

# Trust NEWS

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# You are the difference

**You** can make a difference to the experience of patients, their family and friends at Chelsea and Westminster – that is the message of a new campaign launched this month to ensure we provide the best possible customer service.

Heather Lawrence, Chief Executive is leading the *You are the difference* campaign.

She said: "I am passionate that we should offer an excellent level of service to patients and to each other as members of staff, to help make us a hospital of choice.

"We all know staff who already have the highest standards of customer service – I want us all to follow their example.

"If you walk out of the hospital and go down the road to Tesco or Sainsbury's, you expect good service – and it should be no different for patients coming to Chelsea and Westminster."

Thanks to generous funding from the Chelsea and Westminster Health Charity, award-winning training consultancy, Energize Learning and Development, are working with the Trust to help roll out the *You are the difference* programme.

One-day workshops for

clinical leaders and managers start later this month and more in-depth sessions will be held for 25 customer service 'champions' in November.

These 'champions' will then lead face-to-face training as part of the *You are the difference* taskforce which will deliver two-hour workshop training sessions to all staff – wherever you work and whatever you do.

Heather Lawrence said: "*You are the difference* is an exciting new development which I hope will make Chelsea and Westminster a better hospital. It's about the difference that every single member of staff can make, it's about having pride in working at a first class hospital and feeling good about what we do."

Can you make a difference? If you are interested in becoming a customer service 'champion', nominate yourself by contacting Heather Lawrence via Trust email or on ext 6711.

## Joseph and Michael celebrate a special day



■ Patient Joseph Conlon (pictured right) and Michael O'Neil, his partner of 13 years, held their Civil Partnership Ceremony on Thomas Macaulay Ward in September.

Nurses Katie Bragg and Andrew Thompson (pictured back) were witnesses at the ceremony conducted by Dean Geoghegan (pictured left), Superintendent Registrar at Chelsea Register Office.

Joseph said: "It is hard to express in words how I feel - Michael and I would like to thank everyone on Thomas Macaulay Ward for helping us to have a fantastic day!"

**STOP PRESS! STOP PRESS! STOP PRESS! STOP PRESS!**  
**We are now an NHS Foundation Trust – see page 3**

# Heather's view

by the Chief Executive, Heather Lawrence

As all staff will know by now, the independent regulator Monitor has approved our application for NHS Foundation Trust status from October 1.

Speaking on behalf of the Trust Board, we are convinced that Foundation Trust status will lead to tangible, long term benefits in patient care and enable us to become more accountable to our patients, local community and staff.

The record attendance of more than 300 Foundation Trust members at our AGM in September demonstrated that there is a high level of interest in what goes on at Chelsea and Westminster Hospital – now we need to harness that interest and goodwill.

I want to thank all staff for their hard work which enabled us to submit such an excellent application for NHS Foundation Trust status.



The national NHS staff survey has been launched this month – this is your chance to tell us about your experience of working at Chelsea and Westminster.

I urge all staff to complete their survey questionnaire which you should have received already. I would like to reassure all staff that your responses are confidential – no one in the Trust will see them because the survey is run by an external organisation called NHS Partners.



*You are the difference* is our brand new customer service programme which I hope will enable us to improve the customer care we deliver to our patients and visitors.

I am leading this project personally because I regard it as fundamental to our future success as an NHS Foundation Trust and a hospital of choice.

Every member of staff in the Trust will receive customer service training – including myself and all Directors – and we hope you find it stimulating and interesting.

## Your guide to this month's Trust News

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## Cheyne Centre play room re-opens

In September the Cheyne Day Centre officially re-opened its soft play room in Doughty House.

The room provides a safe play haven for the often profoundly disabled children who the centre cares for.

With lots of sensory stimuli, including a ball pool, a 'reaction attraction' which lights up and plays musical notes when stepped on, target practice light boxes and soft steps and slides, the room provides an opportunity for the children to move more freely than in everyday life.

The £14,000 redevelopment of the soft play room, including new decorations, flooring, toys and furnishings, was made possible by charitable donations to the Cheyne Centre's amenity fund.

The playroom is also available to outpatients who visit the Cheyne Day Centre on an outpatient basis. It is hoped that long-term



■ Pictured in the ball pool at the official re-opening of the Cheyne Day Centre soft play room are Desiree Bacquian (aged three) and Melissa Love, Cheyne Day Centre Nurse

hospital inpatients will soon be able to use the room, while supervised by hospital play specialists.

