

Trust NEWS

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New rooms for NICU mums

Special parent rooms on the hospital's Neonatal Unit have been given a major makeover thanks to a generous donation from the Ronald McDonald Children's Charity (RMCC) to The Children's Hospital Trust Fund here at Chelsea and Westminster.

£71,000 has been spent on re-organising and refurbishing two new parent rooms and a day room so that there is a peaceful place for parents to stay whilst their babies are being cared for on the unit.

Parents can also stay in the room overnight with their baby but have the comfort of knowing that there are specialists on hand to help if they are worried. This helps parents to build up their confidence before they go home with their baby.

The parent rooms boast ensuite facilities and televisions. The day room has a television, comfortable seating and cooking facilities.

The rooms were officially opened on 6 October by mum Carolyn Bond who knows only too well what it's like to spend time on the Neonatal Unit. She spent

nearly six months there after the birth of her twins, Bertie and Jemima.

Despite being born at 30 weeks and with Bertie weighing only 11lb 4ozs and Jemima just 3lbs - they survived and are now enjoying life at home with their mum.

Carolyn said: "The nursing staff were second to none - they saved my children's lives and kept me going. I was delighted to be asked to come and open the new parent rooms. I know how important it is to have somewhere peaceful and quiet to rest when you are spending a lot of time on the unit."

Chairman of The Children's Hospital Trust Fund at Chelsea and Westminster Healthcare NHS Trust, Dr Martin Brueton, said: "We are



■ Pictured in one of the new neonatal parent rooms are (centre) Carolyn Bond with her 11 month old twins, Jemima and Bertie Bond, with neonatal staff (from left to right); Sister Alex Mancini, Staff Nurse Joy Bilono, Staff Nurse Diyenemy Pagayon and Sister Christina Morales.

delighted to acknowledge the generosity of RMCC in making it possible to establish the overnight stay rooms which will be an

enormous benefit for the families we care for in the Unit."

- See centre pages for special spotlight on NICU

Heather's view

by the Chief Executive, Heather Lawrence

This edition of *Trust News* covers initiatives undertaken on the day of our Annual General Meeting. I would like to thank all of our staff involved in planning and running the workshops and the AGM, for making the event such a success. It was encouraging to see more than 200 people attend the event and this was a direct result of our membership drive with regard to becoming a NHS Foundation Trust. In previous years we would have only had a dozen people interested.



As a Three Star Trust we are in the process of applying for NHS Foundation Trust status and I would welcome involvement from everyone. We will be holding focus groups for staff and patients to provide an update on our application progress.

All NHS Trusts must become Foundation Trusts by 2008 and our Board will make a decision on 1 December whether we proceed at this time. If we go ahead, our application will be passed to the Department of Health who will make a decision whether to pass it to the



Secretary of State for Health prior to passing it to Monitor for the final assessment.



The North West London Strategic Health Authority embarked on a strategic review of acute services in the sector and tertiary paediatric heart and lung and adult cardiac services. Under consideration is the potential to form an Institute of Child Health along the Fulham Road, siting paediatric cardiology and respiratory services at Chelsea and Westminster. This is potentially exciting for staff and our clinical teams have been fully involved in the process.



There is also much media coverage over financial issues in the NHS and the North West London health economy has significant issues. At Chelsea and Westminster we must continue to drive efficiencies. We are measured on our length of stay and nurse-patient ratio, day surgery rates and admissions on day of surgery. These are now all important indicators for us to measure and to continually improve upon.

Out now



New hospital radio magazine
– pick up your copy now

Friends of the Chelsea and
Westminster Hospital

Christmas Fair

10.30am - 3pm
Wednesday 30
November 2005

Bargains galore

Stalls include:
books, bottle tombola,
cakes, preserves,
Christmas food, toys,
gifts and stocking fillers,
and our bumper
Christmas Raffle.

Hydrotherapy survey results

Patients using the hospital's hydrotherapy pool have given the service the thumbs up – a satisfaction survey has revealed.

One hundred patients completed a questionnaire at the end of their four treatment sessions. The survey assessed whether a patient was happy with the structure of the sessions, treatment and waiting times. A patient's understanding of why hydrotherapy was suitable for them was also assessed.

- 89 per cent of patients were happy with the time they had to wait for their first hydro session.
- Nine out of 10 patients were happy with their initial introduction and explanation of their treatment.
- 82 per cent continued doing their land exercises at home while having their hydrotherapy treatment.
- 85 per cent found the hydrotherapy facilities acceptable.
- 88 per cent found staff to be sensitive to their fears and anxieties and 87 per cent felt that enough personal supervision



■ Pictured are (beside the pool, left to right) the Hydro-Physiotherapy Team: Sarah Rand, Kath Taylor, Eliza Lee, Louise Clover and Mary Anderson (in the pool); with patients Sandra Johnson, Oriel Robinson and Ann Carroll.

was received.

Louise Clover Lead Hydro-Physiotherapist, said: "Hydrotherapy is a popular form of treatment. The team and I are pleased with the results of this survey. Many of the patients we see in the pool gain an understanding of the importance of exercise as a form of treatment, and we encourage them to

continue with this when discharged."

The hydrotherapy team consists of: Lead Hydro-Physiotherapist Louise Clover, Hydro-Physiotherapists Deborah Earl, Kath Taylor, Sarah Rand and Mary Anderson. And Physiotherapy Assistants Eliza Lee and Barry Henderson.

New network will improve infection control

Meet Chelsea and Westminster's first ever infection control link professionals - a new network of clinical staff who are responsible for promoting good infection control across the hospital.

These six people are the first of more than 60 people who will be specially trained to help staff fight the spread of infections in the hospital.

Senior Infection Control Nurse Roz Wallis explained: "Link professionals are responsible for infection control in their clinical area and provide a role model for other staff. They are an essential communication link with the infection control team and eventually we would like to have link professionals in all clinical areas.

