Principal Dancer of the Royal Ballet, Darcey Bussell OBE, officially opened the new Early Pregnancy Assessment Unit (EPAU) at Chelsea and Westminster Hospital on 12 April 2005.

£200,000 has been invested in the Unit which offers expert care and treatment for women who are experiencing problems in early pregnancy.

The Unit offers assessment, counselling and scanning rooms, and is located next to the gynaecology ward, Annie Zunz, in case women need to be admitted.

The Unit cares for women through miscarriage, ectopic pregnancy, molar pregnancy and bereavement - as well as women who have had previous miscarriages or ectopic pregnancies.

Ms Bussell (pictured above) gave birth to both her daughters at the Hospital. She said: “I am so grateful to all the wonderful staff at Chelsea and Westminster Hospital. They looked after us all so well.”

See more on page 5

Find out why Receptionist Bernadette O’Connell is shaking hands with the Prime Minister Tony Blair – see page 3.
The provisional accounts for the financial year 2004/5 show that we achieved financial balance and made a small surplus, although this is dependent upon final audit. This in itself is a significant achievement given the very challenging savings programme that we were faced with. If we are now able to make our savings recurrent Chelsea and Westminster will have a sound financial basis for moving forward. This does not mean that we will not be faced with further challenges.

At the same time we continue to improve and modernise our services to patients, and this edition of Trust News has some fine examples - the Early Pregnancy Assessment Unit and Outpatient Electronic Prescribing - the latter providing a safer service to patients. We now need to progress to inpatient prescribing.

Hand Hygiene Week was very successful and it remains extremely important that we all continue to remember to wash our hands between each patient.

★★★★

Congratulations to this month's super hero – Jay Sayers, and thank you to all staff who helped make the Improving Working Lives assessment go so well.
Five staff from Chelsea and Westminster visited one of London’s most famous addresses – 10 Downing Street – when they attended a special reception hosted by Prime Minister Tony Blair and Mrs Cherie Blair in March.

The reception was held in recognition of the hard work of non-clinical staff working in the NHS.

Staff included Receptionist Bernadette O’Connell, Jeff Fournier from Catering, Anisa Abdul from the Coffee Shop, Housekeeper Maria Guerreiro and Porter Miya Ahmed Patel.

Receptionist Bernadette O’Connell said: “Mr Blair made a great speech thanking us for our hard work and invited us to look round the rooms which were open to us.

We were served with some delicious canapés and wine. The former Secretary of State for Health, John Reid, was also present.

“No. 10 was very impressive, especially one of the dining rooms which had a very grand table and wonderful chandelier. It was a great day and a once in a lifetime opportunity – definitely something I can tell the grandchildren in years to come.”

Consultant Simon Myers with Hilary, Hannah and Mark Fowler.

Inside No. 10

When Mark and Hilary Fowler from Beckenham in Kent tied the knot last summer they asked their guests not to buy them wedding gifts but to make a donation to the Chelsea and Westminster Burns Unit.

They decided to make this generous offer after their daughter Hannah, now two and a half, was treated in the Unit following an accident in October 2003.

Mark Fowler said: “We were delighted with the care that Hannah received and wanted to give something back to the recognise their excellent work.

“In some ways we know Hannah was very lucky as there are children with far more serious burn injuries who need a lot of care and treatment. We are pleased that the money raised has gone towards something which will benefit a large number of children in the future.”

£1,300 was donated and used to buy a sensory trolley. This was presented at a special Easter party at the Hospital for the Burns Unit Family Group on 1 April 2005.

The sensory trolley will help to provide a soothing environment for children suffering from burns.

Play Specialist Sarah Howarth said: “We are delighted with this very generous gift and on behalf of all the staff I would like to say a big thank you.

“In the past we would have to take children with burns to the outpatients department to use the sensory room there or borrow sensory equipment from the children’s ward. Even this was not always possible especially for those children with very severe burns.”

“The sensory trolley helps to distract children when they are having their dressing done but can also be used as part of their rehabilitation.”

Special wedding gift for children with burns

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Pictured from left to right are Coffee Shop worker Anisa Abdul, Jeff Fournier from Catering and Housekeeper on Thomas Macaulay Ward, Maria Guerreiro.
Sarah’s story begins when she flew out on 3 January to Bangkok and then to Phuket. It was here and also the island of Phi Phi that she began her work to help people recover from the shock of the event and from the grief of losing loved ones.

Sarah was one of a team of six who were supporting the Foreign and Commonwealth Office to assist the thousands of traumatised Britons who had been involved in the tragedy - offering stress management and bereavement support to British survivors or families who had flown out to find lost relatives.

Many of the people Sarah encountered were traumatised by having suffered bad injuries, lost loved ones or were anxious about the recovery of their loved ones’ body. Some were experiencing ‘survivor guilt’ or practical issues such as lost passports or problems claiming insurance which compounded many of their psychological problems.

Sarah said: “The people I met were going through emotional turmoil and sometimes profound grief - some were numb, others I just sat with while they cried. It’s important to let people talk.

“Although the pictures on TV were powerful - nothing can actually prepare you for a disaster on such an enormous scale. This was the first time that I had been on location after a major disaster for the Red Cross but even for those who have done this sort of thing before they all said that they had not seen anything like it.