Sharon Welch, Senior Nursery Nurse who headed

up the redevelopment and re-opening of the play room, would like to express a huge thank you to all of the people involved in making it happen.

# Foundation Trust status

## Meet the Members' Council

Six Trust staff were voted in as your representatives on our Foundation Trust Members' Council during elections in March.

They will be the voice of Trust staff on the Members' Council – there is one member of staff to represent the interests of and speak up on behalf of staff working in each of six different professional groups to ensure fair representation across the Trust.

*Trust News* caught up with four of the Members' Councillors at an induction event in July – Professor Brian Gazzard (Medical and Dental) and Cathy James (Support, Admin and Clerical) were unable to attend the event but are also on the Council.



**Who are you?**

Alison Delamare –  
Laboratory Manager in  
Haematology

**Which staff group do you represent on the Members' Council?**

Contracted staff.

**Why did you become a Members' Councillor?**

Because I would like to put my years of experience as an NHS employee and a user of NHS services to good use.

**Who are you?**

Kieran Hand – Lead Clinical Pharmacist for Microbiology

**Which staff group do you represent on the Members' Council?**

Allied health professionals, scientific and technical staff.

**Why did you become a Members' Councillor?**

Because I wanted to represent my fellow healthcare professionals and I have an interest in the workings of the Trust.



Chelsea and Westminster Hospital 

NHS Foundation Trust



**Who are you?**

Nigel Grant – Assistant Director of Human Resources (Learning & Development)

**Which staff group do you represent on the Members' Council?**

Management staff.

**Why did you become a Members' Councillor?**

I have been involved in NHS management for more than 10 years and I am interested in the life of the hospital. I feel I can make a contribution and provide a voice for management on the Members' Council.

**Who are you?**

Sue Harris – Clinical Nurse Lead for Paediatrics

**Which staff group do you represent on the Members' Council?**

Nursing and midwifery.

**Why did you become a Members' Councillor?**

Although I am not completely convinced of the merits of being a Foundation Trust, I thought it was better to be involved and know what was happening with Foundation Trust status here at Chelsea and Westminster than not to be involved. I also wanted to ensure that nursing and midwifery had a voice in the Trust.

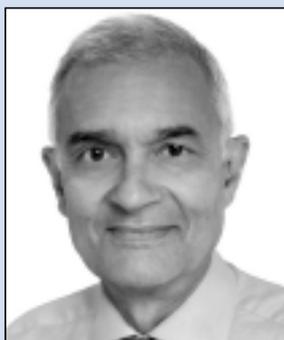


## Juggy's view by the Chairman, Juggy Pandit

Speaking on behalf of the Board of Directors, as Chairman of the new Chelsea and Westminster Hospital NHS Foundation Trust, I am looking forward to our exciting new future as a Foundation Trust.

I believe that, in addition to the flexibility which it gives us to improve patient care, Foundation Trust status will enable us to become more accountable to staff, patients and the local community.

I am looking forward to working in partnership with the 14,000 people who are already members of our Foundation Trust – including many staff – and the Members' Councillors who were



voted in during the elections earlier this year.

Six members of staff were elected to the Members' Council, from all areas of the Trust and all professional groups, and they have a key role to play in our new future as your representatives on the Council.

We are committed as a Trust to working in partnership with staff, as well as patients and the public, and the Members' Council will be a way to strengthen that partnership. I recognise that Trust staff face new challenges every day and, on behalf of the

Board of Directors, I would like to thank you for your hard work.

# Have your say!

**The national NHS staff survey was launched this month – all staff will have been sent a questionnaire to complete about their experience of working at Chelsea and Westminster.**

This is your chance to voice your views on life at Chelsea and Westminster and what you say is completely confidential.

An independent organisation called NHS Partners runs the survey on behalf of the Trust and no one in the Trust will be able to see your answers – completed staff survey questionnaires go directly to NHS Partners, not the Trust.

Maxine Foster, Director of Human Resources, said: “Your views and comments really do make a difference and what you tell us results in changes that can improve the working lives of staff and so help us all to provide better care for patients.

“We ran a series of open forums for staff in April this

year to give you an opportunity to comment on the key findings of last year’s staff survey and make suggestions about what action should be taken to tackle areas for improvement.

