermatology MDT Co-ordinator Damian Lemon, Upper and Lower Gastrointestinal MDT Co-ordinator Chloe Smith, Haematology and Gynaecology MDT Co-ordinator Joanne Archer and Lung MDT Co-ordinator Hina Amin.*



This month's Super Heroes

Congratulations to Clinical Nurse Lead Theatres Ursula Garrett who was nominated by General Manager for Anaesthetics, Imaging and Surgery, Kate Hall.

Kate said: "We had to take some difficult decisions to contain bank and agency expenditure and Ursula has had to count herself into the



■ Ursula Garrett

staffing numbers. What has happened as a result is that we are containing our costs within budget and all bar one agency staff have either converted to bank or become permanent. It just shows that difficult decisions can pay off and this is excellent progress."



Congratulations to Receptionist in Outpatients 3, Bernadette O'Connell (pictured right), who was nominated by Sinead

exceeded herself, she stayed calm in a very chaotic situation; made sure the information she supplied was correct and had the incident procedure in place within minutes. At present she is doing a Customer Care NVQ so she can deliver an even better level of service, if that's possible for her, as she already delivers to a high standard. She is always polite and made working on the main reception a pleasure."



■ Bernadette O'Connell

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 you to unmask the hospital's 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 or from Human Resources Office 4, lower ground floor, Chelsea and Westminster Hospital.

Staff are reminded that all nominations must be received on the official form.

Supporting staff who care for elderly relatives

Do you care for an elderly parent? Are you one of those people who continue to balance both your caring and work responsibilities without accessing any help – such as flexible working or special leave? If so, please read on and find out what support is available to all carers working at Chelsea and Westminster Healthcare NHS Trust.

Flexible working

Under the Improving Working Lives agenda the family needs of all staff are taken very seriously. This includes someone who needs to work flexibly because they are looking after an elderly relative. If you are in this situation here are some details about what you need to do to get some support.

Submit a written request to work flexibly to your manager using the "Flexible Working Request Form" which is available on the intranet under HR Policies.

Your manager will then meet with you to discuss the proposed new working arrangement, how it is to be implemented and how any potential difficulties may be alleviated. Within 14 days of this interview, your manager must inform you in writing whether the proposed arrangement had been agreed to. If it has not, then the reasons why this decision has been reached

elderly relatives

must be clearly outlined. If it has, then it will be necessary to state clearly when the arrangement will begin. Any new working pattern may mean a permanent change to your terms and conditions. A full description of this procedure is available on the intranet under "HR Policies".

Emergency dependants' leave

All staff members are entitled to request emergency dependants' leave for up to five days per year. The purpose of this is to assist with unavoidable, unplanned absence involving a dependant. This includes the care of a dependant that is closely related to you such as an elderly parent. This must be agreed with your line manager.

Carers forum

Carers Forum give staff with the responsibility of caring for an elderly or disabled relative the opportunity to discuss the particular challenges they experience as well as find out about any extra support they can receive, either from the Trust or external organisations. If you are interested in joining this group please call Amber Payne on ext 5869.

PhD, Fellowship and grant applications

Thanks to generous support from the Chelsea and Westminster Healthcare NHS Trust charity and the Westminster Medical School Research Trust the Joint Research Committee is inviting applications for PhD studentships, research fellowships and small grant awards.

Full details and application forms may be obtained by downloading from the R&D folder on the intranet or by contacting Esther Moore on ext 6191 or Peter Wade on ext 6887 or email peter.wade@chelwest.nhs.uk

The closing date is 27 January 2006.

Successful applicants will be expected to write a short report on the results of their research so that the Committee can assess which sort of grant would, in the long term, be most beneficial for encouraging research within the hospital.

The following awards were made in April 2005: two PhD studentships to members of staff from the Medicine and Therapeutics Departments and the Anaesthetics and Intensive Care Department.

A total of 28 small grants were awarded to staff from the following departments: Immunology (11), Anaesthetics and Intensive Care (6), Obstetrics and Gynaecology (3), Physiotherapy (1), Medicine (2), Neonatal Medicine (1), Medicine and Therapeutics (3), and Gastroenterology and Medicine (1).

Chelsea goes green!