“As far as two and a half miles in land there were stranded boats and mangled cars. People described being caught up in the Tsunami as being in a whirlpool full of debris including parts of buildings and furniture - which caused severe injuries.

“One lady I was helping in Phuket had lost her son and husband and her only surviving daughter died two days after her 10th birthday. She was devastated.

“In some ways there are similarities with my ‘day job’ - of course not on the same scale. But we do see people at the hospital who have also suffered more than one loss in their family because of some trauma be it a car accident or illness.

“I was sad to leave but pleased to come back. I also realised how lucky I am to work here with so many great nurses and doctors.”

Although Sarah has finished her time working in Thailand, the Red Cross is continuing with its efforts to support the local community helping it to re-develop its tourism industry.

Sarah added: “The impact on tourism has been huge. Helping to build this up again will help people both financially and emotionally.

“Work is not just a source of income for the local people but also a way that they can get back to some of ‘normal’ routine after a shock or trauma. The Tsunami took this away. That’s why the work of the Red Cross is so important.”
At the official opening of the Hospital’s new Early Pregnancy Assessment Unit (EPAU) Darcey Bussell embarked on a tour of the Unit meeting staff and patients.

She then met with other guests on the Hospital’s stage before formally opening the new Unit by unveiling a plaque and was presented with some beautiful flowers by the Specialist Sister of the new Unit, Tina Hutchings.

Tina said: “This new Unit offers women who are having problems early on in their pregnancy with a more specialist service where they can be monitored closely in a comfortable and modern environment.

“I would like to thank Sister for Annie Zunz Ward, Mary Knight, and all her staff who totally support the EPAU. Without their help the smooth running of our unit could be achieved.”

Patient Victoria Proddow, 33, from Kew visited the Unit in November last year when she suspected she was having a miscarriage.

She said: “Tina was amazing, very sympathetic and immediately put my mind to rest. The afternoon I called she invited me in and gave me a blood test and a scan - which confirmed that I’d had a miscarriage. I have fallen pregnant again and it’s great to know that staff at the Unit are still happy to give me advice or help should I need it.”

Chairman Jugy Pandit said: “We are delighted that Ms Bussell has taken time out of her busy schedule to open this new Unit which provides a much needed service for local women at what can be a very emotional time in their lives.”

Clinical Director Zoe Penn thanked all the staff involved in developing the new Unit. Also on the day David Hutchings, Tina’s son, presented a cheque to Zoe for £1,045. David helped to raise the money by doing a parachute sky jump last August. He was sponsored by the company he works for, Rawlinson and Hunter.
This latest innovation at one of the country’s leading hospitals for information technology is helping to reduce errors and speed up the dispensing of patients’ medication. Currently take home medication can also be ordered electronically and the Trust is hoping to roll out a programme so that inpatient medication can be prescribed electronically. More than 150,000 items are dispensed by the outpatient pharmacy every year. In the past all prescriptions would be handwritten.

The Outpatient Prescribing Implementation Team led the work to get the new system up and running. It was led by Consultant in HIV/GU Medicine and Chair of the Group David Asboe, Acting Chief Pharmacist Karen Robertson, Deputy Chief Pharmacist - Clinical Support Deirdre Linnard and EPR Pharmacist Onye Chigbu.

The first pilot started in July 2001 within Dr Ron Zeegen’s outpatient clinic. During the last nine months it has been rolled out across all specialties and completed in March this year. More than 200 doctors have received training by Onye Chigbu and the senior pharmacists.

The new system means that once a doctor has prescribed a medication it is automatically added to the patient’s electronic record. As the printed prescriptions have a bar code pharmacists can scan it and pull up the patient’s medication record. This means that they can make any double checks they need to before the medication is dispensed.

Details of the medication, who prescribed it, and when, are automatically updated to the patient’s record. Details of which pharmacist clinically screened the prescription are also stored.

Patients are given a printed copy rather than a faded carbon copy with their dispensed medication. This copy is much easier to read and can be used to obtain a repeat prescription from their GP.

Onye Chigbu said: “The system carries out allergy checks and alerts the prescriber if they are about to prescribe a medicine the patient may be allergic to. It also checks against medicines the patient has had from the hospital in the past, warning the prescriber if they might adversely interact with new medicines.

“Doctors can also create their own list of medicines which they prescribe frequently, saving them from having to scroll through the whole compendium.”

Senior Pharmacy Technician, Kulvinder Sandhu, said: “Labelling prescriptions is much quicker because the printed prescriptions are clearer. This is especially noticeable with new and junior staff, who are often unfamiliar with medication names and with the consultant cost codes used for booking out medicines.”

Senior Resident Pharmacist Sara Milton said: “It has speeded up the dispensing process because...”

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**Even the aged and less IT literate consultants find it easy to use!**

**Medical Director**
Dr Michael Anderson

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Pictured from left to right are Deputy Chief Pharmacist Clinical Support, Deirdre Linnard, Consultant in HIV/GU Medicine and Chair of the Electronic Prescribing Implementation Group, Dr David Asboe and EPR Pharmacist Onye Chigbu.