"They are also responsible for auditing hand hygiene and intravenous line care on a monthly basis - this is an innovative step forward for us and not something a lot of hospitals do."

Sister in Intensive Care,

Hazel Boyle, is one of the new professionals. She said: "I wanted to get involved as this is a particular passion for me. It's a challenging role as we are expected to bring about real change but I think it will be rewarding. We can really make a difference - improving infection control standards and patient care.

"The four day training we received was very comprehensive and motivating. Whilst Government policy is very important this alone cannot bring about change - that's where link professionals come into their own. The role is respected and has the backing of the infection control team and senior management."

Director of Nursing Andrew MacCallum said:



■ **Left to right: New Infection Control Link Professionals are Staff Nurse for Paediatric Theatres Natalie Foulis; Senior Staff Nurse on ICU Emma Long; Senior Infection Control Nurse Roz Wallis; Senior Nurse on David Evans Ward Imelda Pilar; Director of Nursing Andrew MacCallum; ICU Sister Hazel Boyle; Staff Nurse Outpatients 3, Margaret Ffolkes; Staff Nurse David Erskine Chandrina Largo.**

"This is a very important initiative for this hospital and has my full support. Infection control is everybody's business and that's why this role is so vital in helping us to reduce cross infection."

If you are interested in becoming a link professional then call Roz Wallis on ext 8264. You have to be a grade E or above and have a reasonable amount of clinical experience.

New infection control MSc to be launched

Chelsea and Westminster has been chosen by the Biomed Online Learning Consortium to launch an online Masters in Science (MSc) in infection control management next year.

Professor Patrician Harvey, the Director of the Consortium, was very impressed by the hospital's

proactive and inclusive approach to infection control and thought Chelsea and Westminster the best place to

launch the course for all healthcare professionals.

The course is one of 10 electronically-delivered

courses that have been created specifically to allow students to learn at their own pace but within a tutor-supported environment.

The course is aimed at all health professionals - clinical and non-clinical. Successful students gain 30 Master's credits which can be accumulated towards a full Masters degree, as well as recognition for 100 continued professional development (CPD) points. This makes it a very flexible course for staff wishing to gain a postgraduate qualification and learn more about infection control.

The initiative is part of Biomed Online Learning and has been developed as part of a collaboration between the University of Greenwich, the Health Protection Agency and 16 NHS hospital trusts. It has been funded by the Workforce Development Confederation.

● [Continues on page 4](#)



■ **Caption: Senior Clinical Scientist at the Health Protection Agency, Peter Hoffman; Nurse Consultant at UCLH, Annette Jeanes; Greenwich University Professor Patricia Harvey; Director of Hospital Acquired Infections Unit at the Health Protection Agency, Professor Barry Cookson; Senior Infection Control Nurse Roz Wallis and Director of Infection Prevention and Control Dr Berge Azadian.**

Agenda for Change

Your questions answered

Q I am entitled to backpay under Agenda For Change (AFC), won't it be paid by payroll automatically?

A In the vast majority of cases staff have received increases in their pay backdated to 1 October 2004 - the date of national implementation of Agenda for Change. **Staff must complete, sign and return the offer in their assimilation letters in the time frame specified in order to be paid their new AFC pay.** The change of pay will not be automatic - except for those staff newly employed after 1 December 2004.

Q It is now after 1 October 2005 and I have worked in the NHS for over 10 years and have only just received my assimilation letters, may I carry over the extra Agenda for Change annual leave?

A The new AFC annual leave entitlement is as follows:

Length of Service	Annual Leave entitlement
On appointment	27 days + 8 public holidays
After 5 years' service	29 days + 8 public holidays
After 10 years' service	33 days + 8 public holidays

Annual leave increased entitlements are effective from 1 October 2004. Extra Agenda for Change annual leave may be carried over to the next annual leave year. Annual leave years are based on the employee's start date in the Trust.

Q I currently work 36 hours per week, do my hours immediately increase to 37½ hours per week if I transfer to Agenda for Change?

A The standard hours under Agenda for Change are 37½ for all staff. All staff new to the NHS are contracted to

the new AFC hours. Staff employed by the NHS prior to 1 December 2004 and on less than 37½ hours have their hours protected as follows:

Current full-time standard hours	New standard hours (years from 1st December 2004)
37 hours	• Three years on 37 hours
36 ½ hours	• Three years on 36½ hours • One year on 37 hours
36 hours	• Three years on 36 hours • Two years on 37 hours
35 hours	• Four years on 35 hours • Two years on 36 hours • One year on 37 hours
33 hours	• Four years on 33 hours • Two years on 35 hours • One year on 37 hours

Q My current Trust pay looks higher than that quoted for after the 1 October in the assimilation letter?

A All assimilation letters will state your Trust pay and AFC pay as at 1 October 2004 - the date of national implementation of Agenda for Change. Your current pay and AFC pay rates had a cost of living increase of 3.225% applied as at 1st April 2005.

Q What is happening with unsocial hours?

A The current arrangements for claiming unsocial hours will remain. New AFC unsocial hours arrangements are currently being discussed nationally and it is expected that new rules will be devised from 1 April 2006 by the new NHS Staff Council.

Time for your flu jab!

Did you know that 30% of people infected with the flu virus have no symptoms at all – so won't even know that they could be infecting others?

SPREAD THE WORD NOT THE BUG!

Walk-in Clinics will be held in the occupational health department on Tuesdays from 9am-12pm and Fridays from 1.30-4pm throughout November and December 2005.

Appointments can be booked outside these times. If you can get a group of staff together we will come to you. Please call Occupational Health on ext 8330 for further information or to make an appointment.

New infection control MSc to be launched

• **Continued from page 3 Senior Infection Control Nurse Roz Wallis** was one of the authors of the course and both she and Director of Infection Prevention and Control, Dr Azadian have been instrumental in introducing the course to Chelsea and Westminster.

Roz said: "We are very proud to be chosen to launch this innovative course and to give our staff the opportunity to improve their knowledge of infection control. It will also improve computer skills. One of the assignments is to create a

web page. It's a new and fun way to learn."