During November Chelsea and Westminster launched its own recycling scheme for paper, cardboard, unbroken glass, plastics and aluminium cans. The Trust has selected 'London Remade' a local government sponsored charity to roll out the project.

Initially the recycling points will be available in the non-clinical areas such as:

- Lower ground floor offices
- Restaurant and kitchen areas
- Coffee shop
- Adjacent to all photocopiers.

During December the intention is to expand the number of recycling points into all other office areas, including the office accommodation within the St Stephen's Centre and the scheme will develop to include toner cartridges, light bulbs and possibly even redundant furniture.

Once the national guidance has been clarified for the new legislation regarding the management of clinical waste, the recycling initiative will be expanded throughout all wards and departments and it is expected this will take place during Spring 2006.

If you need any more information or if



■ Pictured is Service Improvement Manager Catherine Andrews, who is the recycling representative on the lower ground floor.

you have any ideas for recycling initiatives then contact either Tony Clements or Mark Leith on ext 5916.

PPI Forum carries out inspection

The Chelsea and Westminster Hospital's Patient and Public (PPI) Forum carried out the first of their monitoring visits to the Hospital as part of their project to see the hospital reduce hospital acquired infections. Their feedback will form part of the Overview and Scrutiny Committee's final report which will be presented to the Hospital. The forum hopes to undertake similar visits throughout the year. If you are interested in getting involved contact Sanjay Dasani at the PPI by email sdasani@vawcvs.org or calling 020 8969 8175.

HAVE YOUR SAY! WHAT DO YOU THINK OF HEALTH SERVICES IN C&W?

HAVE THE POWER TO MAKE A REAL DIFFERENCE!

Join the Patient and Public Involvement (PPI) Forum for Chelsea & Westminster NHS Trust

The forum meets on a regular basis, their recent activity includes:

CHELSEA AND WESTMINSTER PPI FORUM

- meeting local community groups to look at local needs
- investigating access and registration to GPs, dentists and opticians
- a Healthy Living Project, looking into healthy living awareness in the borough

These are just a few of the projects that the C&W Hospital PPI Forum has discussed and taken action on – You can join if you are a current or a previous user of health services provided by the local NHS Trusts, or a carer or family member concerned about local services. We would particularly welcome anyone who would like to join as a representative of a community group. For more details about how to join and what's involved, please contact [Aneesa Chaudhry](mailto:aneesa@kscsc.org.uk) on 020 7361 0728 or aneesa@kscsc.org.uk

*the forum is independent from the hospital and has a key role in working to improve health services within C&W

Every decision counts

Six members of staff from Chelsea and Westminster have attended the award winning programme called "Every Decision Counts" designed specifically for budget holders in the NHS.

The programme was awarded a Greater London Training Award in 2004. Staff who complete the programme are awarded a BTEC professional certificate at level four entitled 'Managing Finance in the NHS'.

Nigel Grant said: "We have had excellent feedback from staff about the course and we have already started to reap the rewards too. The course has helped staff to save around £2m by managing their budgets - that averages out at £341,138 per candidate."

Ward Manager Mary Knight from Annie Zunz Ward increased bed capacity on the gynaecology ward by transferring some elective work from main theatres to the Treatment Centre. Mary said: "If you had told me at the beginning of this programme I would be able to do what I have just done I would not have believed it. I think everyone should have access to the course."

Private Maternity Unit Manager, Fiona Walkinshaw, has put forward a proposal that will increase profit for the unit. Fiona said: "Very enjoyable.

■ *Left to right are: Geraldine Upfold, Beatrice Hammond, Mary Knight, Caroline Maude, Nigel Grant, Fiona Walkinshaw, May Wesley, Emer Bouanem and John Jarvis.*

This has been a huge help in my job with very supportive tutors. I would recommend it to anyone."

Ward Manager Caroline Maude from Mercury Ward said: "It gave me more confidence when dealing with senior managers on finance." Senior Staff Nurse on David Evans Ward May Wesley also managed to save £6,000 and improved morale.

Acting Ward Sister Emer Bouanem from Lord Wigram Ward said: "I have gained an insight into managing my budget - being more financially conscious."