“An action plan, which reflects the comments, ideas and suggestions of staff, was agreed by the Trust Board and is now being implemented.”

Changes introduced as a direct result of last year’s staff survey include:

- Monthly Q&A sessions with the Chief Executive and Executive Directors
- A revised exit/leaver questionnaire for staff leaving the Trust
- Valuing Staff Week which is being held this month – see page 12 for details

- Health and Safety Awareness Week, also this month – see page 12 for details.

See the articles on this page for more information about the Q&A sessions and the new exit/leaver questionnaire.

What you say in the staff survey really does make a difference – you can have your say by sending back your completed questionnaire to NHS Partners by December 8.

The national survey results will be published by the Healthcare Commission in March 2007.

If you would like to discuss the staff survey in confidence, in particular any issues or concerns you may have about its confidentiality, you can contact the National Staff Survey Advice Centre on 0121 359 2491.

## Exit/leaver questionnaire revamped

**The exit/leaver questionnaire which all staff are encouraged to complete when they leave the Trust has been revamped – incorporating questions about issues that were of greatest concern to staff who took part in last year’s staff survey.**

Capturing the views of staff about their experience of working at Chelsea and Westminster – whether that has been positive or negative – is important because it can help us make the hospital a better place to work.

The leavers’ questionnaire now includes more questions about the issues that really matter to people working at Chelsea and Westminster, based on evidence from the staff survey.

It has also been simplified to a ‘tick box’ format that should mean it doesn’t take too long to complete.

The HR department is working with the IT department so that the questionnaire can be made available on the Trust intranet – so leavers can complete it online.

All information on the questionnaire is treated in the strictest confidence and used solely for monitoring purposes only in relation to identifying trends and areas where the Trust might need to improve.

Completed questionnaires should be sent under ‘confidential’ cover to: Jaz Mallan, Recruitment and Retention Manager, Human Resources Department, Lower Ground Floor.

## Q&A – your questions answered

**The second in a new regular series of monthly questions and answer sessions with Chief Executive, Heather Lawrence, and Directors was held in the St Stephen’s Centre on September 20.**

Q&As were launched in August in direct response to feedback in last year’s staff survey.

A wide range of staff, mainly from the HIV/GUM directorate, packed into the Mansfield Seminar Room for September’s session. There were a number of questions about big NHS issues.

Consultant Anton Pozniak asked what impact there might be on the Trust as a result of recent government pronouncements that some NHS services, especially A&E, may be rationalised.

Heather Lawrence said that the Trust has not received any specific information indicating what impact there might be on us or neighbouring hospitals but she did say that, following the formation of NHS London, a strategy for the future of the NHS in London is being developed.

In addition, she said decisions are expected

on a number of specific NHS schemes in London, including the possible downsizing of Charing Cross Hospital, that could have an impact on us.

A member of staff asked whether it was true that, as a Foundation Trust, we would be able to retain any financial surpluses to reinvest in patient care at Chelsea and Westminster – Heather Lawrence confirmed this was one of the potential benefits of Foundation Trust status.

There were also several questions about the impact on the Trust of a national directive that NHS staffing costs should be reduced across the board by 5%.

Lorraine Bewes, Director of Finance, highlighted the fact that all staff can help the Trust achieve this cost reduction by filling vacancies for permanent posts and reducing our reliance on temporary staffing, especially agency usage.

The next Q&A session will be held at 12 noon on Thursday, October 26 in the Boardroom, lower ground floor – no need to book a place and all staff welcome.

# What is... payroll giving?

## What is it?

Payroll Giving is a scheme that allows people paid through PAYE to make donations to any UK registered charity – tax free. The donation includes the tax that would have been deducted from pay, so instead of the tax going to the Treasury it goes to your selected charity.

## How does it work?

If you donate £5 a month it will only cost you £3.90 – because the tax man pays the rest! Payroll giving donations cost even less for higher rate tax payers.

