

Trust NEWS

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Patients' verdict – we're getting better

The quality of care provided by staff working at Chelsea and Westminster has improved over the last 12 months – according to a major survey of patients.

More than 400 patients completed a detailed questionnaire about all aspects of their treatment in the hospital as part of the UK Inpatient Survey 2005 which the Healthcare Commission requires all acute hospitals in England to participate in.

A total of 42 questions were used in both the 2004 and 2005 surveys so that a direct year-on-year comparison could be made – compared to the 2004 survey, Chelsea and Westminster scored significantly better on nine questions and significantly worse on none.

The questionnaire included 57 questions which patients scored to identify problems or room for improvements – Chelsea and Westminster was significantly better than the national average on six questions, average in 50

areas and significantly worse than average in only one area.

Andrew MacCallum, the Trust's Director of Nursing, said: "The results of this survey are important

because they come from the people who really matter – our patients.

"Areas where we were significantly better than the national average included our arrangements for discharging patients from hospital, including clear written information about medicines provided by staff working in pharmacy, and

the way that doctors ensure that patients and their families have the chance to discuss their condition or treatment with them.

"These are aspects of our patients' care that demonstrate a significant improvement on the 2004 patient survey."

• **Continues on page 2**



It's Hand Hygiene Week in April – find out what's happening – see pages 8 and 9

■ **'Bugs' Bunny adds some fun to last year's Hand Hygiene Awareness Week – see inside for full details of this year's events**

Heather's view

by the Chief Executive, Heather Lawrence

Congratulations to the six members of Trust staff who have been elected to sit on our Foundation Trust Members' Council.

I look forward to working with them and other Council members to improve our services and make us more accountable.

We hope to become a Foundation Trust on August 1 this year, if we get approval from the regulatory body Monitor – we will keep you posted.



The results of our patient survey are a tribute to the hard work of all staff – they show that patients think we are improving in a number of key areas.



In addition, an independent study by Saga shows that Chelsea and Westminster is one of the best hospitals in England for the over 50s – this is a real vote of confidence in our care for older people.

You can read more about the patient survey on the front page of this month's *Trust News* while details of the Saga research are on page 7.



Our annual staff survey is your chance to tell us how you feel about your working life here at Chelsea and Westminster – see the article on page 5.

We now need to act on the areas where we still need to improve. I would like to see these areas addressed in the directorates' business plans.

STOP PRESS! STOP PRESS! STOP PRESS!

Staff elected to Members' Council

As *Trust News* went to press, the results of the first ever elections to our Foundation Trust Members' Council were announced.

Congratulations to six members of staff who will now be the voice of Trust staff on the Members' Council – they were the successful candidates in the elections which were contested by 15 staff from across the hospital.

There is one member of staff to represent the interests and speak up on behalf of staff working in each of six different professional categories to ensure fair representation across the Trust.

So take a bow our new staff Members' Councillors:

Allied health professionals, scientific and technical staff

Kieran Hand

Contracted staff

Alison Delamare

Management

Nigel Grant

Medical and dental
Brian Gazzard

Nursing and midwifery
Sue Harris

Support, admin and clerical
Cathy James

Our staff on the Members' Council will play a crucial role in the life of our new NHS Foundation Trust – the Council includes:

- 10 patient members

- 8 public members
- 6 staff members
- 10 nominated representatives from partner organisations

It is chaired by Juggy Pandit who is also Chairman of the Trust Board.

We aim to become a Foundation Trust on August 1 this year if we get approval from the regulator Monitor – a decision is expected in the summer.

Calling all nurses

Nursing staff in all areas of the Trust can enter this year's *Nursing Times* awards which aim to recognise the contribution and celebrate the achievements of nurses.

There are 13 categories and you can enter online at www.nursingtimesawards.co.uk – closing date is June 30.

If you are interested in entering the awards and want advice or help, or you want to encourage a nursing colleague to enter, contact Assistant Directors of Nursing Alison Crombie and Sharon Terry on ext 6721 or via Trust email.

Tony Kerley and Leigh Chislett, who both work in the Victoria Clinic for sexual health, won *Nursing Times* awards in 2005 and 2004 respectively.



Patients' verdict – we're getting better

• Continued from page 1

So what happens now to ensure that the Trust not only builds on the strengths identified by patients taking part in the survey but also tackles the areas where patients have indicated there is room for improvement?

Andrew MacCallum said: "In response to feedback from staff following the 2004 survey, we are breaking down the survey results for every inpatient ward in the hospital so that staff can develop their own local action plans to address issues that are particularly relevant for them."

"This localised information should be even more relevant and meaningful to frontline staff than the overall results of the survey, although our overall improvement is a positive development."

"We will be using the survey results as the basis for engaging patients and the public in the life of our hospital by taking on board what they have told us and taking positive action to address their concerns."

Cleaning reaches new heights at Chelsea and Westminster

The Trust's second annual 'Think Clean Day' took place in March with abseiling cleaners reaching some of the most inaccessible parts of the hospital.

They scaled the 30-metre high atrium walls and panes of glass on the high level walkways.

On Think Clean Day, awards were presented to Facilities Co-ordinator Winfried Kodjovie and Housekeepers Magdalena Rigi and Birute Juskeviciene for making the most significant contribution to improving and enhancing the patients' environment in the hospital.

Andrew MacCallum, the Trust's Director of Nursing, presented them with framed certificates and gift vouchers.

Wards and departments were asked to 'dump the junk' and to make an extra effort to report any cleaning problems or items of rubbish which needed clearing up.

You can report any damaged or redundant furniture or equipment in your area to the Facilities Helpdesk on ext 2424, who will remove items free of

charge.

Philip Holmes, Facilities Manager for 'soft' services including cleaning, said: "Keeping the hospital, which is an area the size of seven football pitches, clean and tidy is a big challenge.

"Think Clean Day was about promoting the good work that we do here to improve the environment but also to demonstrate what can be done in a short space of time when everyone makes that extra effort."

Those efforts to keep the hospital clean are paying off. Last year the Trust was given a clean bill of health by watchdog, the Healthcare Commission, following an unannounced inspection of cleanliness at the hospital. The Trust scored 97%, putting it in the top band of all hospitals across the country and in the top three of all acute hospitals inspected.



■ Abseilers keep the hospital clean



■ Pictured on Waste Awareness Day are (left to right) Lim Kwaak (London Remade), Mark Leith (Deputy Logistics Manager, ISS Mediclean), Sarah Jones (London Recycling), Cindy Williams (Polka Crest) and Catherine Horne (General Manager, ISS Mediclean)

Waste Awareness Day

The Trust held its first ever Waste Awareness Day on February 28 following last November's introduction of recycling points near lower ground floor offices, the canteen, kitchens and the coffee shop.

On the day, 250 desktop recycling boxes were handed out in office areas and staff from ISS Mediclean visited wards to explain the importance of using the correct bins to dispose of rubbish, as typically 40% of non-clinical waste is thrown into yellow clinical bin bags rather than domestic black bags.