Administration and Clerical Manager, Beatrice Hammond, from Therapy Services said that by introducing electronic patient records to her department she will save money as well saving clinicians' and administrators' time and greatly improving access to information.



New state of the art



A picture of hope

Auction raises £2,000 for children of the Tsunami

More than £2,000 has been raised by House Officer, Dr Natalie Ryan, pictured left, for children affected by the Tsunami following a special auction of drawings by children from Sri Lanka earlier this year.

After the Tsunami Natalie spent time working in clinics in Sri Lanka for the victims and it was while she was there that she spent time with children and held special drawing sessions.

The sessions were designed to help children express their thoughts about what had happened. The children insisted that Natalie bring the pictures back to the UK. Natalie and Hospital Arts then organised an exhibition and an auction of the children's drawings.

Natalie and other doctors have now established a registered charity called HELP (www.helpingeastlankaprogress.org.uk) which details the projects they are funding, many of which were initiated thanks to the money raised auctioning the drawings. The drawings have also been used to produce Christmas cards to raise more money. These are available in the hospital shop.

Returning home safely

Having a pint of milk in the fridge and a warm meal to come home to after you've been in hospital could be just what the doctor ordered thanks to a new service being rolled out across Hammersmith and Fulham.

The service, which has been developed by the hospital discharge team and local charity Bishop

Scanner

Patients with heart problems no longer have to travel to Royal Brompton Hospital for some diagnostic scans thanks to a new service launched at Chelsea and Westminster.

A new scanner, which can carry out myocardial perfusion imaging scans, has now been installed which means patients will be seen much quicker.

Nuclear Medicine Consultant Annelies Maenhout said: "This service will eventually be used to scan all patients at the Trust, helping to reduce waiting times for patients."

Pictured with the scanner are left to right: Cardiology Clinical Nurse Specialist Andrea Feegrade, Dr Annelies Maenhout and Superintendent Radiographer Adrian Ellison.

For more information about this new service which runs weekly on Monday, please contact the Cardiology Nuclear Medicine Department on 020 8746 8415.

Creighton House, follows on the success of the Return Home Safely Service introduced in April 2004 for Kensington, Chelsea and Westminster residents.

Chelsea and Westminster's Discharge Team Manager Mark Stilling explained: "The charity has 28 volunteers who are on hand to help patients settle into their home after they have left hospital. It's ideal for patients who don't have any family or friends nearby to help."

Patients are referred to the scheme after an assessment by the hospital's discharge team. Co-ordinator of the scheme, Kirsty Taylor from Bishop Creighton House, then visits the patient on the ward with one of the volunteers. This allows patients to meet their volunteer before they go home.

Mark added: "The volunteers are there to make sure that patients are going to be ok on their own – by putting milk in the fridge or cooking them a meal. They can also check that there are useful telephone numbers to hand in case of an emergency.

"This service does not replace the care and support provided by social services but is there to complement existing packages of care and support.

"They can also check that patients have their medication and make a referral for the community pharmacist to pop round. If a volunteer feels that the patient does need more support at home they can contact the discharge team or Kirsty and we can then make a referral to social services if appropriate."

As Bishop Creighton House are not based on site the discharge team need as



■ Discharge Team Manager Mark Stilling with Co-ordinator Donna Titley.

much notice as possible so that they can carry out assessments and so that there is time for the co-ordinator and volunteers to visit the wards. Do let them know as soon as you can if you have a patient who you think will benefit from this service.

If you have any questions or would like further information contact the discharge team on ext 1560.

Who is eligible?

- Residents must be from Hammersmith and Fulham (postcodes of SW6, W6, W12 and W14)
- Aged 50 and over (patients under 50 will be on a case by case basis)
- Weekend discharges and visits need as much notice

Changes to the service provided in Kensington, Chelsea and Westminster

There are two new carers. Samuel Sanderson will be on site Monday to Wednesday and Karen Brien will be here Thursday to Sunday. As a reminder this service operates seven days per week from 10am – 7pm week days and 10am – 4pm on weekends. The RHSS can be contacted on ext 8069 or 07717 858912

- as possible
- Not all patients will be accompanied home, this will depend on the mode of transport.

... STOP PRESS ... STOP PRESS ...