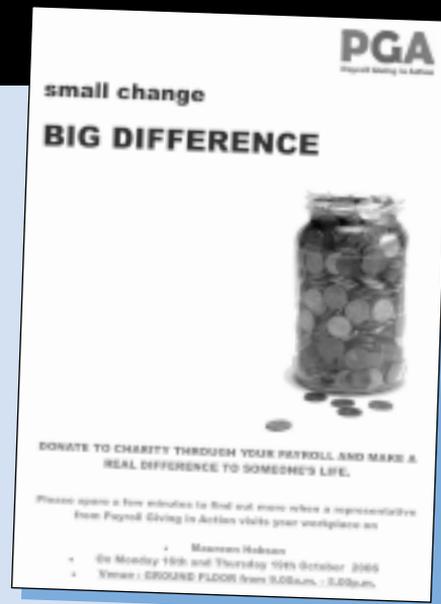
## Why does it matter?

Because by donating to charity through your payroll, you can make a real difference to someone's life and the good cause you choose.

## How can I find out more?

A representative from Payroll Giving in Action will be

available to give you more information and answer any questions you may have on Monday, October 16 and Thursday, October 19 – there will be an information stand opposite PALS from 9am to 5pm on both days.



## What if I can't make either of those dates?

For more information, you can visit the website [www.payrollgiving.com](http://www.payrollgiving.com) or phone 01271 326131.

## Trust shortlisted for top award

**Congratulations to staff working in maternity and HR for being shortlisted for this year's Health Service Journal Awards.**

The Trust's international recruitment initiative to attract midwives from overseas to come and work at Chelsea and Westminster has been shortlisted in the Recruitment and Retention category.

Recruiting midwives from overseas formed an important part of the Trust's recruitment and retention strategy to tackle an acute shortage of midwives.

As a result of all these efforts, in the last two years the Trust's midwife vacancy rate has been reduced from 32% and the use of bank and agency midwives has been reduced by a third. A Trust team will give a presentation to a panel of expert judges on October 20 before discovering whether they have won an HSJ Award at a ceremony on November 30.

## Changes to the Haden team

**Our contractors Haden Building Management, the company which maintains the Trust's buildings and engineering services, have recruited three new members of staff to their management team.**

Nick Webb is the new Account Manager with overall responsibility for the delivery of maintenance services to the Trust. He has more than 23 years experience of building maintenance including 15 years in the NHS.

Matthew Ellis, who has been with Haden for 12 years, has joined us from the Queen Elizabeth Conference Centre. He is responsible for building fabric repairs and projects.

Mike Gibson is seconded to Chelsea and Westminster



■ **Haden Building Management staff Mike Gibson, Sharon St John, Nick Webb, Susan O'Meara and Matthew Ellis**

for six months from the Haden graduate training programme.

Together with the existing team of staff they are committed to improving the service that Haden provides to the Trust.

Staff in each area of the Trust now have their own

designated manager from Haden who will be doing regular walkabouts.

You should continue in the first instance to report problems through the helpdesk on 2424 but for any specific issues please contact the relevant manager:

Lower Ground Floor	Mike Gibson	ext 2517	Graduate Trainee Manager
Ground Floor	Matthew Ellis	ext 2123	Fabric/Project Manager
1st Floor	Galal Suliman	ext 2443	Customer Service Manager
2nd Floor	Galal Suliman	ext 2443	Customer Service Manager
3rd Floor	David Holt	ext 2407	Customer Service Manager
4th Floor	David Holt	ext 2407	Customer Service Manager
5th Floor	Matthew Ellis	ext 2123	Fabric/Project Manager
St Stephen's Centre	Nick Webb	ext 5599	Account Manager
Residences	Susan O'Meara	ext 1772	Administration Manager

# New assessment system for the Emergency Department

Since the introduction of government targets – which now mean 98% of patients must be seen, treated and then either discharged or admitted to hospital within four hours - the Emergency Department has seen a significant rise in attendances.

However, the previous triage system was not able to cope with this increased workload which sometimes resulted in unacceptable waits for assessment.

Using the new system will also enable staff to redirect patients with a non-urgent condition who live in our local borough to a Primary Care Co-ordinator, employed by Kensington and Chelsea PCT, who will be able to book patients into GP appointment slots.

During the initial six-month pilot of this new system for non-urgent patients from Kensington and Chelsea, it will only apply to patients aged 16 years and over – see the article on the right-hand side of this page for details.

The Manchester Triage System is a series of 50 flow-charts covering the

**Over the summer staff working in the Emergency Department have been trained in the use of a new triage system, known as the Manchester Triage System (MTS).**

presenting conditions patients complain of when they attend the Emergency Department.