Pictured is Clinical Director for Medicine and Consultant Physician, Dr Richard Morgan with patient Ms Nora Barnacle in Outpatients 3.
Electronic prescribing ‘goes live’

Pharmacy Technician Shetal Patel is pictured dispensing medicines in the Outpatient Pharmacy.

Acting Dispensary Manager Deirdre Brady is pictured at the Outpatient Pharmacy reception, clinically screening prescriptions as they are handed in.

there are fewer prescription queries. Prescribers now often include reasons for prescribing unusual regimes and any special instructions.

“As well as saving the pharmacist time querying the prescription, these pre-emptive measures mean the prescriber is not disturbed during busy clinics”

Onye added: “We would like to say a special thanks to Director of General Medicine Dr Richard Morgan; Sister Liz Barnshaw from Medicine Outpatients; HIV/GU Medicine Lead Directorate Pharmacist Liz Davies and Haley Hill, Pharmacy Dispensary Manager.

“Their input during the early stages has been very valuable. The lead directorate pharmacists, clinic sisters and IT staff also deserve a special mention.

Dr Richard Morgan

This is a really important step forward for patient safety.

Patients appreciate what we are doing by keeping a record of all the medication we have prescribed for them in an electronic format. It puts us at the forefront of this new technology.

We are ahead of the game!”

Yellow handwritten prescriptions should be removed from clinic rooms as they should no longer be used.

If a medication is not listed on the system it can still be prescribed electronically as ‘free text’.

If a patient does not have a current episode to prescribe against, a new one can be quickly created in a few seconds.

All new prescribers (including locums) will now be trained to use the outpatient prescribing module during their mandatory EPR induction.

Existing prescribers requiring training or assistance should contact the EPR trainers on ext 2691 for training held in the EPR Dept, or bleep 5594 before the end of May for a trainer to visit your clinical area.

An electronic prescribing guide is available for use in all clinic rooms.

Top tips for staff
New recruits wanted!

Our Patient Environment Action Team – which looks at key areas such as food and cleanliness in the hospital – is launching some new user groups and is looking for patients to get involved. The groups are Catering, Security and Waste and Environment. If you would like to become involved in any of the above new user groups and help shape and influence the future direction of these services then please contact Soft Services Manager Philip Holmes on ext 6866.

Race for life

Sixteen staff on David Erskine Ward took part in the ‘Race for Life’ to raise money for Cancer Research which took place on 4 May. The team, consisting of nurses, administration and clerical staff, occupational therapists and physiotherapists would like to raise a minimum of £1,000. They will be fundraising until mid May. If you would like to sponsor the team please contact Sister Lesley-Anne Marke at: lesley-anne.marke@chelwest.nhs.uk or phone ext 8551.

Look out for details on how the team did in the June edition of Trust News.

Hollywood glamour for maternity staff

The Maternity Department had some glitz and glamour in March by holding their first ever Maternity ‘Oscars’. More than 80 staff attended the event held in Barbarella’s Restaurant and Bar.

The event, organised by Senior Midwife and Labour Ward Team Leader, Veronica Henry had 13 ‘Oscar’ categories. Staff were able to vote before the event and on the night. Winners were awarded with special trophies.

Some of the categories were ‘Honorary Award for Services to the Unit’ won by Maternity Administrator Supervisor, Lyn Dineen and ‘Most Supportive Male’ won by Health Care Assistant, Michael Adair. More light hearted categories included ‘Funniest Female’, won by Bank Midwife Elaine Bowden and ‘Best Male Dancer’ won by Specialist Registrar for Obstetrics and Gynaecology Dr Morten Sorensen.

Veronica said: “The night was excellent for staff morale. There were lots of new and old staff there, so it was a good opportunity to welcome new people and to show appreciation to old staff for their hard work. It was also an opportunity to thank all staff members, both clinical and non-clinical for the work they do in the department.”

Pictured above at the Maternity ‘Oscars’ are (left to right) Senior Registrar Chandrima Biswas, Scrub Nurse Tash Wilcox and Midwife Susana Endress.

Special offer from Camille Hair Design

Camille Hair Design, on 2nd floor lift bank D, is open Tuesday to Friday 9.30am to 5.30pm and Saturday 10am to 4pm. Evening appointments are also available. During May, clients presenting this voucher are entitled to a 20% discount on all colour treatments.

Please telephone (020 8746) 8681 to book your appointment.

Camille Hair Design

20% off all Colour Treatments

Chelsea and Westminster Hospital
Valid until 31st May 2005
Q: What does assimilation to Agenda for Change terms and conditions mean?
A: This means you can be paid on Agenda for Change (AFC) pay bands. There are nine bands in total. This would be agreed after matching and evaluation of an agreed job description by a panel.

Q: How will I be informed that I can transfer to Agenda for Change terms and conditions?
A: The Agenda for Change team will prepare assimilation letters for each individual member of staff whose post has been matched and evaluated. The letter will contain details of staff Trust and Whitley pay and AFC pay.

Q: As Agenda for Change terms and conditions were effective from 1 October 2004 and I have not yet been assimilated - will I be entitled to back pay?
A: As from 1 October 2004 all staff have the opportunity to transfer to Agenda for Change terms and conditions. Provided they agree to change within a specified time period outlined in their assimilation letter then they are entitled to back pay.