Welcome to Donna Titley who joined the Team in September as a Ward Discharge Co-ordinator.

Donna has a background in nursing and worked as a discharge co-ordinator at Derriford Hospital before joining Chelsea and Westminster. For the last two years she has been working with Strand Nursing Care as Clinical Lead and Senior Assessor for all complex nursing cases in the community.

She was also Strand's representative for audits, care standards and manual handling assessments as well as managing the compliance team.

What to do if a patient requests their medical records

A lot of staff ask for information about what they should do if a patient requests their medical records. In this issue of Trust News, Medical Records Manager, Symeon Bagias, provides some very helpful advice and answers some common questions.

Q What do I do if a patient wants to look at their records?

Under the Data Protection Act 1998 patients have the right to see their medical records. This applies to both NHS and private medical records as well as the records employers hold about their health.

One of the easiest ways for a patient to see their record is to ask the doctor or health professional during a normal outpatient consultation or whilst they are staying in hospital.

If this happens you must make a note of this in the medical records. This note should be signed and dated to indicate that the patient has viewed their medical records.

Q Can patients apply in writing and who do they write to?

Yes. Patients can also apply in writing and they will be asked to complete an application form which can be obtained from the PALS office or alternatively by writing to: **Business Administration Office, Medical Records Department, Chelsea and Westminster Hospital, 369 Fulham Road, London SW10 9NH Telephone: 020 8237 5446.**

Q Can a relative ask to see the records?

Someone acting on behalf of a patient can also apply but will need the patient's permission (e.g. by written authorisation, exercising parental rights, court appointment, personal representative or someone with a claim arising from the death of a patient).

Q Can children ask to see their records?

Children can apply to see their own records. Parents can apply on behalf of a child under the age of 16, although normally the child will need to agree. If the child is not able to understand the nature of the request, the record holder must be satisfied that it is in the interests of the child for the parents to see the records. Parents may not be allowed to see information which the child has given in confidence, such as about contraception or problems in the home.



■ *Medical Records Manager Symeon Bagias.*

Q Can the relative of a deceased patient ask to see medical records?

The relatives of someone who has died have no right to see the person's records under the Data Protection Act 1998. They can apply to see the records, though they will need to prove that they are the personal representatives or executors of the deceased. If there is a possibility that the death was caused by negligence, someone who is entitled to compensation is allowed to see the records relating to the cause of death. Anyone with a claim arising from the patient's death can also see the record although only relevant information should be disclosed.

Q Are there any circumstances when information can be withheld?

The Data Protection Act 1998 gives right of access, but the record holder may withhold any information, which:

- a) might cause serious harm to physical or mental health,
- b) identify a third party without their consent or
- c) was provided by the patient under the expectation that it would remain confidential.

The record holder does not have to disclose the fact that information has been withheld.

Patients have a right to have their

personal health information kept confidential, and record holders are obliged to be satisfied that an applicant is the patient, or is otherwise entitled to access that patient's records. Patients can also ask for corrections to the record to be made, and are entitled to a copy of the correction, or, if the record is not corrected, the record holder's note of the request and any discussion that has followed.

Q What do patients do if they are not happy with information being withheld?

If patients are dissatisfied with the way their application has been dealt with or think that they may not have received all the information they are entitled to, they can complain to the Information Commissioner, they should however be advised to take the matter up in the first instance with the Trust's designated complaints officer.

Q Is there a charge?

Under the Data Protection Act 1998 Trusts can charge patients up to a maximum of £50 for copies of their notes to cover administrative, copying and postage costs and this fee covers **ALL** health records including x-rays and A&E records the Trust may hold on that individual.

Improving care for critically ill patients

A new 'Early Warning Scoring System' (EWSS) to identify patients at risk of becoming critically ill is being rolled out across the Trust.

Early Warning Scoring Systems are designed to spot patients at risk of cardiac arrest and critical illness and also ensure they receive the best possible care.

"The new Chelsea Warning Scoring System (CWSS) is unique in that it has been developed by nurses, mainly for nurses," explains Andrea Blay, Consultant Nurse Critical Care, who has

been pivotal in its development.