That's important because it costs three times as much to

dispose of clinical waste as domestic waste.

Catherine Horne, ISS Mediclean's General Manager, said: "The Trust currently spends over £300,000 a year disposing of its waste but this cost could be reduced if all waste was put in the right bin.

"We should all ask ourselves whether an item could be recycled or if we are using the correct bin to dispose of waste."

Waste organisations that we work with including London Remade, London Recycling, clinical waste organisation Polka Crest and domestic waste company Grundons were available to answer questions on the day.

Multi-faith event comes to hospital

How can the desert be compared to city life and how is the desert viewed in different religions? These were some of the themes explored in a multi-faith event on February 28.

Relaxing interludes of fusion music from a western guitar and a Turkish Sufi flute, by musicians Theo Lais and Keren Lutfi Akilli, were arranged by Hospital Arts Co-ordinator Alex Minton.

Hospital Chaplains from the Christian, Muslim and Jewish faiths explored the

symbolism of the desert. Christina Beardsley had found it an awesome space, Sadeq Hansali emphasised its purity and Alec Coleman saw it as a place of testing and learning.

Paul Addison spoke about growing up in the busy hustle and bustle of Liverpool, where he heard God's call as loud and clear as in the silence of the desert, and finally Sara Bossom referred to the desert's capacity for renewal and refreshment.

The event was broadcast on hospital radio and the musicians were funded by the Chelsea and Westminster Health Charity.



■ Pictured at the Desert multi-faith event are, l-r, Sara Bossom (Volunteer Chaplain), Sadeq Hansali (Hospital Imam), Alec Coleman (visiting Jewish Chaplain), Reverend Dr Christina Beardsley, Father Paul Addison and musicians Keren Lutfi Akilli and Theo Lais.

Junior docs back Simulation Centre approach

Doctors undergoing postgraduate training in the Simulation Centre at Chelsea and Westminster have given encouraging feedback on the programme for Foundation Year 1 doctors.

The programme, which began in August 2005 and is also provided by centres at Bart's and St George's, Tooting, aims to develop key competencies around procedures, investigation and clinical skills needed to recognise patients becoming critically ill as well as a more detailed set of global competencies including history taking, prescribing, pain relief and teamworking.

More than 150 junior doctors completed the Simulation Centre course at Chelsea and Westminster between

August and January and they all completed a questionnaire ranking various aspects of the course from 1 (poor) to 5 (excellent).

95.5% of the responses were graded at 4 or 5 (very good or excellent) and even more significantly 100% of respondents felt their experience in the simulator would have a positive impact on their future practice as doctors.

A programme for Foundation Year 2 doctors is now being developed by the Simulation Centre.

C-section research reveals fathers' role

A team of researchers led by Dr Anita Holdcroft and colleagues from the University of Bath has revealed that fathers' anxiety levels during a caesarean section may increase the pain experienced by new mums after the operation.

The women involved in the study were recruited from antenatal sessions at Chelsea and Westminster and then they and their birth partners were questioned before, during and after the delivery about their experiences.

Dr Ed Keogh, from the University of Bath, said: "Maternal fear fluctuates during a caesarean section but it can be influenced by the psychosocial factors around them, including their birth partner. Anecdotally a number of birth partners told us that they had little choice in attending the caesarean operation and felt ill prepared."

Keep it green

Did you know that just turning off the lights when you leave a room or corridor at the end of your working day can reduce lighting costs by 15%?

That's just one of the fascinating facts highlighted by a Trustwide campaign to raise awareness of the simple steps that all staff can take to be more energy efficient.

Not only can you do your bit for the planet by thinking green but you can also help save the Trust money.

All hospitals have experienced a rapid rise in their energy bills because of increasing costs and the Chelsea and Westminster is no different - our total bill for 2005 was a whopping £2 million.

Look out for the colourful posters around the Trust which highlight the fact that we can all save energy - more information is available from the Carbon Trust website at www.thecarbontrust.co.uk/energy or via their helpline 0800 085 2005.



■ Eye-catching posters are raising the profile of energy efficiency across the Trust

STAFF SURVEY – SPECIAL REPORT

If the results of our 2005 staff survey were a school report, then Chelsea and Westminster would get a gold star for levels of teamworking, job satisfaction and staff involvement.

But it's definitely a case of 'could do better' for the Trust when it comes to areas including a long hours culture, incidents of harassment, bullying and abuse against staff and low appraisal rates.

Now we want your help in developing an action plan to tackle the areas for improvement identified in the staff survey.

Maxine Foster, the Trust's Director of Human Resources, explained: "The survey was sent to all Trust staff and the response rate was just under 46% so thank you to everyone who took the time and trouble to give their views on life here at the Trust.

"We should celebrate the positive feedback included in the survey but we also need to look at our main problem areas and develop an action plan resulting from the survey's findings.

"But we can only do that by ensuring that staff throughout the Trust have a real say in

Have your say

developing the action plan. We want your ideas and suggestions to help us make Chelsea and Westminster a better place to work."

That is why open forums are being held in April to discuss the key findings of the staff

survey and invite comments and ideas for an action plan.

The informal drop-in sessions are being held in the morning, at lunchtime and in the early evening to ensure that as many staff as possible – including those who work

shifts – can have their say.

They will take place on Tuesday, April 11 and Wednesday, April 12 from 8.30 to 9.30am in The Mall on the ground floor, from 12.30 to 1.30pm in the staff restaurant on the lower ground floor, and from 5 to 6pm in the Boardroom on the lower ground floor.

Survey results – headline findings

Positives/Strengths

- **Teamwork:** 92% of staff said they work in a team and 47% of staff said they work in a well-structured team environment – both results placed the Trust in the highest 20% of acute trusts in England.
- **Job satisfaction:** staff were asked a series of questions about how satisfied they were with various aspects of their job with a cumulative score ranging from 1 (unsatisfied staff) to 5 (very satisfied staff) – our score of 3.47 was in the highest 20% of acute trusts in England and represented a statistically significant increase since the 2004 survey.
- **Staff involvement:** a series of questions were asked about how staff felt about the Trust, covering a range of issues including communications and staff involvement, with a possible score ranging from 1 (very negative feeling) to 5 (very positive feeling) – our score of 3.13 was in the highest 20% of acute trusts in England.
- **Childcare:** a major area of improvement with higher scores across the board for access to the Trust's childcare co-ordinator, provision of subsidised childcare and awareness of childcare vouchers.

Negatives/Weaknesses

- **Long hours culture:** 81% of staff said that in an average week they worked longer than their contracted hours – placing us in the worst 20% of acute trusts in England – and gave various reasons including the fact that their manager and/or colleagues expect it or because it is impossible to do their job without doing so.
- **Low appraisal rates:** only 58% of staff said they had had an appraisal or performance development review in the last 12 months – although the experience of those who did was largely positive.
- **Harassment, bullying and abuse:** 34% of staff had experienced harassment, bullying or abuse from patients or their relatives in the previous 12 months – placing us in the worst 20% of acute trusts in England – and 18% of staff had experienced harassment, bullying or abuse from other members of staff or managers in the previous 12 months which was also above average.