Q: I am keen to transfer to Agenda for Change terms and conditions and consequently acquire extra annual leave effective from 1 October 2004. However I am concerned about losing increased Agenda for Change leave entitlement as my leave year is about to end soon and I have not received an assimilation letter. Any advice?
A: Annual leave increased entitlements are effective from 1 October 2004 and are as follows:

<table>
<thead>
<tr>
<th>Length of Service</th>
<th>Annual Leave entitlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>On appointment</td>
<td>27 days + 8 public holidays</td>
</tr>
<tr>
<td>After 5 years service</td>
<td>29 days + 8 public holidays</td>
</tr>
<tr>
<td>After 10 years service</td>
<td>33 days + 8 public holidays</td>
</tr>
</tbody>
</table>

If extra leave is acquired by a member of staff by transferring to Agenda for Change terms and conditions then any extra AFC annual leave entitlement is back dated and can be carried forward into their next leave year.

Q: What is ‘reckonable service’ and how will it affect my annual leave entitlement?
A: Reckonable service is the time you have spent in employment that can then be counted towards your length of service when determining some benefit entitlements. All NHS employment will count toward AFC annual leave entitlements and you do not need to have worked continuously in the NHS.

Q: I understand that ‘London weighting’ has been replaced, is this true?
A: Yes, all London allowances - which includes London weighting. London supplement and cost of living allowances - have been replaced with a new High Cost Area (HCA) Supplement.

HCA supplement is 20% of basic salary subject to a minimum payment of £3,197 per annum and a maximum payment of £5,328 per annum as at 1 October 2004.

Local support group to banish killer diseases

There is a new support group in Hammersmith to help people with high blood pressure to share experiences and learn more about managing their condition.

High blood pressure causes half of all heart attacks and strokes - the biggest single causes of death and disability in the UK. There are usually no symptoms, yet once detected through a simple test, it is a controllable condition.

Overseen by national charity the Blood Pressure Association, the Hammersmith Blood Pressure Support Group is run by people with high blood pressure and, through regular meetings, will address all aspects of living with the condition.

For more information and/or to attend the meeting please contact Cris Nikolov on: 020 8748 0788 - or email: crisnikolov@cee4sure.demon.co.uk

The Friends’ library service has been extended so that you can borrow cassette players and “Talking Books”. Keep an eye out for the Mobile Library, which visits the wards on Tuesday, Wednesday and Friday mornings and ask a volunteer to loan you a machine, or call the Library on ext 8827.
‘Barry the Bug’ paid a visit to Chelsea and Westminster Hospital for the fourth year running to remind staff, patients and visitors to wash their hands as part of Hand Hygiene Awareness Week (11 - 15 April 2005).

More than 1,000 staff attended the popular event which was organised by the hospital’s Infection Control Team. It included a wide range of attention grabbing activities from a pub quiz in the canteen to a comedy night and live music.

The Mayor of Kensington and Chelsea, Barry Phelps, judged a special hand hygiene drawing competition and there was entertainment from Colonel Custard and ‘Bugs’ Bunny.

25 lectures were also held for staff with high profile speakers from the Department of Health and Health Protection Agency.

Senior Infection Control Nurse, Roz Wallis, said: “Patients and visitors should be reassured that we are doing everything we can to improve infection control across the Hospital.

“The week was about raising the profile of hand hygiene to beat the bugs and how everyone can help make a difference. Not all infections can be prevented but it is accepted that about 30 per cent could be avoided by better infection control.

“That’s why prevention is so important and why washing our hands and using alcohol gels is one of the most effective ways of reducing the spread of bugs.”
How you can help us...

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

Pictured from left to right are, Chairman Juggy Pandit, The Mayor of the Royal Borough of Kensington and Chelsea Councillor Barry Phelps, Chief Executive Heather Lawrence, Senior Infection Control Nurse Roz Wallis and Director of Infection Control Dr Berge Azadian.

Information Officer Shamim Juma is pictured getting some hand reflexology done as a part of the week’s activities.

Operating Department Practitioner Caroline Wilburn is pictured finessing her hand print contribution to the hand hygiene montage painting.

Patient Khaled Ali aged 11 is pictured with his art work done especially for the Children’s Hand Hygiene Art Competition; the Hospital School won a £20 book voucher as the students who entered the competition all had such a high standard of work.

Barbershop Quartet ‘Chordination’ are pictured singing during Hand Hygiene Week.
Congratulations to Health Care Assistant in Paediatric Theatres Jay Sayers (pictured right) who is April’s Employee of the Month. Jay has worked at the Trust for five years and before then was a dental nurse for many years.

Healthcare Assistant in Paediatric Theatres Jilly Hale, one of Jay’s co-workers, said: “We have found Jay’s dental skills invaluable and she is often to be found teaching those around her on a much higher grade than herself. Jay is relied upon by the theatres team and often goes beyond the call of duty.”