"The majority of cardiac arrests are preceded by physiological changes, which may in some patients go unrecognised. By identifying patients at risk of deterioration and intervening early, the aim is to improve the outcomes for these patients, reduce Intensive Care admissions or speed

up transfer to appropriate critical care areas to meet patients' needs.

"The most important observations are the respiratory rate and changes in the level of consciousness. The score has been designed to be easy to use and memorise."

Project Leader Theresa Weldring, Critical Care Outreach Practitioner, added: "We are looking for Link nurses on every ward and adult clinical areas to help support and provide feedback

regarding the scoring system."

Stay tuned for the various talks and teaching sessions coming to your wards and departments over the next few months. The CWSS will be piloted on two medical wards in January and then gradually rolled out across all adult wards.

Please send any queries or suggestions (include your name and contact details) to the Critical Care Outreach Team office on Adele Dixon ward, ext 8220.

Clean bill of health from Healthcare Commission

Chelsea and Westminster was given a clean bill of health following an unannounced visit by the Healthcare Commission.

During late summer, the Healthcare Commission announced that they would be making 100 visits to hospitals the UK to assess cleanliness and an unannounced visit was made to Chelsea and Westminster.

The criteria which hospitals were assessed against included the NHS National Standards for Cleanliness and

the NHS Revised Guidance for Contracting Cleaning.

Three members of the Healthcare Commission were taken around the hospital by Facilities Manager Philip Holmes and assessed three clinical areas - Accident and Emergency, William Gilbert Ward and David Erskine Ward.

Areas assessed included cleanliness in patient environment, equipment, kitchens, and hand washing and bathroom facilities.

Areas were given a percentage score with 100% being the highest and an

overall percentage score was also given.

David Erskine Ward was awarded an overall score of 99% - having scored 100% in 13 of the 14 assessed areas. William Gilbert was awarded 94% and Accident and Emergency 97%.

Philip said: "The feedback we have had from the Healthcare Commission was very encouraging but we can't be complacent. There are still some practices which we need to improve on such as some of the shower and bathroom areas, kitchen areas and patient equipment."

PEAT Plus – going that extra mile

A new scheme has been launched at the Trust to help further drive the standards of cleanliness and tidiness of the hospital.

PEAT 'Plus' is the Trust's development of the existing PEAT (patient environment action team) inspections carried out in all hospitals, generally just once a year.

Facilities Manager **Philip Holmes** (pictured right) explained: "What we have done is to take the normal PEAT inspection and localise them - adding our local priorities. For example the distribution of alcohol gels,

improved signage and fluid intake charts. The fact that we will be completing a PEAT 'Plus' inspection every other month will mean that we can spend more time looking at the detail within our patient areas."

The Trust has developed a balance scorecard and set up a traffic light system, which will be used to help feedback to the results of the inspections to the ward and departments



and will help quickly identify any actions which are needed. Areas will be scored from 1-5 with areas scored at four or above receiving a green and

where areas are below three getting a red.

Philip added: "The results of all visits will be posted on the intranet for all staff to view but also so we can share some of the great examples of good practice we are seeing.

"It's really about going that extra mile to look at our performance and to provide a better service for patients. We plan to carry out 10 visits a year and are already in the process of talking with new patient representatives who expressed an interest during the AGM."

... STOP PRESS ... STOP PRESS ... STOP PRESS ...

The National Patient Environment Action Team (PEAT) scores were announced this month - Chelsea and Westminster were awarded a score of 'acceptable' for environment and 'good' for quality of food.

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).

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

The Fulham Bar

268 Fulham Road SW10
Tel: 020 7352 1859
10 per cent discount

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

Harry Ramsden's

The Hotel at Chelsea Bridge
SW6 1HS Tel: 020 7835 5575
25 per cent off bill when you
present this page

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)

Mandaloun

335 Fulham Road, SW10
Tel: 020 7352 9797

10 per cent discount Mon-Fri,
12-3.30pm

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

Oddono'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

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.

Treats Premier

369 Fulham Road, SW10
10 per cent discount

Vingt-Quatre

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

Health & Beauty

Chelsea Nail Centre

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

Hari's Hairdressers

305 Brompton Cross, SW3
Tel: 020 7581 5211
10 per cent off cuts Mon-Thu;
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, W15 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

Culpeper Herbal Health Centre

236d Fulham Road SW10
Tel: 020 7352 5603
10 per cent off products,
reduced price treatments

Naya Hairdressers

260 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 after

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, tel 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 Vanston 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 Ct.