Anaesthetic Nurse from Main Theatres, Wanda Lui, has already completed the course when it was piloted earlier this year. She said: "I have enjoyed studying the Management of Healthcare Associated Infection module. I found it very interesting to study online as this is new to me.

"I have learned a lot about infection control and healthcare associated infections. Learning is through various methods - the recommended reading,

visiting the related websites, the postings and discussions with other students, and completing the assignments. Studying online was flexible.

"Overall the course was very useful and I hope to use the knowledge and apply to practice."

The course will be launched in January 2006 and run for 12 weeks. Several courses will run per year. Places are limited. For more information contact Cathy Ronan on 020 8331 9978 or by email c.e.ronan@gre.ac.uk, or Roz Wallis on ext 8624.

More than 200 people attended the Trust's AGM in September to hear about progress made to improve services for local people and plans for the future.

Out now



Pick up a copy of this year's annual report - available across the Trust. It is packed full of news and features about the past 12 months at Chelsea and Westminster Healthcare NHS Trust. Copies are available throughout the hospital or from Jeanette Albert on ext 6829.

Members of the Trust Board talked about the Trust's achievements over the last year and initiatives planned for the coming year in the hospital's dining room on the lower ground floor. There was also a special display in the academic atrium - from 2pm to 4pm - giving people the opportunity to meet hospital staff and learn more about our services and innovations.

Members of the public were also invited to special workshop presentations before the annual general meeting to seek views on ways to improve services.

The workshops covered:

- Keeping patients safe - control of infection and cleanliness



■ Pictured at the AGM Burns exhibition stand are left to right; Burns Clinical Facilitator Nicky Lucas, Burns Specialist Registrar Mr Chris Abela, Locum Consultant Mr Mohammed Jawad and AGM visitor Bella Croft Gillett.

- Our biggest asset - introducing the staff of Chelsea and Westminster
- If that was me - our approach to patient dignity and privacy
- Standards for better health - accessible and responsive care

Director of Nursing, Andrew MacCallum said: "I would like to say thank you

to everyone who helped make the AGM a success. We had some very positive comments from members of the public about their experiences at the hospital. The main concern from the public continues to be issues about cleanliness. We have made improvements over the last year, which were reported on at the AGM."

Sharing expertise



Radiology Sister Kirsty Harkness and her colleagues (pictured above) shared their expertise during a special two day programme for other hospitals about a new scheme where nurses in radiology have taken on new roles helping to reduce waiting times for patients here at Chelsea and Westminster.

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

There was a total of 56 delegates including nurse specialists, radiology consultants, sisters, and radiographers who came from hospitals from all over UK, including Northern Ireland and the Channel Islands.

The Trust said farewell to Kirsty Harkness in October as she returned to New Zealand. Sister Gena Holmes has now taken on her role.



■ Pictured giving a reading from his book 'From Workhouse to Hospital' at the unveiling of the stained glass Nurses Memorial Window at the site of the old St Mary Abbott's ward is former Chaplain at St Mary Abbotts and St Stephen's Hospitals Reverend Bernard Hughes.



■ Pictured at an AGM workshop is Ms Bennett talking to Non-Executive Director Marilyn Frampton.



■ *Claire Bellone (Gynaecology Outpatients) 'in make up'*



Oh, what

The hospital was transformed into a glamorous catwalk as the collection of vibrant and exotic clothes by local designer, Beatrice von Tresckow, were paraded up and down the Mall's escalators by hospital staff.

The Friends (of Chelsea and Westminster Hospital) Fashion Show kicked off at 8pm to James Brown's I Feel Good, following a drinks reception and 'welcome' by The Friends Chairman, Victoria, Countess of Normanton. The one-hour show featured more than 100 outfits with each model changing approximately eight times. A team of dressers, including Beatrice who co-ordinated the show, and Friends volunteers, ensured the smooth transition from one garment to another; while hair and make-up artists from Bodyheat and Camille Hair Design provided the final touches of glamour.

The show, the brainchild of Lady Normanton, was staged to help raise funds for a colposcope digital camera for the Women's Cervical Screening Service in the Gynaecological Outpatients' Department. Claire Bellone, whose department will benefit from the camera and who modelled several stunning evening dresses said: "The fashion show was a fabulous way to highlight

Special visit from the Prince's Trust

Nine volunteers from the Prince's Trust who did some fundraising for the British Heart Foundation visited Marie Celeste Ward in September to see how the money they collected will help patients.

The volunteers, students from Merton College did a 12 week Prince's Trust personal development programme. During this time, they raised over £450 for the charity by bag packing in a supermarket and collecting money in the street wearing fancy dress.

Heart Failure Clinical Nurse Specialist Leonia Modeste said: "The money collected will benefit the British Heart Foundation and the Trust makes use of the resources provided by the charity. On behalf of the Trust, I would like to thank the students for their efforts."



■ *Pictured are some of the Prince's Trust volunteers, from left to right: Nicholas Keys, Prince's Trust Team Leader Shelley McKenzie, Krystal Olawuyi, Naomi Blake, Heart Failure CNS Leonia Modeste, Sister Alison Bawden, Assistant Prince's Trust Team Leader Oliver Pennings, Michael Armor and Anthony Quinsey.*

■ **Left: Katarzyna Smalec (Frances Burdett Ward) with dresser from Beatrice von Tresckow.**

■ **Right: Sarah Drew (Physiotherapy) followed by Catherine King (Colposcopy).**

■ **Below right: Lady Normanton, Chairman The Friends of the Chelsea and Westminster Hospital, before welcoming guests.**

Photos by Friends photographer



t a night!

the work of our screening service and to raise money for this state-of-the-art equipment. The friendly atmosphere helped quell our nerves and we felt like true supermodels by the end of the evening. The Colposcopy Team thank everyone who helped to put on this superb event.”