Other staff that should be commended are:
- Liz Barnshaw, Senior Sister in Medical Outpatients
- Paula Mandelli, Domestic in Kobler Day Clinic
- Paula O’Detti, Domestic on Thomas Macaulay Ward
- Yvette Teng, Payroll Team Leader
- Kristi von Rosenfeld, Sister on St Mary Abbott’s Ward.

Managing stress
To complement the Stress Management Workshops currently being run in the Trust, we are now running ‘Stress Awareness’ courses for all staff.

These one day courses are designed to provide all staff with the information, knowledge and skills to identify the early warning signs of stress and deal with the effects of stress at work positively and constructively.

Dates for managers
(i.e. anyone who line manages staff)
Fri 3 June 2005
Fri 2 September 2005

Dates for staff
Wed 18 May 2005
Thurs 30 June 2005
Wed 21 September 2005

To book a place, please contact Stella Sawyer, Occupational Health Manager on ext 8330 or by email.
Information regarding dates for Stress Risk Assessment training is also available from Occupational Health. The Trust’s Stress Policy is now available on the Intranet (under ‘Departments/Health and Safety’).

This month’s super hero

If you would like to nominate someone you feel has gone that extra mile to bring a smile to your face then place your vote now. Every month we are looking for people to unmask our super heroes. Winners will appear in Trust News and receive a month’s free membership to David Lloyd Leisure Centre.

Nomination forms are available from the intranet (under Human Resources) or from the Human Resources Office 9, on the Lower Ground Floor of the Hospital. Forms can be submitted to the nomination box in Office 9 or email caroline.chalmers@chelwest.nhs.uk

A big ‘thank you’

Pictured from left to right are: IWL Assessor Jamie Forde, Staff Side Lead Noal Fee, Assistant General Manager in Medicine Corinne Sullivan, Equality and Diversity Lead John McDermott, Corporate HR Adviser Caroline Chalmers, Deputy HR Director Norah Mason, IWL Assessor Team Leader Phil Blazeby, Working Family Advisor Amber Payne, Occupational Health Manager Stella Sawyer, Recruitment and Retention Manager Jaz Mallan, Assistant Director of HR / Learning and Development Nigel Grant, IWL Assessor Sharon O’Byrne, IWL Assessor Sue Cooper and Acting Director of HR Maxine Foster.

Human Resources and the Improving Working Lives Team (IWL) would like to say a big thank you to staff who have taken time out of their busy schedules to participate in the IWL Focus Groups during the Self Assessment Programme.

Human Resources will be keeping staff updated regularly on the Improving Working Lives Project and other HR initiatives through out the year. Contact Caroline Chalmers on ext 5930 or email caroline.chalmers@chelwest.nhs.uk if you have any further queries about the Focus Group process or how you can get involved in the IWL Programme.

Hospital Arts
Thursday 19th May
1-1.45pm The Mall
2-3pm Wards
Positively Testcard
Kwela music

Thursday 26th May
1-1.45 The Mall
2-3pm Wards
Opera on the Run
Songs from the shows
Eggtastic Easter for children’s wards

Children on Neptune and Mercury wards got a tasty surprise at Easter with a special delivery of Easter eggs donated by David Lloyd Health Club at Fulham Broadway.

Georgina Kaye from the centre’s Sales Department organised an Easter Egg Drive by encouraging their members to donate Eggs for the children here at the hospital. Over 80 Easter Eggs were distributed throughout the wards and met with much delight from the children – and parents!

There’s a Chill in the Air...

UrbanChill, a London Head and Shoulder Massage Company, are visiting the Trust once a week to provide staff with an innovative way to de-stress.

Staff are offered a five minute head and shoulder massage in return for a small fee depending on what people believe their ‘chilling’ experience is worth.

UrbanChill are located in the canteen on the lower ground floor - usually on Tuesdays. Staff are encouraged to give their feedback to Caroline on ext 5930 as to whether they find this fun new service valuable and would like it to continue.

Prostate Cancer Awareness Week

Over 100 people visited the stand when it pitched up in the Main Mall. Visitors were able to get information on treatment methods as well as the possible signs and symptoms of prostate cancer in order to raise awareness. Dietary advice to help reduce the risk of developing prostate cancer was also given.

Prostate cancer occurs mostly in men over 50. It can occur in younger men, although this is quite rare. Each year around 27,000 men are diagnosed with prostate cancer. Unfortunately, 10,000 die from the disease in this time. Every hour one man will die from this disease.

In its early stages it is curable however once at an advanced stage the emphasis of treatment is on control rather than cure. Almost half of men are diagnosed at a late stage therefore it is important to raise awareness so that men know the possible signs of the disease so it can be caught early.

The Trust will be starting a prostate cancer group to offer support and information to men at the hospital. Please call Russ on 020 8237 2386 for further information.

For more information go to www.prostate-cancer.org.uk, or call the Prostate Cancer Charity’s confidential hotline number on 0845 300 8383 or you can visit the Macmillan Cancer Information Centre on the Ground floor of the Hospital.

The NHS Discounts Road Show will be visiting Chelsea and Westminster on 9 June.
What you said about working here

Results of the 2004 and 2005 staff survey

Every year the Healthcare Commission publishes the results of surveys carried out with staff to get their views about working in the NHS.