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 NHS
Payroll or GMC Number

Vue Cinemas (Fulham Branch only)

Fulham Broadway Retail Centre,
Fulham Road
Tel: 020 7385 2025
Tickets £5.50 before 5pm; £5.70
at other times.

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

Pioneering new approach for anaesthetics

• continued from page 1

The drive for the new Anaesthesia Practitioner role has come about because of an increase in demand for anaesthetists as there are challenges to provide sufficiently trained specialists. Melanie added: "This project is part of future healthcare planning to ensure anaesthetic departments have the skills they need to meet future workforce needs."

Clinical lead

Consultant Anaesthetist Nick Fauvel is the clinical lead for the north west London cluster and Consultant in Intensive Care and Anaesthetics, Rick Keays is the clinical lead for the programme here at Chelsea and Westminster.

Commenting on the project Rick Keays said: "Our bid to be involved in this was successful I think because of a realisation that anaesthetics and training at Chelsea and Westminster is highly regarded. We also have the simulation centre which will play an important part in the training of APs. If the project is going to be successful anywhere - it will be here - in north west London."

When asked about whether the new role will benefit patients Rick said: "With the team approach

“Our two candidates are very motivated. The consultants teaching them have been very impressed with their capability.”



■ *Left to right Rick Keays with the new APs, Mike Phillips and Lee Varney and Melanie van Limborgh.*

this role will enable anaesthetic departments to re-think the way anaesthesia care is delivered in a flexible manner using the most appropriate skills to benefit patient care. We are very positive about this curriculum."

Although new and extended roles are being developed across the NHS Rick says that this one is different. He said: "This is one of the first to be taken on by a Royal College so it is unique. This second wave is also important because it is the first time, in the lifetime of the project which started out three to four years ago, that there is a national programme, examination and curriculum."

Training programme

Lee Varney and Mike Phillips are the first students to start on the training programme at Chelsea and Westminster. Both Lee and Mike have a professional healthcare background. They will be here for six months before starting their rotation to other hospitals across north west London. They will have to sit a national examination which will eventually lead to them

being affiliated to the Royal College of Anaesthetists as qualified Anaesthetic Practitioners.

Rick said: "Our two candidates are very motivated. The consultants teaching them have been very impressed with their capability."

Lee Varney has been in nursing for 11 years. He started as an Auxiliary Nurse at Whipps Cross Hospital in 1994 and then trained at the Royal Free Hospital in 1996. He has extensive experience in theatres, recovery and intensive care specialising in neurology and cardiology.

Lee has been waiting for this role to come up for a long time and believes it has many benefits. He said: "APs can help speed up waiting times and provide more flexibility to anaesthetic working practices. There are also possibilities in the future to develop this role to encompass other areas such as A&E, resuscitation and acute pain management - so it's not purely based in theatres. We also have an important part to play in pre-assessment. The anaesthetic department and all the theatre staff here at Chelsea and Westminster have been extremely supportive of us in this new role."

“APs can help speed up waiting times and provide more flexibility to anaesthetic working practices.”

Mike Phillips has been working as an Operating Department Practitioner for three years - most recently in cardiothoracic surgery at St Mary's.

He said: "I had been watching the development of the phase one pilot role closely. As an ODP there are two main options for development - to divert into teaching or management. Both of these take you out of clinical practice so this was a perfect role for me and came along just at the right time. It's hard work and academically challenging but I am thrilled to be part of this initiative and to be at Chelsea and Westminster."

The hospital's Patient Advice and Liaison Team will also be playing a part in the roll out of this project to establish the views of patients but also to provide information to those who may normally expect an anaesthetist to be caring for them.



■ Pictured above is Trust Liverpool Pathway Facilitator, Edel Costello, who will oversee the roll out of a new project to improve care for patients who are approaching the end of their life. She will facilitate a new care pathway across adult wards starting with a pilot on Adele Dixon ward.