Other staff ‘strutting their stuff’ were: Sharon Corburn, George Watts Ward; Sarah Drew, Physiotherapy; Judith Hallett, Dermatology; Sinead Jones, Main Reception; Catherine King, Colposcopy Clinic; Christina Konadu, Maternity; Sarah Myers, GU/HIV, John Hunter Clinic; Donna Nelson, Bereavement Advisor; Junior Rocha, Finance; Katarzyna Smalec, Frances Burdett Ward and Georgia Smith, Physiotherapy.

Several local companies, including Brinkley’s, Lea and Sanderman, and Tray Gourmet who provided the refreshments for the reception, supported the Fashion Show. Harrod’s donated a sumptuous hamper, which was won by long-term Friend and local resident, Michael Williamson.

Commenting on the event, Lady Normanton said: “The evening went better

than I could ever have imagined - gorgeous clothes, sensational models and an enthusiastic audience, surrounded by the atmosphere and backdrop of the hospital.

“The Fashion Show Committee: Emily Cave, Belinda Coats, Geraldine Henry, Sally O’Connor and Val Thum, headed up by Shawna Moss, did a fantastic job of pulling all the strands of the show together; it certainly was a night to remember.”



■ **Five hospital ‘supermodels’. Left to right: Christina Konadu (Maternity); Sarah Drew (Physiotherapy); Donna Nelson (Bereavement Advisor); Georgia Smith (Physiotherapy) and Junior Rocha (Finance).**

Neonatal



■ Pictured with Professor Neena Modi (front centre) are (front left to right) Clinical Research Fellow Emma Buckley, Consultant in Neonatal Medicine Sabitha Uthaya (back left to right) Research Facilitator Sylvia Chalkley, Clinical Research Fellows Adel Abdelhamid and Peter McEwan and Thames Regional Perinatal Group Co-ordinator Tarita Murray-Thomas.



■ From left to right are NICU Staff Nurses Katherine Wood, Melissa Schlegal, Angela Thompson, Sister Susana Jejerina and Staff Nurse Anavic Dinglasan.



■ Pictured in NICU with 21 week old Joshua Emmett-Hooley and his mother Lorraine Emmett is Senior Paediatric Physiotherapist Sam Double.

This month *Trust News* talks to Consultant Neonatologist, Professor Neena Modi, about her appointment to the Chair of Neonatal Medicine, the exciting research underway at the hospital and the launch of a new charity.

According to Professor Modi her role is about developing research to improve survival and the health of newborn babies. It's an appointment made by Imperial College which she says is a recognition by the College of the importance of Chelsea and Westminster within their academic portfolio.

Professor Modi said: "Neonatology is a very young and rapidly changing specialty which is what makes it exciting. It has changed so much in the last 25 years and much of that change is because of clinical research.

"Many of the treatments we take for granted today - such as better nutrition, ventilation, and surfactant - would not have been here if it were not for research. I strongly believe that if we want to push forward the frontiers we need to have an active research programme."

One of the biggest changes in the care of new born babies has been attitudes towards the involvement of parents.

Professor Modi added: "Attitudes have changed a great deal and parents are seen as a very important part of caring for their baby. In the past there were restricted visiting times. Now there is much more family centred care for newborn babies.

"For example the new rooms we opened this month can be used by parents as a step between going home and being on the unit.

"There have of course been great technological changes but also changes in the organisation of neonatal services - it's now a specialty in its own right. Specialist training for nurses has also rightfully come into its own."

Chelsea and Westminster Hospital is now Imperial College's lead centre for newborn research and a

The Neonatal Unit at Chelsea and Westminster

The hospital's Neonatal Unit cares for the most sick new born babies as well as premature babies. Last year 420 babies were cared for by the staff on the unit. There are 28 cots and nine of these are for babies needing intensive care.

substantial proportion of research involving newborn babies across the UK is centred here. We have a large and rapidly growing research team of clinical fellows, non-clinical researchers and support staff and active collaborations with other academic centres.

Chelsea and Westminster is the co-ordinating site for three large multi-centre newborn clinical trials as well as a range of other studies. "We are examining nutrition in newborn babies and learning about the regulation of their body



services



■ Pictured above is Clinical Pharmacist for NICU Nicola Ferreira.

composition,” added Professor Modi.

Research is also underway into the health outcomes and long term problems of babies who have had intensive care. The neonatal research team is working with the paediatric gastroenterologists to understand how newborn babies develop intestinal immunity.

A new surveillance system is being developed to measure rates of infections as well as looking at developing uniform data collection for neonatal units in the south of England.

In December this year, Professor Modi will be joining Kathy Mellor, an Advanced Neonatal Nurse Practitioner, to launch a new charity called Birthlink. The charity will

support teaching and training in the care of sick newborn babies in poor regions of the world. The charity has been established under the auspices of The Children’s Hospital Trust Fund and is looking for nurses and doctors to volunteer their time to teach in the developing world.

The Children’s Hospital Trust Fund was set up at the Old Westminster Hospital in 1981 and so far has raised more than £1m. Its purpose is to make charitable contributions towards the purchase of medical and surgical equipment for the paediatric areas and to provide help and comfort for sick children in hospital, in the community at large and at home.

Supporting neonatal units in the developing world has always been a passion for Professor Modi. She said: “Developing countries often get equipment donated and whilst this is important there is still a real gap in the level of training for health care workers. This is where this charity would step in.

“No matter where you are in the world though the same principles apply when you are trying to keep a baby safe and well. You need to keep them warm, well fed and reduce the risk of infection.”

■ Left is NICU Technician Geoff Peachey.



■ NICU staff pictured with the Petrie family.

Thank you

Every year lots of people give up their time to raise money for the Neonatal Unit – helping us to pay for new equipment or the chance to decorate or improve an area.

Sister Kathryn Mills said: “We have been very lucky and only recently we have had donations which have enabled us to purchase a ‘state-of-the-art’ incubator which can also be used as an operating table so you don’t have to move babies unnecessarily.”