In this month’s Trust News we report back on the results of this survey. The questionnaire was sent to all staff who were in post at the end of September last year.

We had a return rate of 56.88%, just below the average for other acute NHS Trusts. 88% of respondents were full time, 12% part-time, 75% were female and 23% male. 28% were from a non-white background and 3% said they were disabled.

In three areas we were in the best performing 20 per cent of NHS Trusts across the country. We scored well for areas such as training and development, appraisals, work / life balance and team working. The Trust scored highly again for how staff viewed the quality of senior management leadership.

Areas for concern include staff working long hours, work related stress, physical violence from other staff, harassment, bullying and abuse and communicating outcomes from incident reporting.

Here are some of the results of the survey...

- 64% of staff said they had received an appraisal. The group that had the lowest percentage of appraisals within the Trust were administration and clerical staff (38%) representing a deterioration from last year’s results of 48%.
- 92% of staff said they received at least one day’s training on a taught course in the previous 12 months; this has increased from 87% last year.
- 92% staff said they worked in teams. The number of staff who viewed these teams as well structured was up slightly from 42% last year to 43% this year.
- 79% of staff said that they worked extra hours. Although the number of staff who reported that they worked extra hours fell by 8% this year, there is still a very high number of staff working over and above their contracted hours.

Health and safety

- Only 54% said they received health and safety training within the previous 12 months. The percentage of administration and clerical staff receiving health and safety training rose significantly from 28% last year to 42% in 2004. A high number of staff knew that they had access to occupational health services (98%) and to counselling services (80%).

Stress in the work place

- 40% of staff said they suffered from stress - a reduction of 13% from last year. A stress awareness and risk management training programme is underway.
- The number of respondents who reported suffering work related injuries in the previous 12 months fell by 5% to 21% in 2004.

Errors and incidents

- 60% of staff said they had witnessed potentially harmful errors or near misses that could hurt staff or patients.
- 89% of respondents knew how to report such errors and incidents and 82% believed that the Trust encouraged the reporting of such these.

Your job

- 71% of staff agreed or strongly agreed that they had clear, planned goals and objectives for their job. 60% were satisfied or very satisfied with the freedom they had to choose their own method of working.

Communication

- Only 40% of respondents felt that communication within the Trust was effective, down 4% from last year, and only 33% viewed communication between management and staff as effective. 61% of respondents would be happy to be a patient of the Trust, and 14% would not.

Harassment, bullying and violence

Staff indicated that in the previous 12 months 39% had experienced harassment, bullying or abuse from patients or relatives, and 22% from other staff. This placed us within the worst 20% of trusts nationally. This was also the case for staff perception of effective action from the Trust towards violence and harassment.

- 12% of staff reported experiencing physical violence from patients and relatives (down 1% from 2003)
- 2% had experienced physical violence from other staff (again, down 1% from last year).

What next?

Acting Director of HR, Maxine Foster, said: “A big thank you to all staff for taking part in the survey – it’s important for us to get the views of our staff so we can make improvements.

“There are some key areas of concern that require further exploration in partnership with Staff Side to develop detailed action plans. I would really encourage staff to get involved and help us to find solutions to some of the problems they are facing.”

Help us to improve!

If you would like to be involved in developing the solutions to some of the issues raised we would like to hear from you.

Please contact Norah Mason, Deputy Director of HR on ext 6731 or via internal email.

The full report can be found on the Healthcare Commission website: www.healthcarecommission.org.uk/staffsurveys or on the intranet.
Tackling violence and aggression

The Trust will soon be launching a Trust-wide security policy for staff to help them deal with violent and aggressive behaviour.

The Government’s NHS Security Management Service is introducing a number of new initiatives to tackle this issue nationally throughout the NHS.

Leading this initiative within the Trust is Executive Director Edward Donald working with Soft Services Manager Philip Holmes and Security Manager Dominic Hutchings.

The Trust has seen a rise in the number of incidents reported by staff since staff have been encouraged to identify and report incidents. The Health and Safety Executive has commented that such increases are not a reflection of more incidents but a positive reflection of an organisation’s success in developing a new culture of openness.

Edward Donald said: “We want all our staff and patients to feel safe and protected whilst in this hospital. “We already have initiatives in place to help tackle this issue - such as dedicated security guards within the Emergency Department, but we hope by introducing these national initiatives we will be able to strengthen and demonstrate the Trust’s commitment to ensuring the safety and security of our staff at all times.

“The Trust has secured capital funding to renew the existing panic alarm system and the tenders have already been issued.”

The policy will introduce a yellow and red card system which is already used in some hospitals in the capital. This works in a similar way to the card system used by referees in football matches.

Edward Donald said: “The red card would never be used at the expense of the clinical needs of a patient - that will always come first. But it will send a clear message that violent and aggressive behaviour will not be tolerated.”

As well as the new card system the Trust will be implementing risk assessment and introducing a focused training programme identifying groups who are most at risk.

Philip Holmes said: “At first we will be focusing on high risk areas such as A&E, Maternity, Outpatients and staff working in the community. We will then be rolling out the new training programme to all members of staff. There is now a national target that every employee receives training by 2007.