A full copy of the staff survey can be downloaded from the Healthcare Commission website at www.healthcarecommission.org.uk

Clinical Director builds Far East links

Dr Simon Barton, the Trust's Clinical Director for the HIV/GUM directorate, visited Singapore recently at the invitation of the Singapore Ministry of Health as the Visiting Expert.

His visit included delivering six lectures, participating in sexual health and HIV clinics and reviewing the country's audit programme, research studies and staff training.

During his time in Singapore, Dr Barton also met the Director of Medical Services for Singapore and will deliver a formal report on his visit to the Ministry of Health.

Dr Barton said: "I was very impressed with the service, especially their electronic patient record system and some very innovative community outreach programmes to prevent sexually transmitted infections.

"My hope is that we can build on my visit by collaborative research and I will try to establish a reciprocal visiting programme for our trainees."



■ **Dr Simon Barton with Dr Roy Chan (Medical Director) and Dr Tan Hiok Hee (Clinical Director) of the Department of STI Control, Singapore**

Healthy eating reminder

Don't forget that Taste of Health, a new healthy option menu scheme from ISS Mediclean, is now up and running in the hospital's restaurant and coffee shop.

Taste of Health uses 'stars' to highlight dishes and foods that are healthy – dishes which carry the 'star' are low in fat, added sugar and added salt.

Fill out your Taste of Health loyalty card and get it stamped when you buy a dish marked with a 'star' – completed cards can be posted in the restaurant comments box and they will then be put forward for a monthly prize draw.

When the scheme was launched in February, Dietetic Services Manager Helen Stracey said: "This is a clear and easy method for helping everyone to make informed choices. It provides flexibility and helps to cut through the confusion about what is healthy."

"Consistently opting for the 'star' dishes will help cut down on fat, sugar and salt intakes and will be a big help for those trying to improve their overall diet."

Performance art proves a big hit

A unique performance installation by a former patient in the Assisted Conception Unit at Chelsea and Westminster proved popular with staff and the public when it came to the hospital in March.

Glass Body, which was housed in an enclosed oval structure on the second floor stage, included live performance, visual and audio projections and touch screen computers.

Anna Furse, a theatre director, writer and

lecturer at Goldsmiths College, drew on her own personal experience while undergoing fertility treatment to create the work which explored the way we react to medical images of ourselves.

Free live performances were held for small groups of up to 20 people at a time and lasted approximately one hour – these sessions were fully booked and large numbers of Trust staff took the opportunity to check out the performance installation.

■ *Glass Body came to the hospital in March*



Your views wanted...

...on e-recruitment

In common with the rest of the NHS, the Trust now uses e-recruitment to recruit new staff through the NHS Jobs website which allows potential candidates to apply for jobs by completing an electronic application form.

As we reported in March's Trust News, your feedback on how e-recruitment is working in practice is now wanted.

Jaz Mallan, the Trust's Recruitment and Retention Manager, said: "As with any major new initiative, we have had a range of positive and negative feedback from staff who are involved in recruitment."

"That feedback has been extremely helpful which is why we have now set up a dedicated email address which staff can use to tell us what they think."

This email 'suggestion box' is a chance for staff to give their suggestions and ideas on how the e-recruitment process could be improved.

If you have any comments about e-recruitment, send your views to the new email address: erecruitment.feedback@chelwest.nhs.uk

...on building maintenance

Haden Building Management, who provide building maintenance services at Chelsea and Westminster, want to know what you think about the service they provide.

Haden managers are starting monthly walkrounds this month and they will be handing out customer satisfaction questionnaires to gauge the views of Trust staff about Haden's service and seek suggestions about improvements.

Staff are reminded to give as much information as possible when they call the Facilities Helpdesk on ext 2424 to report building maintenance faults to Haden.

This should include your room number and the precise nature of the problem because, for example, just saying that a toilet isn't working could mean it is blocked, the seat is broken or perhaps there is a leak.

Haden's criteria for prioritising helpdesk calls are:

- Emergency – immediate response to emergencies such as power failure or a major flood
- Urgent – 2-hour response time for jobs including minor floods and steam leaks
- Routine – 72-hour response time for more everyday jobs including blocked sinks, leaking toilets and carpentry work.

Clinic open for business



The John Hunter Clinic for Sexual Health in the St Stephen's Centre at Chelsea and Westminster opened its doors to patients following a major revamp on Monday, March 6.

And since March 6, there has also been one phone number for patients booking HIV/GUM appointments with the Trust – 0845 8116699.

This single phone number simplifies the previous arrangements under which different clinics run by the Trust had different phone numbers.

■ *The multi-disciplinary team in the John Hunter Clinic for Sexual Health*

Over 50s give us the thumbs up

The care provided by the Chelsea and Westminster makes it one of the best hospitals in England for the treatment of the over 50s – according to an independent study carried out by Saga Health Care.

We were rated as one of the top 26 hospitals in the country – out of a total of 223 hospitals – which were all analysed according to four key factors that were deemed most important to people aged over 50.

Those factors were quality of care, including the number of doctors and nurses and mortality ratios, the patient experience including cleanliness, infection control and access to services which focused on waiting times for both inpatient and outpatient treatment.

Andrew Goodsell, Chief Executive of Saga, said: "This survey provides a snapshot of how the NHS is meeting the needs of today's over 50s. It is encouraging to

see the majority of hospitals performing well, and this is a tribute to the dedication of NHS staff.

"We hope that, by commissioning this independent review, we will help people make informed choices about their healthcare needs."

Overall, the Saga study showed that waiting times and mortality ratios are down and that many more hospitals are now meeting government targets.

Saga has published a free guide to the performance of hospitals in England which can be ordered online at www.saga.co.uk/goodhospitalguide - the guide is also available by calling 0845 300 0892.

Essence of Care success

A total of seven local people have now successfully completed the Essence of Care qualification run by the Trust in partnership with Kensington and Chelsea College and gone on to secure jobs at Chelsea and Westminster.

This is an Open College Network Level One qualification which is gained by people who successfully complete an intensive six-week course, including 30 hours of work experience.

Helen Brown, Lead Nurse for Support Worker Development in the corporate nursing team, said: "We started running this course in September 2004 to provide local people who are considering working in a healthcare setting with the knowledge, understanding and practical experience they need.

"It's an intensive six-week course and includes 30 hours of work experience."

Staff who have successfully completed the programme and then got a job are Julie Cooper, Martin Folan, Jennifer Millar, Vicky Mowleyn-Hughes, Alessandro Ortlani, Marlon Shwartz and Blanche Takwi.

Local people interested in the Essence of Care course should contact Helen Brown on 020 8846 5150.