Help with this purchase was received from the Petrie family who have organised many fundraising activities, including a bike trip from France and the Matthews family who organised a Three Peaks Challenge amongst other things. The local fire stations have also organised activities including a bed push.

“We are also grateful to the corporate management at Chelsea Football Club for allowing us to be the nominated charity for a match day signed football raffle.

“The proceeds of this are being used for continuing nurse education. We give our heartfelt thanks to all who support us in this way.”

Arts Programme

Thursday 10 November 1-1.45pm SILVERTONES Trio of steel pan musicians performing a fusion of Calypso and European styles led by virtuoso Anise Hadeed Main Atrium (Ground Floor)

Monday 7 & 21 November 1-2pm CHROMA J.S. Bach Goldberg Variations BWV 988 (arrangement for string trio) Dynamic, critically acclaimed chamber ensemble The Café (Ground Floor)

Thursday 24 1-1.45pm ALEX VYDELINGUM Pianist-in-residence Main Atrium (Ground Floor)

The Transport Department would like to thank Olympic South Ltd for donating a television to the Transport Lounge. It is very much appreciated.

KSF – the next steps

We are almost there - more than 80% of the knowledge, skills and framework (KSF) post outlines have now been developed and approved.

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

What is the next step?

As post outlines are approved the next step will be to assign them to individual members of staff. This will mean that

you will each sit down with your manager to be given your KSF post outline and look at where you are matched against the required levels and dimensions for your own particular role. This will be similar to an appraisal or review.

As you go through your KSF post outline and are matched against the dimensions you will be able to see the areas where you need to develop your skills and knowledge.

These development areas will form the basis of your personal development plan (PDP) and you will agree with your manager what learning activities will be the best way for you to develop your competencies over a period of time. All staff will have an annual review to look at their performance against the KSF post outline and to develop their personal development plan.

e-KSF

Don't forget KSF has now gone electronic. e-KSF is a new online tool that has been developed to help you manage your personal development plans.

You can access the system by using your unique identifier and password. If you have not yet received your information, or you are unsure of how to get into e-KSF, please contact the Learning Resource Centre on ext 8807. Once you know your user identity and password you should go to the web site www.e-ksf.org and enter your details. You will then need to activate your user identity by choosing option (3) on the login page. This will take you through a series of questions to add some personal and contact information and change your password. Some of the mandatory questions have already been done for you.

E-recruitment

There is now one website for all NHS jobs - www.nhs.uk/jobs - which puts all NHS employers and job seekers across the world in touch with each other at the touch of a button.

Chelsea and Westminster Healthcare NHS Trust has been advertising jobs on the website for almost six months and it can now be accessed through our www.chelwest.nhs.uk website by clicking on the 'working here' section.

At the end of July this year there were 542 Trusts using the website to recruit. There have been a total of 74,382 adverts placed on the site and 8,584,084 hits to the site. In a recent survey of employers 92% stated they were satisfied with the e-recruitment service as it was widening the pool of potential candidates particularly for 'hard to recruit' vacancies.

Recruitment and Retention Manager Jaz Mallan said: "E-recruitment allows us to reach a wider audience, reduce the time it takes to recruit and helps us to save money. We don't have to wait for media publication dates, to advertise and there is less admin. This means we can invest more money in patient care.

"As with all major projects of this kind we have experienced some teething problems such as managing the large number of responses we have been receiving. We understand how frustrating the teething problems can be but would like to reassure people these are being addressed.

"There is also an e-learning package on the site for appointing managers who may be new to e-recruitment."

If you would like to know how to access this or would find it helpful for one of the recruitment team to take you through this, please contact your designated recruitment assistant. The system is continuing to develop and we hope to keep you abreast of any developments through *Trust News*.

Developments in the NHS jobs service

include:

- Key question functionality allowing 'recruiters' to eliminate unsuitable candidates.
- A redeployment pool for NHS staff who may be 'at risk' and need to find other suitable employment.
- A searchable candidate database enabling us to do our own search and selection of registered candidates.

If you have comments and feedback on the e-recruitment site and would like to share your experiences and/or influence development of the site please email Jaz Mallan, Recruitment and Retention Manager on jaz.mallan@chelwest.nhs.uk. If you would like to be involved in joining a small user group please get in touch with Jaz.



BUSY BEES 
CHILD CARE VOUCHERS

Are you using any of the following types of childcare provision?

- Children's Day Nursery
- Childminders
- Before + After School Clubs
- Holiday Schemes

Is your child aged between 0 to 16yrs?

If the answer is YES, then you could benefit by using Busy Bees Childcare Vouchers to pay for your childcare.

For further details contact Busy Bees on
Freefone 08000 430 860 

Taking time out for food

An initiative to make sure patients have time to enjoy their food and that staff have more time to help patients eat their meals is being rolled out across surgical wards at the hospital.

Protected meal times is a national initiative launched in 2004. It was first rolled out across medical wards and is now being extended to surgical wards.

The first ward to take on this scheme is St Mary Abbots with lunchtime meals protected from 12pm -1pm. The scheme will then be rolled out to David Evans

Ward, Rainsford Mowlem Ward, Chelsea Wing and Lord Wigram Ward.

Anne Dede, Senior Staff Nurse on St Mary Abbots, said: "Protected mealtimes have helped to provide a quieter and calmer environment for patients to eat their meal. It also provides time for staff to support those patients who



need nutritional support. "Staff from across the

hospital have been very supportive and also respected the need for us to keep this time protected. We are also asking visitors to support protected mealtimes by not visiting during these times except for those involved in helping their relative at mealtimes."

■ Above: Pictured on St Mary Abbots Ward is patient Albert Doherty with Senior Staff Nurse Anne Dede.

■ Left: Pictured are staff from St Mary Abbots Ward and the Surgery Directorate.



Do we all learn from our mistakes?

One of the best ways to improve services is to learn from cases where things have gone wrong.

In this month's *Trust News*, Head of Clinical Governance, Vivia Richards outlines why it is important to report incidents and how you can do it.