Previously she worked on Annie Zunz Ward as Acting Senior Staff Nurse. She is looking forward to supporting and working closely with ward staff during the project, ensuring that training and educational needs are met.

Edel is based in the Macmillan Centre and can be contacted on bleep 1025.

Skin Conference



■ Pictured at the 17th annual Skin In Your Practice two-day GP course at the Trust in September, are, from left to right: GP Registrars Caroline Calvert, Khaleeda Siraj, Anglee Sheth, Ben Braithwaite, Simon James Andrew McIver and Trust Consultant Dermatologist and course organiser Dr Richard Staughton.

The course, organised by the Post Graduate Centre, included guest speakers Dr Anthony du Vivier Dermatologist at King's College Hospital, Dr Andrew Messenger Dermatologist at the Royal Hallamshire Hospital Sheffield and London GPs Dr Mike Evans and Dr Clare Heath.

Speakers from the Trust were Dr Richard Staughton, Dr Christopher Bunker, Dr Nerys Roberts, Dr Sarah Simpson-Dent, Dr Karen Agnew, Dr Susan Parker and Dr Susan Mayou. Chief Executive Heather Lawrence opened the course.

Successful Poppy Appeal

Well done to Trust Staff and hospital visitors for raising more than £500 for the Royal British Legion Poppy Appeal in November. Money was kindly donated at the Main Reception of the hospital.

The money will be used to help ex-service men and women and those currently serving in the armed forces financially, socially and emotionally.



New NHS management trainee

■ Pictured below is Amy Rowlands, NHS Management Trainee who started her placement at the Trust in September. She will be here for one year.

Amy is working in the Women and Children's Directorate as Project Manager, providing support to cross-Directorate projects such as the IMPACT Service Improvement Projects.

The duration of the NHS Management Scheme is two years, and as part of it, alongside her work placement, Amy is studying for a Masters in Healthcare Leadership and Management.

In the second year of the programme, Amy plans to go abroad for three months on an elective to learn about another country's system of healthcare management.

After that, she will work at another type of NHS organisation in England, such as a PCT or SHA for nine months.



■ The Clinical Governance Support team has a new Risk Manager, Anderley Newnham, pictured right, who has been employed as Risk Manager for the Women and Children's Directorate. Working alongside Risk Manager Theresa Ancliff, she is also supporting the other clinical directorates, until a third risk manager is appointed in the New Year.

Anderley's background is in midwifery, with extensive clinical and managerial experience including risk lead for Maternity at the Royal Surrey County Hospital in Guildford. Subsequent experience includes Clinical Governance Facilitator and Complaints Lead at the Royal Surrey. Prior to her appointment at the Chelsea and Westminster Anderley



worked as a midwife and supervisor of midwives at the Norfolk and Norwich University Hospital NHS Trust.

Anderley sees an important part of her role as working with colleagues to support improvements to patient care through identification of, and learning from mistakes and embedding a culture of risk management throughout the Trust.

A fond farewell

The Trust said a sad farewell to Volunteers Co-ordinator Sue Lindsay Cooke (pictured right) who retired at the end of November after almost 27 years of service in the NHS.

Sue came over to Chelsea and Westminster from the Westminster Hospital when it first opened as a Volunteer Co-ordinator. Prior to this Sue worked at the London Hospital where she was in charge of a Dialysis Unit and Inpatient Services.

When describing how she feels about her retirement, Sue says that she is excited and open to plenty of new experiences. Sue will spend long weekends with her father in Sussex.

She will also help an art dealer friend in his shop for four days a month. Interested in archaeology, Sue is starting a course in



the subject at the British Museum with Birkbeck College, University of London. She also plans to do some volunteering at the Royal Horticultural Society.

Sue is a keen traveller and in April she will be visiting China. Here she plans to take a trip down the Yangtze River. Next autumn she is

also going to South Africa to visit friends in Cape Town and Durban. She will then travel on to Namibia.

Sue said that she has enjoyed her time at the hospital. She explained that Sue the Volunteers Co-ordinator is retiring, but Sue without the job title is ready for a new adventure.



■ Welcome to Linda Whetren, Infection Control Practitioner, who joined the Trust in November.

Prior to joining us, Linda was a Health Protection Nurse in the Public Health Department of NHS Tayside in Scotland. Here, she worked in the community for two years.