■ *Jennifer Millar, Martin Folan, Blanche Takwi, Helen Brown and Alessandro Ortlani*

HAND HYGIENE AWARENESS WEEK 2006

	TIME	VENUE	EVENT & SPEAKER	SUITABLE FOR	REFRESH MENTS	BOOKING REQ
Mon 3rd April	9.30 – 15.00	Academic Atrium Lower ground floor LBB	Sponsor's Exhibition String Quartet-Emanuel Ensemble (12-2); Hand Reflexology; Barbershop Quartet; Continental Breakfast Free Draw for Hamper; Buffet Lunch; Food Safety Stand and Video Show	All staff in C&W and PCT	✓	✗
	09.50 – 10.50	Clinical Skill Lab Lower ground floor LBD	What's New at Chelsea and Westminster Infection Control Update 2005-2006 Shona Perkins, Infection Control Sister	Nurses, Midwives	Coffee & Croissants	✓
	12.15 – 12.45	Post Grad Lecture Theatre Lower ground floor LBB	Improving Standards of Respiratory Care Andrea Blay Nurse Consultant - Critical Care Outreach	Medical & Surgical Nurses	Lunch	✓
	13.45 – 14.30	Jupiter Ward Day Room 1st floor LBB	Pulmonary TB in Paediatrics Sheena Basnayake, TB Clinical Nurse Specialist	Parents & Paediatrics Staff	Lunch	✓
	14.00 – 15.00	Gleeson Lecture Theatre Lower ground floor LBB	Infection Control Made Easy Roz Wallis, Senior Nurse Infection Control and Philip Holmes, Facilities Manager	Foundation Trust and Patient Forum Members	Coffee & biscuits	✓
Tue 4th April	10.00 – 12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow – ICLP Infection Control Nurses and Link Professionals	All Staff	Chocolates	✗
	12.00 – 13.00	Post Grad Seminar Room Lower ground floor LBB	Transmission of TB in Healthcare Settings Anton Pozniak Consultant Physician HIV/GUM	Consultants, Junior Doctors, Medical and Surgical Nurses	Lunch	✓
	12.30 – 13.15	Physio Gym Ground floor LBC	Norovirus, Pandemic Flu & Other Unspeakables... Roz Wallis, Senior Nurse, Infection Control and Rona McKay, Emergency Planning Officer	Physios, Radiographers, Speech Therapists	Lunch	✓
	13.00 – 14.00	Post Grad Seminar Room Lower ground floor LBB	Use and Abuse of Antibiotics Mike Gray, Deputy Chief Pharmacist, Clinical Services	SHOs (Protected time)	Lunch	✓
	14.00 – 14.30 14.45 – 15.15	Pathology Seminar Room 2nd floor LBD	Aseptic versus Clean Technique: Prevention & Management of Wound Infection Kumal Rajpaul, Tissue Viability Nurse	Surgical Nurses, Midwives	Coffee & Cakes	✓
	14.00 – 14.30	Wyman Seminar Room 4th floor LBD	Mask Demonstration – Everything You Needed to Know About Respiratory Isolation Lesley Ruta, TB Clinical Nurse Specialist	Medical Nurses	Coffee & Cakes	✓
	14.00 – 14.45	Post Grad Seminar Room Lower ground floor LBB	Pandemic Flu Rona McKay, Emergency Planning Officer	All Staff	Coffee & Cakes	✓
	08.00 – 09.00	Theatres Coffee Room 5th floor LBC	Infection Control in Theatres Roz Wallis, Senior Nurse Infection Control	Theatre Staff	Coffee & Croissants	✓
	08.45 – 9.00	Ann Stewart Ward – Parents & Craft Room 3rd floor LBC	IV Line Care Shona Perkins, Infection Control Sister	Multidisciplinary Team Meeting	✗	✗
	09.15 – 09.45	Post Grad Lecture Theatre Lower ground floor LBB	Supervising to Prevent Infection Chris Barry, Managing Director of Achor Ltd Beckles, Suffolk	Supervisors: Caterers, Housekeepers, Porters, Facilities, Volunteers	Coffee & Croissants	✓
Weds 5th April	10.00 – 12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow – ICLP Infection Control Nurses and Link Professionals	All Staff	Chocolates	✗
	10.00 – 10.30	Boardroom Lower ground floor LBB	Infection, Hospitals and Food – The Link Chris Barry, Managing Director of Achor Ltd	Caterers, Housekeepers, Facilities	Coffee & Croissants	✓
	12.00 – 13.00	Staff Restaurant	Jazz – Tommaso Starace Trio	All Staff, Patients and Visitors	✗	✗
	13.00 – 14.00	Staff Restaurant	Pub Quiz – Quiz Master: the very famous Anthony Davis, Hospital Radio's Quiz Wiz	All Staff	✗	✓

- You are welcome to attend any session other than the 'Protected Time' sessions. The 'Suitable For' column is only a guide.
- To book to attend teaching sessions please ring ext 8266/8264 OR EMAIL susan.maye@chelwest.nhs.uk (PA to Infection Control/TB Service)
- Please note that where booking is requested it is to assist in estimating appropriate levels of refreshments. It is OK to attend without booking.