Vivia said: "In an organisation as big and complex as this Trust - things will sometimes go wrong but when they do, the response should not be one of blame or retribution. At Chelsea and Westminster the emphasis is placed on learning to reduce any risks for all who may suffer or be affected as a consequence. In short, we are committed to providing a safe environment of care for patients, staff, and visitors. To do this, we must ensure that we have systems in place to identify and manage any risks that could or do cause harm."

"Making sure that information is

communicated, reported on and shared is a fundamental part of risk management. We don't share the names in an incident report but we share lessons learned with staff and patients within the Trust, and where relevant, with external organisations, such as the National Patient Safety Agency," added Vivia.

One example recently was an incident where a patient fell to the floor in one of the toilets on a ward. It transpired that the handrail had become detached from the wall causing the patient to fall and sustain an injury. Immediately following that incident, an urgent Trust wide audit of all handrails was carried out. Any handrail that was identified as unstable or unsafe was repaired or replaced immediately.

What to do when there is an incident?

1 Ensure that the person involved -

patient, relative or staff - is safe. For example if someone has slipped on a spillage - make sure it is cleared up before you do anything else.

- 2 Notify your manager - who will then start investigating.
- 3 Complete an incident form.
- 4 Send your form down to the risk management office on the lower ground floor by lift bank C. This information will then be added to a database.
- 5 The incident should be investigated by your manager and action taken to prevent or minimise the risk of recurrence.

If you are aware of an incident that should be highlighted to colleagues or would like to know more about risk management at the Trust, contact the Risk Management Team on ext 8669/2852 or email clinicalriskmanagers@chelwest.nhs.uk

New A&E foundation course

A degree level programme developed for nurses in the Emergency Department recently received university accreditation.

The 12 week 'Foundation in Emergency Nursing' course was validated by Thames Valley University in July 2005. It provides the successful candidates with 10 credits at level six (higher education level three).

The original course concept and content was formulated by Claire Washbourne, Nurse Consultant for Minor Injury and Illness and Jane Tippett, Nurse Consultant for Major Injury and Illness.

The course is aimed at internal D grade nursing staff, who want to learn more about the key aspects of emergency care.

Students learn the key components required to care for patients with minor injuries through to the critically ill. The course includes advanced plastering techniques and students are also required to demonstrate practical skills and theoretical knowledge.

Taught in-house by Claire Washbourne, Jane Tippett and Senior Staff Nurse for Professional Development Emma Tippens, students are encouraged to focus on how their practice will change once they have completed the course.

Claire Washbourne, said:

"The process of gaining accreditation for the Foundation Course had proved to be lengthy and quite challenging at times and involved close scrutiny of the course content by an impressive academic panel.

"We are very proud of what we have managed to achieve in-house by using the talents of our existing nursing staff."



■ Pictured are Accredited A&E Foundation Degree teachers Jane Tippett (far left) Emma Tippens (second on right) and Claire Washbourne (far right) with course students (left to right) Frances Parry, Camilla Sharland, Marcus Wootten, Louisa Neeve, Maria O'Grady-Grastin.

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

Charity Champagne Reception

The Palace of Westminster All-Party Ladies Committee are holding their annual autumn fundraising Champagne Reception at the Lord Chancellor's Residence, House of Lords, on Tuesday 15 November from 6pm to 8pm.

Proceeds from the evening will go towards buying a Colposcopy System for the Trust Gynaecology Department costing £13,410.

Tickets for the evening are £55 and must be requested no later than Wednesday 9 November. Please contact the Appeals Secretary, Mrs Gunnery on 020 8746 8311, or write to: Westminster Medical School Research Trust at Chelsea and Westminster Hospital.

When writing, please give the name of each ticket applicant, your address and your telephone number. Cheques can be made payable to: Westminster Medical School Research Trust. Donations can also be sent to the Research Trust.

The Committee comes under the umbrella of the Westminster Medical School Research Trust.

Organ donation - the gift of life

Staff at Chelsea and Westminster were involved in the BBC's DoNation season which was broadcast in August. The North Thames Regional Donor Transplant Co-ordinators were filmed by the BBC to provide an insight into the role of the Donor Transplant Co-ordinator and the process of organ donation.

The week was designed to raise the awareness of patients awaiting transplantation and the remarkable life saving effects that are possible but also to explore the option of donation after death.

UK Transplant has the responsibility to maintain waiting lists and outcome of transplant patients, as well as the remit of increasing organs and tissues that are available for transplantation. This organisation also maintains the ODR (Organ Donor Register) where members of the general public are able to register their wish to help others in the event of their death. This provides a slightly more consistent record of the choice of that individual alongside the carrying of donor cards. The register is accessible by health care professionals who are

endeavouring to ascertain the wishes of the deceased in their care. This information can then be potentially shared with the family of the deceased.

UK Transplant received a total of around 23,000 requests to register during the period of the DoNation series. This accompanies over 43,000 web registrations with the highest number of visits ever after the Holby City/Casualty programme.

How to become a donor

If you've not signed up to the NHS Organ Donor Register, you can do so by calling the NHS Organ Donor Line: 0845 60 60 400. Lines open: 7am-11pm (closed Christmas Day and New Year's Day) or visit www.uktransplant.org.uk

World's Biggest Coffee Morning

■ Pictured manning the stand are (left to right) Volunteer Angela Beresford, Complementary Therapist Terese McMabon, Macmillan Centre Manager Dr Russ Hargreaves and Volunteer Caroline Goring.

In September the hospital's Macmillan Team held a Macmillan Cancer Relief 'World's Biggest Coffee Morning'. It was one of more than 100 around the UK, and this year the Trust managed to raise its highest amount ever - £320. Nationally more than £1million has been raised so far from the event, which is in its 15th year. The expected target this year alone is £6million.

Trust Macmillan Centre Manager, Dr Russ Hargreaves said: "I would like to thank everyone for their enormous generosity on the day."