“We will also be looking carefully at recent assessments by the Government into the effectiveness of various new technologies such as identity cards which include panic buttons. All incidents are now reviewed by an executive once a week, where an appropriate action is agreed.”

Watch this space as road shows are also being planned for staff in summer.

Who to call in an emergency:

If you feel that your safety is at risk because of violent or aggressive behaviour you can call 6999 to contact the security team directly.

If you have been the victim of a violent incident you can talk in confidence by ringing ext 6565.

For more information: Once approved the new security policy will be added to the Trust’s home page on the intranet.

Volunteers wanted

Breakthrough Breast Cancer is looking for volunteers to help with their two day walk in London from 23 to 25 September which will benefit Breakthrough Breast Cancer.

They are looking for doctors, nurses, chiropodists and physiotherapists. On that weekend thousands of men and women will walk 60 km and raise money to help support breast cancer research and education. If you are interested please call 0870 950 8888.

Have your say?

Have you ever wanted to get more involved in what is happening at your local hospital? If so this could be your chance.

The Patient and Public Involvement Forum (PPIF) is a group of volunteers who are interested in working with Chelsea and Westminster NHS Trust to make improvements for patients and staff.

Member of the Forum Raj Jogia said: “We are completely independent of the Trust. We monitor and review the range and quality of services provided, carry out inspections, and provide advice, reports and recommendations to the Trust management.

“We also meet regularly and provide patients and the public with a chance to have their say about Trust services and any proposed changes.

“We are currently working with the Trust to gather patient experiences of the hospital appointments system. Our questionnaires can be found in our newsletter which can be picked up at the PALS office in front of the escalators.

“We are also interviewing local community groups to ask what they think of the booking system and other services at the hospital.

“We will then analyse the responses and inform the Trust of the issues that its patients and users feel need most attention.

“The Trust has invited a PPIF member to sit on their Bookings and Appointments Board and once the new appointments system is up and running we will monitor it to see whether previous problems highlighted have been eradicated.”

For more information on the PPIF and how to have your say, contact Aneesa Chaudhry on 020 7937 9512 or email aneesa@kcsc.demon.co.uk

Raj Jogia, member of the Patient and Public Involvement Forum
Staff news... Staff news... Staff news...

Pedal power...

Occupational Therapy Assistant Judi Small, pictured right, will be getting on her bike and cycling over 14 London bridges on May 22 to raise money for the Stroke Association.

Riding a total of 32 miles she will start at City Hall first cycling over Tower Bridge and finally over Hampton Court Bridge.

Her neighbour’s father recently had a major stroke giving Judi a bigger incentive to ride. She has also lately stopped smoking so feels fitter than ever. If you would like to sponsor Judi, please email her at judi.small@chelwest.nhs.uk You can also contact her on ext 2781.

Jayne Rogers (pictured below) former Maternity Risk Manager is now Midwifery Manager at the Trust. She started this role in April.

Prior to joining the Trust in January 2004, Jayne worked in a variety of clinical and managerial positions.

These have included helping to set up NHS Direct as a Lead Nurse and then later as a General Manager for the organisation.

When describing her new role at Chelsea and Westminster, Jayne said: “The service has a history of success and I am delighted to be involved, working with the team, moving maternity services forward.”

The corporate nursing team have two new recruits who joined the Trust in April. Sue Buchan, pictured left, is PA to the Director of Nursing, Andrew MacCallum and Maria Lee is Administrator to the Corporate Nursing Team, consisting of seven people.

Prior to joining us, Sue retired from her last employer, law firm Eversheds in August 2004. She can be contacted on ext 6721.

Maria previously worked at Fulham Job Centre Plus as a Support Worker to the West London Lone Parent Advisors. She was there for two years.

Before this, she worked at Fulham Job Centre as an Interventions Officer. Maria can be contacted on ext 2480.

New Embryologists

The Trust has two new Trainee Embryologists and a Junior Embryologist.

Stella Andronikou is a Trainee Embryologist on a two year contract. She studied here and has a BSc in Microbiology and a Masters in Human Reproduction. She is currently working towards her Association of Clinical Embryologists (ACE) Diploma. She is originally from Mykonos, Greece.

Victoria Wells is a Junior Embryologist. Prior to joining the Trust she worked at the London Women’s Clinic in Harley Street for one year. Before this she worked at The Bridge Centre - a fertility clinic in London Bridge. Victoria did a BSc in Biochemistry at Sheffield University.

Maria Vourliotis is a Trainee Embryologist. Prior to joining the Trust she worked at Birmingham Women’s Hospital as a Medical Technical Officer. Maria studied Genetics at the University of Aberystwyth in Wales. She did her Masters in Reproduction and Development at Bristol University. Maria was born in Johannesburg, South Africa.

New Nursing Directorate PAs

The corporate nursing team have two new recruits who joined the Trust in April. Sue Buchan, pictured left, is PA to the Director of Nursing, Andrew MacCallum and Maria Lee is Administrator to the Corporate Nursing Team, consisting of seven people.

Prior to joining us, Sue retired from her last employer, law firm Eversheds in August 2004. She can be contacted on ext 6721.

Maria previously worked at Fulham Job Centre Plus as a Support Worker to the West London Lone Parent Advisors. She was there for two years.