HAND HYGIENE AWARENESS WEEK 2006

	TIME	VENUE	EVENT & SPEAKER	SUITABLE FOR	REFRESHMENTS	BOOKING REQ
Wed 5th April	13.30 – 15.30	Boardroom Lower ground floor LBB	ICLP Monthly Meeting	ICLPs	Coffee & Cakes	✓
	14.00 – 17.00	Gleeson Lecture Theatre Lower ground floor LBC	Water lecture Professor Emmerson, President of the Hospital Infection Society and Dr Catherine Whapham, Clinical Scientist, PALL	Estates & Projects, Burns Unit, CCU, HIV	✓	✓
	14.15 – 15.00	Beta-Cell Seminar Room 1 2nd floor LBB	MRSA, Norovirus & Other Common Hospital Bugs – Why all the Fuss? Linda Whetren, Infection Control Practitioner	Ward Clerks, PALS, Volunteers & Friends of the Hospital	Coffee & Cakes	✓
	19.30 onwards	Hollywood Arms Function Room, Hollywood Road	Comedy Night – 4 Stand-Up Comedians from the London Comedy Circuit hired to entertain you	All Staff Tickets available from Infection Control Office ext 8266/8264 or email susan.maye@chelwest.nhs.uk	✗	✓
	10.00 – 12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow Infection Control Nurses and Link Professionals	All Staff	Chocolates	✗
Thu 6th April	13.00 – 14.00	Gleeson Lecture Theatre Lower ground floor LBB	Grand Round Professor Brian Duerden, Inspector of Microbiology and Infection Control Department of Health	Consultant Doctors & Nurses, Junior Doctors, Lead Nurses & Midwives	Lunch from 12.30	✓
	14.30 – 15.15	Gleeson Lecture Theatre Lower ground floor LBB	Preventing Infections in Critically Ill Patients Dr Berge Azadian, Director of Infection Prevention and Control, Consultant Microbiologist	ITU, Burns Unit, Neonatal Unit & Level 1 care areas	Coffee & Cakes	✓
	14.00 – 14.45 14.45 – 15.15	Pathology Seminar Room 2nd floor LBD	Aseptic versus Clean Technique: Prevention & Management of Wound Infection Kumal Rajpaul, Tissue Viability Nurse	Nurses, Medical Directorate	Coffee & Cakes	✓
	14.00 – 14.45	David Evans Day Room 5th floor LBD	Pandemic Flu Rona McKay, Emergency Planning Officer	Surgical Staff	Coffee & Cakes	✓
	14.30 – 15.00	Pathology Seminar Room 2nd floor LBD	Infection, Hospitals and Food – The Link Chris Barry, Managing Director of Achor Ltd	Caterers, Housekeepers, Facilities	Coffee & Cakes	✓
	15.15 – 15.45	Pathology Seminar Room 2nd floor LBD	Hand Hygiene Training for Supervisors Chris Barry, Managing Director of Achor Ltd	Caterers, Housekeepers, Facilities	Coffee & Cakes	✓
	15.30 – 16.00	Feldman Seminar Room 3rd floor LBD	Infection Control at Chelsea and Westminster Shona Perkins, Infection Control Sister	Obs/Gynae SpRs	✗	✗
	08.45	Fry Seminar Room 5th floor LBD	Hand Hygiene and Orthopaedic Wound Infection Update Linda Whetren, Infection Control Practitioner	Orthopaedic Dept	Coffee & Croissants	✓
	10.00 – 12.00	Outpatient and Inpatient areas	Hand Hygiene Roadshow – ICLP Infection Control Nurses and Link Professionals	All Staff	Chocolates	✗
	10.00 – 10.30	Wyman Seminar Room 4th floor Lift D	Aseptic versus Clean Technique: Prevention & Management of Wound Infection Kumal Rajpaul, Tissue Viability Nurse	Medical Staff	Coffee & Croissants	✓
Fri 7th April	10.45 – 11.15	Jupiter Ward Day Room 1st floor LBB	Aseptic versus Clean Technique: Prevention & Management of Wound Infection Kumal Rajpaul, Tissue Viability Nurse	Paediatric Staff	Coffee & Croissants	✓
	13.00 – 14.00	Post Grad Lecture Theatre Lower ground floor LBB	The Use and Abuse of Antibiotics Kieran Hand, Antibiotic Pharmacist and Dr Berge Azadian, Consultant Microbiologist and Director of Infection Prevention and Control	PRHO (Protected time)	✓	✗
	14.00 – 15.00	Post Grad Lecture Theatre Lower ground floor LBB	Common Viruses & Global Concerns Dr Mark Atkins, Consultant Virologist	A&E, Junior Doctors, Qualified Nursing Staff, Midwives	Coffee & Cakes	✓

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- Please note that where booking is requested it is to assist in estimating appropriate levels of refreshments. It is OK to attend without booking.

Agenda for Change update

More than 2,000 Trust staff should now have received Agenda for Change offer letters with details of their banding and salary under the new NHS terms and conditions system.

If staff decide to transfer across to Agenda for Change terms and conditions, and they sign and return their letter to their Human Resources (HR) team early in the month, they should receive their first Agenda for Change pay packet in the same month.

Back pay, which is backdated to October 2004, will then follow two months later for staff who are eligible to receive it - staff may also be eligible to receive backdated annual leave accumulated since October 2004 which can be used over the next 12 months.

All staff should respond to their offer letter within three months by deciding whether to transfer across to Agenda

for Change or to remain on their current Trust contract – there is also an option for staff to ask for a review of their banding.

Mary Sampson, Agenda for Change Project Manager, said: "Assimilating all Trust staff except doctors and executive directors to Agenda for Change has been a massive task but the finishing line is now in sight.

"Almost every member of staff covered by the new terms and conditions system should now have received their offer letter and any questions and queries about Agenda for Change should now be dealt with by HR teams for each area of the Trust.

"Any individual member of staff or manager should speak

directly to a member of their HR team because they have the most up-to-date information on individual cases."

Maxine Foster, the Trust's Director of HR, added: "I would like to thank everyone involved in the Agenda for Change project, especially staffside representatives, for their hard work to ensure that almost every member of staff has now been sent an offer letter.

"It is vital that Agenda for Change is now seen as an everyday part of life in the Trust which is why we would urge any member of staff with a query about Agenda for Change to contact their HR team, not Mary or another member of the project team."

If you have a question or query about any aspect of Agenda for Change, you should contact your HR Adviser:

Directorate	HR Adviser	Extension number
Anaesthetics & Imaging/Surgery	Cassandra Jones	8371
Corporate/HIV/GUM/Therapies	Amanda Michael	8397
Medicine (incl A&E)/Clinical Support	Antonia Shepherd	8377
Women's & Children's	Lorraine George	8370

Trust staff run in a good cause

Bernadette O'Connell from Outpatients 3 and Cat Clancy from the main reception transport desk will celebrate World Lupus Day on May 10 by taking part in a charity walk to raise money for the St Thomas' Lupus Trust.

They are seeking sponsorship for each mile they walk around the Horniman Park in south London, with the hope of raising as much money as possible for the charity based at St Thomas' Hospital.

Bernadette's sister has a severe form of Lupus and will need to have a kidney transplant as a result of her illness while Cat's aunt is also affected by the disease which alters the structure of the immune system in sufferers.

Common symptoms of the condition are tissue and organ inflammation, fatigue, skin rashes, typically a 'butterfly rash' across the cheeks and nose, aches and pains, depression and kidney problems.

St Thomas' Hospital has one of the largest Lupus units in the world and the charity supports the unit, which conducts research,



■ Cat Clancy and Bernadette O'Connell get ready to walk for charity

clinical work and teaching.

If you would like to help Bernadette and Cat to make a difference by sponsoring them, please email bernadette.o'connell@chelwest.nhs.uk or phone Bernadette on ext 5687 or Cat on ext 8044 - they will be fundraising until May 9.

Check out the website www.lupus.org.uk if you are interested in finding out more.

Children's nurse at HIV/AIDS frontline in overseas development initiative

Paula Seery, HIV Paediatric Nurse Specialist, has travelled to South Africa to provide training and mentoring for staff working in the KwaZulunatal province where an estimated two million people are infected with the HIV virus.

She went in her capacity as a member of the Children's HIV Association of UK and Ireland, which has been invited to assist in the training of healthcare professionals in the province which is the region of South Africa hardest hit by the HIV epidemic.

Paula said: "We were allocated to a small rural hospital, which serves a catchment area of around 100 kilometres which meant that some of the people we saw had travelled for hours to get to the hospital.

"During our time in KwaZulunatal we saw so many sick children and adults but what we saw was just the tip of the iceberg.

"As yet the services are so overwhelmed that they are only reaching those who present sick with advanced disease to paediatric or HIV services, when in reality it is their partners, siblings and children for whom early diagnosis and treatment will make the most difference."

Paula, who plans to return to KwaZulunatal later this year, added: "I was struck by how similar the issues are for us working in the UK with a predominantly sub-Saharan African client group and yet on a completely different scale because HIV is so much more prevalent over there."

Lung function boosted

The Trust now has its own five days a week lung function service after Respiratory Physiologist Dawn Evans joined us in the newly created role of Lung Function Co-ordinator.