She has years of experience in intensive care nursing and she was previously a midwife.

She is currently doing a Masters in Infection Control online. She has also completed a Diploma in Infectious Diseases and Tropical Nursing at the London School of Tropical Medicine. Linda is from Toronto, Canada.

Pioneering US visit

In September, Paediatric Orthopaedic Physiotherapy Practitioner Denise Watson, Consultant Orthopaedic surgeons, Ms Alison Hulme and Mr Stuart Evans from the Trust Orthopaedic Team visited the pioneering clubfoot practitioner, Dr Ignacio Ponseti, at his surgery in Iowa, America.

The Trust is the largest centre in the south of England to use the 'Ponseti' method, and has been using it for more than three years. Dr Ponseti developed his life changing, minor operation treatment for congenital clubfoot in children 50 years ago. Other methods for treating this condition involve extensive surgery.

The technique works by casting feet in plaster, typically five or six times. The back of the foot is then released, using a very simple surgical technique under local anaesthetic. This

method has proven to be effective and inexpensive. The foot is then held in position using special boots at night.

One in 1,000 babies are born with clubfoot. Dr Ponseti's technique was originally widely disregarded. It has however proven its critics wrong by continually producing long term impressive results.

Denise said: "It was very inspirational meeting Dr Ponseti, it felt like meeting a living legend! It was an excellent experience that I feel privileged to have had."



■ Pictured in Dr Ponseti's Clinic in Iowa, America are, (l-r) Mr Stuart Evans, Dr Ignacio Ponseti, Denise Watson and Ms Alison Hulme.

Do you have a story for *Trust News*?

Whatever it is we should 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

It could be you

“It’s the best stepping stone I could have taken,” said staff nurse Eva Celaya when talking to *Trust News* about her experience of embarking on a National Vocational Qualification (NVQ) level three qualification.

Eva embarked on her NVQ in 2001 when she was working as a healthcare assistant in Kobler Outpatients. Two months ago she passed her diploma in nursing and is now a staff nurse on Thomas Macaulay Ward.

She said: “I was interested in becoming a qualified nurse and it was suggested to me that I do the NVQ first. Just one month after completing my NVQ I enrolled on the three year Nursing Diploma. I couldn’t wait to start.



“The NVQ was very thorough and prepared me for the diploma course at University. It can be very daunting starting something like this but the support I received was excellent. My advice to



■ Above: NVQ graduates from September. Left is Staff Nurse Eva Celaya who said doing the NVQ has been the best stepping stone in her career.

people is - don’t be afraid - there is plenty of support if you are willing to work hard.”

Eva is still enthusiastic about learning and says that the opportunities are fantastic. She added: “I started a HIV specialist nursing course in February and I am looking at other courses on diabetes and chemotherapy.”

Lead Nurse for Support Worker Development Helen Brown said: “Eva is just one of many staff across the

hospital who have benefited from studying for a national vocational qualification. In September, 32 received their NVQ certificates at a special ceremony and we are now looking for staff who would like to be in the NVQ intake for January next year.”

If you would like to find out more about the opportunities available to you please call Helen Brown on ext 5150 or Sue on ext 6729.

Celebrating play



■ A variety of activities and displays to promote the role of play specialists were held in September.

Hospital Play Manager Alison Webster said: “Lots of comments were left in the ‘visitors book’ acknowledging the unique contribution our play service makes to improving patient care, not least in giving children a voice which may be heard within the Trust.”

Pictured at the Trust in Children’s Outpatients during ‘National Play in Hospital Week’ are: Thomas Moposita, aged five, Hospital Play Assistant Elise Aitman and Dax Frame, aged three.

Reminder for staff

Staff are reminded that personal telephone calls are not permitted on Trust telephones and that ThamesNet undertake routine monitoring on all outgoing calls.

Don’t forget that we have a StaffCall system for personal calls. Calls using this service are charged at extremely competitive rates and can also be used from outside the Trust.

StaffCall cards, and information leaflets, are available from the StaffCall dispenser, located outside the Canteen on the lower ground floor. Once purchased, a card can be topped up using a credit/debit card. More information and call charges are available at www.staffcall.net