Money collected will go towards supporting people living with cancer through funding expert care, practical and emotional support.



■ Senior HIV/GUM Consultant Dr David Hawkins, pictured below, was invited to participate in a three day joint International Labour Office and World Health Organisation (ILO/WHO) Expert Consultation in Geneva last month.

Dr Hawkins was asked to contribute to the discussion of developing policy and guidelines on occupational and non-occupational HIV post exposure prophylaxis (PEP). In particular how the developed country model might be modified within countries with highly limited resources.

In the UK and other developed countries it is now standard practice to carry out a risk assessment following occupational exposure such as a needlestick injury and to offer post exposure treatment with antiretroviral drugs if the risk is deemed to be significant. Many countries also provide PEP following significant non-occupational exposure such as sexual exposure from someone who is known or very likely to have a high risk of being HIV positive.



■ Congratulations to Karen Robertson (pictured below) who became Chief Pharmacist in August. Karen was acting in this role for just over a year.

Prior to this, she was Deputy Chief Pharmacist Operations since January 1999. She first joined the Trust in 1993 as a Resident Pharmacist. She then left us to work as a Senior Pharmacist at Christies Hospital, Manchester.

After travelling for one year across Africa, she returned to Chelsea and Westminster in 1997 to work as a Dispensary Manager.

Karen is excited to have the opportunity to lead the pharmacy team and to continue developing the pharmacy services at Chelsea and Westminster Hospital.



Good Ideas campaign nominated for award

Chelsea and Westminster's 1,000 Good Ideas Campaign has been nominated for a prestigious Health Service Journal award in the communications category - which recognises innovation and improvements in the NHS.

The Good Ideas Campaign was launched in September 2004 and aimed to get patients, staff and visitors involved in generating areas to drive forward improvements in services.

A number of initiatives were launched including an 'ideas postcard' sent to every member of staff with their pay slip, posters advertising the campaign, an ideas 'scribble board' placed at the hospital entrance, and an ideas telephone hotline and e-mail were established. In addition to this a range of staff and patients' focus groups were also conducted

The Trust achieved its target of collecting 1,000 ideas by December 2004. Information on ideas received and actions taken were published and discussed every month at the Trust Board meetings.

Winners will be announced at a special awards ceremony at the London Hilton Hotel on Park Lane on 14 November.

■ The Occupational Health Department, in conjunction with the Safety Adviser, co-ordinated a week of events in October aimed at giving staff and managers a better understanding of workplace health and safety issues.

A series of short 20 minute workshops were held during the awareness week on 17-21 October. These sessions focused on specific risks such as safe use of computers, managing stress, needlestick injuries, latex allergy, manual handling

(including backcare) and infection control issues. Exhibitions associated with the key themes were also held on the lower ground floor.

There were quizzes, raffles and opportunities to book in for a free massage or group relaxation session (sponsored by the Macmillan Centre). Health and safety 'roadshows' were also held throughout the hospital during the week of 24-28 October to allow as many staff as possible to access the workshops.

■ Right: Dr Simon Barton, Clinical Director for HIV/GUM, took up the position of Acting Lead Clinician for the North West London Sexual Health Clinical Network in September 2005 until 31 March 2006.



In his new role Dr Barton will work with key stakeholders to develop the North West London Sexual Health Network, which will play a key role in the delivery of the National Strategy for Sexual Health and HIV, including major projects such as the rollout of the

Chlamydia screening programme, the achievement of the 48 hour appointment target and the modernisation of sexual health services across the sector.

Prestigious award for top consultant



■ Consultant Orthopaedic Surgeon at the Trust, Andy Williams, pictured above, was awarded with the prestigious 'Hunterian Professorship' title in September.

This was for pioneering work on the movement of the knee in everyday life. Awarded in memory of the famous eighteenth century surgeon, John Hunter, the 'Hunterian Professorship' title is only given to a few people each year by the Royal College of Surgeons.

in London.

He delivered his Hunterian Lecture, titled *Tibio-Femoral Motion in Health and Disease*, at the British Orthopaedic Association annual meeting in Birmingham, where he was also presented with his Hunterian medal.

Mr Williams was involved in developing a revolutionary MRI scanning technique at St Mary's Hospital in 1999 resulting in huge improvements in the design of knee replacements and techniques of treating knee ligament injuries.

Mr Williams said: "I am very proud as this is the highest award that the Royal College can bestow. My research has very much been a team effort."

Mr Williams joined this Trust in 2000 and has continued his knee surgery technique here. He is also the primary knee surgeon for Chelsea Football Club and most other professional sports teams



■ Welcome to Carla Lang, Trainee Colposcopy Nurse pictured above who joined us in September. She is based in gynaecology outpatients. Prior to this Carla was a staff nurse on Annie Zunz Ward for one year. Before this she was a breast cancer nurse at the Bristol Royal Infirmary for three years.

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■ The Trust Recruitment Team has a new look as it now has four new Recruitment Assistants. Pictured (l-r) are: **Maria Amores**, Recruitment Assistant for Medicine, available on ext 8926. She joined the Trust in August and will be with us for six months.

Simi Bahuleyan is Recruitment Assistant for Surgery and is available on ext 8380. She also started in August. Studying for a BA degree full-time in HR Management at Middlesex University, she is doing her work placement year here.

Ibiyemi Arebuwa is Recruitment Assistant for Clinical Support, Anaesthetics and Imaging and is available on ext 8379. She started this permanent position in June and is currently doing a Public Service Management Degree part-time.

Rachel Austria is Recruitment Assistant for Women and Children's and is on ext 6826. She started this permanent position in August after temping in this role since June. She recently completed a degree in Sociology at Roehampton University.

Anatolia Pasantis is Recruitment Team Supervisor and is the contact for the Management Executive Directorate and the HIV/GUM Directorate. She is available on ext 8382.

Jaz Mallan, Recruitment and Retention Manager (not pictured) heads up the team. She is contactable on ext 5247.