Dawn manages the services which performs tests primarily for respiratory medicine Consultants Dr Dilys Lai, Dr Pallav Shah, Dr Suveer Singh and Professor Tim Evans. Dawn is the service's sole respiratory physiologist, performing all breathing assessments herself.

Dr Lai said: "We are delighted to have someone as experienced as Dawn to take the service forward. Since she joined us, we have already increased the number of inpatients and outpatients we see, and we are offering a greater range of tests."

"This development is part of the wider expansion of the respiratory department which will include more one-stop clinics, such as the chronic obstructive pulmonary disease (COPD) clinic which has already started, where patients can have their lung function test on the same day as their outpatient appointment, speeding up the process."

"We are hoping to eventually offer a one-stop service to all patients in the respiratory department and having a full-time lung function service with Dawn will help us to meet this aim."

Previously the lung function service was provided by technicians from Charing Cross Hospital and was available



■ **Lung Function Co-ordinator Dawn Evans (2nd right) with Consultants Dr Dilys Lai, Dr Pallav Shah and Dr Suveer Singh**

only two days a week, seeing around 50 patients a month - now the lung function service will be able to see between 80 and 100 patients a month.

Dr Shah added: "With the expansion of the lung function service, we will be able to facilitate and contribute further to lung function research, such as using the 'Methacholine challenge' for asthmatics receiving new treatments. We will incorporate a new sleep medicine service to conduct sleep studies which are used to diagnose conditions such as obstructive sleep apnoea. We also now conduct allergy testing on site."

Dr Singh said: "At Chelsea and Westminster, Dawn will expand on her previous experience in lung function to provide tests on patients from other departments, such as cardiology and pre-operative assessment, providing a more effective service to the whole Trust."

In her physiologist role, Dawn typically conducts tests on patients' lung air

flow, capacity and oxygen handling for the diagnosis and suitable treatment of conditions such as asthma, emphysema, cystic fibrosis and unknown shortness of breath.

Results can give information on both the heart and lungs from the tests carried out by Dawn in the lung function laboratory.

Dawn previously worked at Homerton Hospital in east London as a Junior Respiratory Physiologist for two years.

She has also worked as a research assistant at Hope Hospital in Salford while studying at Manchester University, and she was a ward clerk at St George's Hospital in Tooting, south London.

Mums and children taste the difference

Food services for nursing mothers and young patients on our children's wards have just got better after areas for improvement were earmarked during a recent PEAT Plus inspection.

Sue Harris, Clinical Nurse Lead for women's and children's services, said: "Nursing mothers whose children are patients with us now have the option to receive food vouchers for three meals a day that can be used in the canteen."

"This means that mums who previously only had the option of eating the same food that children receive on our wards now have a better choice of food and going to the restaurant means they can take time out with other parents."

New children's menus have also been introduced on the Trust's children's wards with brightly coloured plates and bowls, and child-friendly cutlery, to make the whole experience of being in hospital as friendly as possible.

A brief word with... Julie Cooper

Julie Cooper joined the Trust in February as our Engagement and Partnership Co-ordinator, having spent the last eight years managing the healthcare practice in a large PR and public affairs agency.

Away from work, she enjoys sailing, motorcycling and (trying to) play the guitar. She has two small boys, Cameron (3) and Hayden (4 months) and one large ginger cat called Rudy!

What was your first job?

Working on the reception desk at Clean 'n' Press for Less!

Who is the person you most admire?

Alanis Morissette – singer and songwriter.



■ Julie Cooper

What was your most embarrassing moment?

Fainting during a meeting with the World Health Organisation.

What would you do if you won the National Lottery?

Sail off into the wild blue yonder.

What is your biggest indulgence?

Jimmy Choo shoes.

If you could have chosen a different career, what would you have done?

Been a rock star.

What is your biggest regret?

I don't have one.

What did you want to be when you were growing up?

A vet.

What is the last thing you do before you go to bed at night?

Drink a glass of red wine.

What is...

Ethnic coding?

What is it?

Recording valid ethnic category codes for all patients admitted to the hospital so that we know the background of our patients to give us a more accurate picture of our population.

How does it affect the Trust?

It is a significant challenge for the Trust – only 77% of patients in the first three quarters of the 2005/06 financial year had a valid ethnic category code and, although our rate is now more than 80%, the national target is 95%.

Why does it matter?

Because accurately recording the ethnic background of our patients is the key to tackling health inequalities and helping us meet the very different health needs of different ethnic groups. We can deliver better services by identifying people who are at particular risk of developing certain health conditions because of their ethnic background and we can also use the information to ensure people from all ethnic groups have fair and equal access to our services – it should help us when planning new services and improving existing ones.

Who needs to know about it?

All clinical staff and clinical support staff – patients should be asked for their ethnic background at the start of their episode of care at Chelsea and Westminster, whether that's in A&E, an outpatient department or sexual health clinic.

How can I find out more?

See www.dh.gov.uk for official Department of Health guidance on the collection and use of ethnic coding data – 'A practical guide to ethnic monitoring in the NHS and social care'.

High IMPACT

IMPACT – Improving Services for Patients At Chelsea and Westminster Trust – is a Trustwide initiative to improve patient care.

It is an umbrella project, co-ordinated by Catherine Andrews, for local initiatives driven forward by multi-disciplinary directorate and service teams.

Trust News will highlight a different IMPACT initiative every month to demonstrate how frontline staff are helping to improve our patients' journeys through the Trust.

A new approach to discharge planning

There can be many reasons why patients stay longer in hospital than necessary – everything from incorrect ordering of patient transport to delays in arranging take home drugs.

A new 'predicted date of discharge' scheme was first piloted in December last year and then rolled out to all appropriate inpatient areas early in 2006.

Consultant-led teams are asked to provide an expert clinical opinion on how long a patient will be clinically required to remain in hospital

within 24 hours of admission. This allows planning of arrangements to allow discharge at the time that the patient is clinically ready to leave hospital.

Catherine Andrews, who co-ordinates the IMPACT scheme, said: "These dates are never set in stone, and of course clinical factors will always affect when individual patients can go home, but we hope this scheme will help facilitate better discharge planning.

"We are now examining the initial data to assess how well the new system is bedding in and to target our efforts on those areas of the Trust where predicted dates of discharge are not being routinely assigned on admission.

"Our monitoring should be able to show whether using the new predicted dates of discharge helps us to reduce the average length of time that patients currently spend in the hospital, which in some areas is well above the national average."



Sharon Dooley, a Modern Matron based in the Trust's surgical directorate, said: "Establishing a predicted date of discharge means that patients know exactly what is likely to happen to them during their time in hospital as soon as they arrive here.

"It helps patients' recovery to know how their care should proceed and enables them to plan their lives when they leave hospital."

Holly Ashforth, also a Modern Matron in surgery, agreed: "Ensuring that every patient has a predicted date of discharge means that there is a consistent focus on a planned discharge process, even for long stay patients."