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**New Service Director for Paediatric Surgery**

Congratulations to Mr Munther Haddad, pictured right, who started his position as Service Director for Paediatric Surgery in April.

In his new role Mr Haddad will oversee children’s general surgery and other paediatric surgical specialties.

Mr Haddad who is a Consultant Paediatric Surgeon with a special interest in laparoscopic and gastro-intestinal paediatric surgery joined the Trust in 1995. Prior to joining the Trust Mr Haddad worked as an Assistant Professor of Paediatric Surgery at Jordan University Hospital in Jordan. He was there for five years.

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**Marathon effort**

Michael Thompson Staff Nurse at the West London Centre for Sexual Health, pictured right, successfully completed his first ever London Marathon raising money for the Roy Castle Lung Cancer Foundation.

He chose this charity as his mother died from lung cancer a couple of years ago. Michael managed to complete the run in an impressive three hours, 44 minutes and 10 seconds.

Michael is still collecting money for his charity. If you would like to sponsor him please go to www.justgiving.co.uk/iron-mike or send cheques for his attention to the West London Centre for Sexual Health made payable to the Roy Castle Lung Cancer Foundation. Alternatively send cheques to Ward Sister Christina Casley on Thomas Macaulay Ward.

Sherryn Elsworth (pictured above) joined the Trust in April as General Manager for the Women and Children’s Directorate.

Prior to this role, Sherryn was Associate Director for Orthopaedic Service Improvement at the NHS Modernisation Agency where she co-ordinated the Tailored Support Programme of the National Orthopaedic Project.

Sherryn has worked in the NHS for 15 years and has operational and commissioning experience in primary and secondary care.

Sherryn is a keen musician and in her spare time, enjoys helping to organise regular performing arts events.

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**Going for gold**

Emergency Department Specialist Registrar, Dr Glynn Barnett won gold and silver medals for long range rifle shooting in the Commonwealth Shooting Federation Championships this March in Australia.

He will also shoot in the 2006 Commonwealth Games.

Dr Barnett gained his gold medal in a pairs match with colleague and friend, ENT SpR at St Peter’s Hospital, Dr Parag Patel. This has not been achieved by England since 1990. Dr Barnett’s silver medal was achieved by shooting in a singles match.

No stranger to representing England at an international level, 2006 will be Dr Barnett’s third Commonwealth Games. He previously won a silver and two bronze medals in 1994 and 2002. The Commonwealth Games is the highest level to compete at in Dr Barnett’s category, as it is not an Olympic discipline.

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**Would you like to know about NVQ awards?**

From 20 April the weekly drop in sessions about National Vocational Qualifications will be held on the hospital’s stage on the 2nd floor by lift bank D from 2-4pm.

For more information contact Helen Brown, Lead Nurse for Support Workers on 020 8237 5150.

‘Books that do the talking’

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**Staff news...**
Doctor picks up innovation award

Specialist Registrar Dr Anatole Menon-Johansson was second joint runner up in the NHS Innovation Awards.

The aim of the award is to identify examples of innovation from NHS organisations in the London region that have the potential to lead to improvements in health care delivery.

Anatole was recognised for developing new software for hand held computers to help doctors choose the best drug combinations for patients with HIV. He was awarded a certificate for his achievement and a bottle of bubbly!

Dr Anatole Menon-Johansson explained: "HIV patients may suffer side effects from their antiretroviral treatment (ART) or may have other conditions such as co-infections or pregnancy that may restrict what treatment can be prescribed.

"HIV doctors need to make sure the HIV virus is not resistant to ART. If there is HIV resistance then it is important to prescribe ART that is unaffected by mutations in the virus. Consequently, prescribing the best ART combination can be very complex."

"This is where the new software steps in. It helps us to decide the best combination of drugs for our patients. It will never replace the weekly Consultant led 'virtual clinics', where we discuss the treatment of patients, but it is aimed to assist less expert doctors to select the best possible ART."

Every decision counts

The new Knowledge and Skills Framework (KSF) for all NHS staff has now gone electronic.

KSF is part of Agenda for Change and looks at the skills and the knowledge which you need to do your job effectively. As highlighted in previous issues of Trust News KSF provides a common basis for staff review and development across all disciplines of the NHS.

e-KSF is a new online tool that has been developed to help you manage developing your personal development plans.

Assistant Director of HR, Learning and Development, Nigel Grant said, "We hope to have all staff put on e-KSF by the end of May. All users will have their own ID and information will remain completely confidential"

"Staff can maintain their own electronic learning portfolio of development and because it is internet based it means that you can log on anywhere."

The web address is www.e-ksf.org and you simply sign in with your usual email user ID. If you haven't already received an email notice advising you of your login details you will shortly! Would you like more information? Email: ksf.hotline@chelwest.nhs.uk

A new award winning programme designed for budget holders in the NHS is available for staff here at Chelsea and Westminster.

‘Every Decision Counts’ 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. If you are interested in finding out more about the course contact the Learning Resource Centre on ext 8815.

Pictured is Clinical Nurse Lead for Paediatrics, Sue Harris and Neptune Ward Manager, Gareth Teakle who both recently completed the Every Decision Counts finance course.