Emergency Nurse Practitioners celebrate 10th anniversary



■ Pictured from left to right are Emergency Nurse Practitioners Penny Saich, Lynne Willis, Amanda Swan, Jane Llewellyn-Rees and Nurse Consultant for Minor Injury and Illness Claire Washbourne.

The Emergency Nurse Practitioner Service, set up to reduce waiting times, celebrated its 10th birthday in August.

Chelsea and Westminster was one of the first Trusts in the UK to have this service. Jane Llewellyn-Rees, previously a Sister here and Amanda Swan who started her Trust career as a nurse practitioner, established the service.

At a small ceremony, Jane and Amanda were presented with special certificates, signed by everyone in the Emergency Department to commemorate the anniversary and the role they

played. We now have five Emergency Nurse Practitioners in the Emergency Department. New staff members will soon join the Paediatric Nurse Practitioner Service.

Currently, the Emergency Nurse Practitioner Service (ENPS) is available from 8am until 8pm, seven days a week. ENPs diagnose and treat patients with minor injuries and illnesses which is pivotal in reducing waiting times to less than four hours.

Amanda Swan left the Trust at the end of August to live in Vancouver, Canada.

■ A training booklet to help develop new roles for Radiology Health Care Assistants has been published. It was compiled by Trust Radiology Senior Sister Gena Holmes (pictured below right) in April when she was a Senior Staff Nurse.

The aim of the Radiology Skill Acquisition booklet is to increase knowledge in the radiology environment. HCAs have been able to take over some procedures formerly done by staff nurses, such as assisting a radiologist with a transrectal ultrasound guided prostate biopsy.

Skills covered in the training manual are taught at work and then performed by the HCA under supervision. Once the workbook has been successfully completed and competency tests are

passed at each stage, a certificate is given.

Health Care Assistant **Pauline Pemberton** is the first person (pictured left) to complete the programme. Some of the topics covered include basic hospital procedures such as hand washing, handling sharps, and looking after patients with TB; through to ultrasound procedures such as fine needle aspiration and joint injections.

Pauline said: "Having no previous medical experience, everything taught to me was new. By doing the workbook, I now have a better understanding of how to work competently alongside radiologists.

"I have also used this work towards my Level 3 NVQ in Diagnostics and Imaging, so it has helped me to gain a nationally recognised qualification."



New tissue viability study days

In September the first in a series of tissue viability clinical study days were launched. The aim of the study days is to promote wound management and introduce new technology into the Trust.

The first study day focused on vacuum assisted closures and the second, held in October, focused on wound management and dressing selection. The third session will be

held on November 17 and will be about pressure ulcer prevention, treatment, dressing selection and management of pressure ulcers.

If you are interested in becoming a link nurse for tissue viability, or if you would like to book a place onto a study day, please contact Tissue Viability Nurse Kumal Rajpaul on ext 5235 or bleep 5844.

■ Pictured practising a vacuum assisted closure at the first Tissue Viability Study Day in September is Rainsford Mowlem Staff Nurse Nwamaka Umobi.

This month's Super Hero

Congratulations to John Pickett – October's employee of the month. He was nominated by Clinical Director Simon Barton for his work to help plan the refurbishment of the John Hunter Clinic.

John and the team at the St Stephen's Centre have been working tirelessly over the last few months to get detailed plans ready for the major refurbishment. The team has had to think of everything from



storing records to setting up clinics at the neighbouring West London Centre for Sexual Health.

Clinical Director Dr Simon Barton said: "John is a committed and enthusiastic individual

who has great success at getting things done. His hard work in supporting the team (led by Dr Ann Sullivan) planning the St Stephen's Centre redevelopment is much appreciated."



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.

Have your say!

Your chance to say what you think about working here

The third national NHS staff survey is launched this month. Staff will have been sent a questionnaire to complete about their experience of working at Chelsea and Westminster. We really encourage you to fill it in as the feedback we get highlights the issues that you may have and also lets us know what we are getting right.

"The overall aim of the survey is to gather information that will improve the working lives of those who provide care for patients and in doing so help us all to provide even better care," said Heather Lawrence, Chief Executive.

"I urge all staff receiving a questionnaire to take part in this important national survey. Last year almost 57% of employees returned completed questionnaires and this year we are hoping for even more."

You will hopefully have seen the response from last year's survey (May Trust News) and our action plan (circulated to all managers and posted on the intranet) which is aimed to address the issues you raised in the last survey.

Last time you told us that many of you were working long hours. The Trust has responded by reviewing the flexible working policy in conjunction with Staff Side. The HR Department will be holding focus groups with staff to assess the issues before developing a strategy to tackle the problem. Occupational Health will also be providing reports on areas of the Trust where sickness absence results from long hours, and will support managers in tackling these issues.

You also told us that many of you were suffering from work-related stress. In response the Occupational Health Department has run several courses for managers and staff on raising stress awareness and advice on how to undertake stress risk

assessments. The Pharmacy Department has recently completed a stress risk assessment and this will be rolled out as a good example of best practice.

In response to your concerns about safety, including harassment, bullying and abuse, we have launched a new Security Policy supported by a new security briefing programme, which is aimed at maximising the safety and security for all staff. This will ensure that the appropriate processes are being implemented throughout the Trust to reduce the risks associated with lone worker

safety, violence and aggression and general work place security. The Dignity at Work Policy has been updated and will be re-launched shortly, followed up by briefing sessions at team meetings.

You also said that you weren't sure about the fairness and effectiveness of incident reporting. As a result we are reviewing the incident reporting process, and we now write to all staff who report an incident explaining what action will be taken. The Occupational Health Department also follows up all reported accidents and near misses.

You can see from the above that your views and comments really do make a difference. Help us to continue responding to your concerns by sending back your completed questionnaire by 5 December. An external agency will collect the questionnaires and co-ordinate the results on behalf of the Trust, and the identity of those taking part will not be disclosed to the Trust. You are therefore assured that you can pass on your views in complete confidence.