And Paul Thomas, Clinical Nurse Lead for surgery, said: "We are learning all the time about lengths of stay for different conditions and it is extremely helpful when it comes to scheduling patients in the most efficient way."

Discounts available for Trust staff...

Food & Drink

Ad Lib Bar

246 Fulham Road SW10
Tel: 020 7376 7775
10 per cent discount (excl
Fri/Sat after 7pm)

Chelsea Bun

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

Chelsea Meze

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

Exquisito Bar and Restaurant

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

Feng Sushi

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

Finch's Pub and Restaurant

190 Fulham Road SW10
Tel: 020 7351 5043
10 per cent off food and drink
bought together, 12noon-10pm
Mon-Sat; 12noon-5pm Sun

The Fulham Bar

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

Glaister's Bistro

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

Harry Ramsden's

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

Khan's Restaurant

13-15 Westbourne Grove W2
Tel: 020 7727 5420
10 per cent discount

La Bottega del Sole - Gourmet Italian food

323 Fulham Road SW10
Tel: 020 7351 7370
15 per cent discount

Made In China Restaurant

351 Fulham Road SW10
Tel: 020 7351 2939
10 per cent off meals (10 per
cent off takeaways)

Mandaloun

335 Fulham Road SW10

Tel: 020 7352 9797
10 per cent discount Mon-Fri,
12-3.30pm

Mokssh

222-224 Fulham Road SW10
Tel: 020 7352 6548
10 per cent discount if spend
£10, Mon-Fri, 12-6pm

Nirvana Restaurant

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

Oddono's Gelati Italiani - Ice cream parlour

14 Bute Street SW7
Tel: 020 7052 0732
10 per cent discount

PizzaExpress

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

PJ's Bar and Grill

52 Fulham Road SW10
Tel: 020 7581 0025
10 per cent off

Tampopo Restaurant

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

Thai Noodle Bar

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

Treats Premier

369 Fulham Road SW10
Tel: 020 7351 7454
10 per cent discount

Vingt-Quatre

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

Health & Beauty

Ginger Group Hair Innovations

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

James Hull Associates - dentist and hygienist

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

Hair Razer (barber)

258A Fulham Road SW10

Tel: 020 7351 0777

£15 for a cut wash and blow dry
Mon-Fri

Hari's Hairdressers

305 Brompton Cross SW3
Tel: 020 7581 5211
10 per cent off cuts and
colouring Mon-Thu; Mon-Wed
£15 for colouring; Tue free hair
cuts after 4.30pm; Must book as
a model

Head Masters Hairdressers

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

Mahogany Hairdressers

17 St George Street, Hanover
Sq, W15 Tel: 020 7629 3121
25 per cent discount Mon-Fri

Mr B Hairdressers

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

Culpeper Herbal Health Centre

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

Naya Hairdressers

260 Fulham Road SW10
Tel: 020 7376 3682
10 per cent discount on cut and
blow dry

Saks Hair and Beauty

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

Teamwork Hair and Beauty Room

220 Battersea Park Road SW11
Tel: 020 7622 9034
15per cent discount 9am-5pm,
Mon-Fri

Toni&Guy Hairdressing (Fulham Branch)

10 Fulham Broadway SW6
Tel: 020 7386 9977
20 per cent discount on
colouring, cutting and blow
drying. Mon-Fri 10am - 4pm

Ze Hair and Beauty

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

Sport & Leisure

Chelsea Sports Centre

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

David Lloyd Leisure

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

Fitness First (South Kensington only)

29 - 37 Harrington Road,
Petersham House, SW7
Tel: 020 7590 5000
No joining fee; discount
membership offer, tel Justin / Lee

Holmes Place

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

Osteopathic Consultations

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

Pure Massage

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

Sweatshop

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

Lifestyle

Chatterbox.com Limited

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

Hotel Ibis London Earls Ct.

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

Odeon Cinemas (Kensington branch only)

263 Kensington High Street
Tel: 020 7602 5491
Tickets reduced to £7.50 (Mon-
Fri, Sat late night)

Vue Cinemas (Fulham Branch only)
Fulham Broadway Retail Centre,
Fulham Road SW6
Tel: 020 7385 2025
Tickets £5.70 before 5pm, Mon-
Fri; £5.90 at other times.

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

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



■ *Yanee Ramtohl started as Clinical Nurse Specialist for Urological Cancers in February. She will be at the Trust for six months, covering Jessica Hancox's maternity leave.*

Previously, Yanee worked at Northwick Park Hospital in Harrow, most recently as a Urological Nurse Practitioner for five years. Before this she was a Ward Sister at the same Trust.

Yanee can be contacted on ext 5460 or bleep 0421.



■ New Trust Cardiology Consultant, Dr Julian Collinson (pictured above) joined us in January.

Dr Collinson's specialty is pacemakers and coronary intervention and he previously worked at our near neighbours the Royal Brompton & Harefield NHS Trust as a Specialist Registrar where he did research into angina.

He studied at King's College London and did his Senior House Officer rotation in Manchester and Blackpool.

■ *Simon Steward (pictured below) has joined the Trust as Human Resources Manager for the Surgery and Anaesthetics & Imaging directorates.*

Previously, Simon spent 18 months as HR Manager for the Medicine directorate at Barts and The London NHS Trust.

Prior to this, Simon worked at Chelsea and Westminster as Human Resources Manager for the Medicine and Women & Children's directorates.

Simon can be contacted on ext 7918.



■ *Cathy Mooney joined the Trust on March 13 as our new Director of Governance and Corporate Affairs.*

She is a pharmacist by profession and was Chief Pharmacist at St Mary's Hospital, Paddington, for 15 years until October 2003 when she became Clinical Governance Manager at Hammersmith Hospitals NHS Trust.



Hello and goodbye

The Trust is saying a sad farewell to Dr Nicola Smith, a Consultant in the West London Centre for Sexual Health at Charing Cross Hospital who is taking a career break to spend more time with her three-year-old son.

Meanwhile Dr Charlotte Cohen, who became a Consultant at the West London Centre in September, is now lead clinician at the centre where she works alongside Dr Ken McLean.

Dr Cohen trained as a Specialist Registrar at the Trust before becoming a Consultant while Dr McLean has been a Consultant at the clinic since 1989.



■ *Dr Ken McLean, Dr Nicola Smith and Dr Charlotte Cohen at the West London Centre for Sexual Health*

Cinzia joins the team

■ *Welcome to Cinzia Giammarchi, the Trust's new Volunteer Liaison Manager, who started in this position in February. She replaces Volunteers Co-ordinator, Sue Lindsay-Cooke, who retired in December.*

Previously, Cinzia worked at the Trust in the Staff Bank Payroll Office.

Cinzia has a sales background, previously working as a retail manager for a Lebanese chocolate company, and in her native Italy she was a sales manager for a furniture company.



Cinzia is originally from the town of Ancona which is in the Marche region on the east coast of Italy.

Welcome back to two staff working in the Trust's children's services who have just returned to work following maternity leave – Rosie James, the Paediatric Oncology Nurse Specialist, and Pam van Der Maas, Pre-anaesthetic Assessment Nurse.

Ambulance man honoured

Roy Webb, who is in overall charge of the London Ambulance Service's non-emergency patient transport service for the Chelsea and Westminster and many other London hospitals, has been honoured for his part in the emergency services' response to events on July 7 2005.

He was awarded the MBE during an investiture ceremony that took place in February.

Marie Courtney, the Trust's Fleet and Transport Manager, said: "We would like to not only congratulate Roy on his honour, which was richly deserved, but also thank him for his continued hard work on behalf of the London Ambulance Service in our hospital."

Roy himself said: "I could not have achieved such high recognition without an environment in which to flourish and

the huge support of colleagues both within and outside the LAS.

"I had loads to say to Her Majesty about my passion for the LAS and

the huge disadvantages suffered by people with surnames ending in 'W' like Windsor, since mine was the last honour to be handed out!"



■ Roy Webb receives his MBE

Andy's back for the third time

The Trust welcomed back a familiar face in February, when Andy Christie returned to the hospital as our new Payroll Manager after working here on two previous occasions.

Previously, Andy worked as Pay Services Manager for Wandsworth Primary Care Trust, providing a shared service to Wandsworth, Sutton and Merton PCTs and South West London Strategic Health Authority.



Andy worked at Chelsea and Westminster from 1999 to 2003 as Exchequer Manager. Prior to this, he worked at the Trust for four years after transferring from the Riverside Health Authority in 1994, working as a Payroll Manager.

In total, Andy has 22 years' NHS payroll experience.

Electrician Paul Harper wanted to say thanks for the memories when he moved on from the Chelsea and Westminster in March.

Paul, who worked here for our contractors Haden Building Management, said: "Thank you to everyone who I've worked with over the last 12 years, it's been brilliant."

Having spent four years 'doing the knowledge', Paul is now earning his living working full-time as a London taxi driver – good luck for the future, Paul.

Do you have a story for Trust News?

It might be something interesting, exciting, or remarkable that a colleague is doing.

Perhaps you are particularly proud of an achievement that your team has worked hard for.

It might be a change in your services or facilities or a message that you need to communicate to colleagues.

Whatever your news, we want to hear from you – call Jeanette Albert on ext 6829 or Matt Akid on ext 6828.

New stylist



■ The hospital's hairdressing service, Camille Hair Design, has a new stylist - Yvonne Hall started working in the salon in February.

Yvonne, who trained in the West End trained and has 20 years of hairdressing experience, has always worked in the Chelsea, Mayfair and Knightsbridge areas.

She specialises in cuts, tints and perms and is experienced in all aspects of hairdressing. Yvonne is also available for evening appointments when requested in advance.

Camille Hair Design is open from 9.30am to 5.30pm from Tuesday to Friday and from 10am to 4pm on Saturday. Staff with a valid Trust ID badge receive a 10% discount. To book an appointment in the salon, please phone ext 8681.

Your working lives

Trust News is due to launch a new series of articles which will focus on all the different jobs that Trust staff do – especially those roles that tend not to get a lot of attention.

Is there a job or an individual you would like to see featured in our new 'Day in the Life' interview?

Contact Matt on ext 6828 or Jeanette on ext 6829 with your suggestions or email us.

Stub it out

Pictured on No Smoking Day in March are Housekeeper Marina Lytkinieva, who kicked the habit on the day, with Dominick Nguyen, Kensington and Chelsea PCT's Stop Smoking Services Manager.

Dominick is holding a jar that represents the typical annual amount of tar in the lungs of a 20-a-day smoker.

A total of 27 members of staff signed up for help to quit the habit on No Smoking Day at an information stand staffed by Kensington and Chelsea PCT's Stop Smoking Services, the Trust's occupational health staff and respiratory nurses.

Staff interested in joining a stop smoking group should contact Kensington and Chelsea PCT's Stop



Smoking Services on 020 8962 5518.

For more information on local support services, visit

www.givingupsmoking.co.uk or phone the Kensington and Chelsea smokers' helpline on 0800 0859 147.

Diary dates

April 3: Hand Hygiene Awareness Week

Events run in the hospital throughout the week – see pages 6 and 7 of this month's *Trust News* for full details

April 5: Bric-a-brac Bonanza

Bargains galore from the Friends of Chelsea and Westminster Hospital, on sale in The Mall on the ground floor from 11am - 4pm

April 6: Trust Board Meeting

Boardroom, lower ground floor, 2pm

April 6: Bucimis perform traditional folk-inspired music from Eastern Europe and the Middle East in The Mall on the ground floor from 1 – 1.45pm

April 7: Team Briefing Boardroom, lower ground floor, 9am – all staff welcome

April 10: A Passion for Plants, a Hospital Arts exhibition by Angela Easterling, will run in the C&W Gallery until June 30

April 14: Good Friday

April 16: Easter Day

April 16-22: Mental Health Action Week

More information available from the Mental Health Foundation at www.mentalhealth.org.uk

April 22-29: National MS Week

Further information available from the Multiple Sclerosis Society at www.mssosociety.org.uk

April 23-29: Parkinson's Awareness Week

More information from the Parkinson's Disease Society at www.parkinsons.org.uk

April 26: Corporate Nursing Spring Conference

Fulham Town Hall
Contact Maria Lee on ext 2127 or ext 2480 to book

April 27: Sherpa Boys play world and jazz fusion music in The Mall on the ground floor from 1 – 1.45pm

If you have any diary dates for inclusion in May's *Trust News*, please email them by Wednesday, April 12 to matthew.akid@chelwest.nhs.uk

Childcare News

Tax breaks for childcare

Did you know that new tax rules introduced in April 2005 mean that parents can save money on the cost of childcare?

A childcare voucher system at Chelsea and Westminster enables parents to exchange part of their salary for childcare vouchers so that the first £50 per week spent on childcare is tax and National Insurance free. A member of staff

working full-time and earning £30,000 a year can save almost £900 a year by taking advantage of these tax breaks which apply to all registered childcare including day nurseries, play schemes and childminders.

Holiday play scheme is a hit

The Trust's Easter holiday play scheme at Servite Primary School, opposite the



■ **Amber Payne, the Trust's Working Families Adviser**

The first in a regular series of Trust News childcare round-ups

hospital, has proved popular with staff – all 15 places were snapped up.

Children between the ages of five and 13 can attend the scheme, which is run by Kensington & Chelsea Council, at the subsidised daily rate of just £7.50 per child – places will be available during summer half-term and during the summer holidays.

Amber Payne, the Trust's Working Families Adviser, said: "We are delighted that the first

holiday play scheme at Servite has proved popular because it is so convenient for Trust staff and the daily rate is so reasonable.

"We are exploring the possibility of securing more places but I would encourage staff who are interested in booking places for their children to get in touch with me sooner rather than later."

To find out more, contact Amber Payne on ext 5869

Trust News is written and produced by the Communications Department of Chelsea and Westminster Hospital, 369 Fulham Road, London SW10. Tel 020 8846 6828/6829