By using these flow charts, all staff can guide the triage, assessing key clinical signs and symptoms until they reach the relevant clinical priority for treatment.

In order that staff can move down the flow chart from RED (immediate

problem) to BLUE (non-urgent and can wait up to four hours) they have to ensure all the signs and symptoms are checked at each level.

Jane Tippett, Consultant Nurse in the Emergency Department who has led the training of staff, said: "This highlights how the system ensures all staff are seeking out the same relevant

information to help determine the patient's clinical priority.

"By determining how quickly patients need to be seen, patients with the most serious conditions can be prioritised clinically.

"It has been a learning experience for us all, however we are confident that using this system will help us to make best use of all the resources we have available and will ultimately provide us with an evidence-based tool against which we can nationally benchmark our triage practice."

## Pilot scheme aims to redirect non-urgent patients

**A pilot scheme launched this month with Kensington and Chelsea Primary Care Trust aims to ensure that adult patients who come to the Emergency Department with non-urgent conditions are redirected to a more appropriate healthcare professional.**

Patients who live in the borough – and who, having been assessed by an experienced emergency nurse, are identified as patients whose care could best be provided by a GP – will be referred to a Primary Care Co-ordinator.

This Co-ordinator, who is employed by the PCT, will be on hand in the Emergency Department to help patients

either register with a GP if necessary or book an appointment with their existing GP.

The pilot scheme only applies to patients aged 16 years and over – it is being introduced because last year up to 4 out of 10 people arriving at our Emergency Department could have been treated by their GP or community pharmacist.

This meant that patients who did arrive with emergency or life-threatening conditions were potentially delayed in getting the treatment they needed.

The scheme will be piloted for six months.



## R&D showcase

*Pictured at the Research and Development showcase that took place at the Trust in September is Medical Student Nimesh Patel, giving a presentation about the prospective trial to evaluate the role of therapeutic drug monitoring in HIV positive patients.*

*Professor Mervyn Maze, Director of Research, Multi-professional Education and Training and Consultant Anaesthetist, who oversees the Research and Development Department at the Trust, is pictured to the left of Nimesh.*

*The event, which was open to both staff and members of the public, had more than 20 exhibits by Joint Research Committee Awardees and individuals nominated by Clinical Directors and Heads of Department, who each gave a presentation to explain their research.*

*Other research areas showcased included 'Antibiotic usage over a five year period to treat C difficile', presented by Mike Gray, Deputy Chief Pharmacist for Clinical Services, and 'Preventing damage to the nervous system: the neuroprotective effect of the air we breathe', presented by PhD student Ta Lim.*

**More than 300 people attended the Trust's Annual General Meeting in September to hear about the last year in the life of Chelsea and Westminster Hospital.**

This was a record attendance which demonstrates the high level of interest in the hospital among our patients and the local public – all members of our prospective Foundation Trust were invited to attend the AGM and related events.

During the AGM, members of the Trust Board talked about the Trust's achievements over the past year while Chief Executive, Heather Lawrence outlined some of the key challenges facing us in the next 12 months.

There were a number of other successful events held on the AGM day including an exhibition of hospital services in the Academic Atrium, seminars on infection control and Hospital Arts, and even a food tasting for members of the public to sample the menu that hospital patients are offered at Chelsea and Westminster.

Thank you to all Trust staff who helped make the AGM day a success.

The Trust's 2005/06 annual report was also launched at the AGM – the report is packed full of news and features about a year in the life of Chelsea and Westminster Healthcare NHS Trust.

Copies of the report are available from Matt Akid or Jeanette Albert in the Communications department on ext 6828/9 – an electronic version of the report is available on the Trust intranet.



■ *There was a packed audience at this year's Trust AGM*



■ *A food tasting proved popular on the AGM day – visitor Sophia Forrester certainly looked happy with her lunch*



■ *Clare Whittaker, Staff Nurse in the Treatment Centre, chats to a visitor in the hospital exhibition*



■ *Volunteer Kathleen Rawes talks to a member of the public at the partner organisations' exhibition*

■ *Best of luck to Dominic Hutchings, Security Manager, who left Chelsea and Westminster at the end of September after more than 10 years of service.*

*Tony Okoye has taken up the post of Security Manager on an interim basis – he can be contacted via email at [tony.okoye@chelwest.nhs.uk](mailto:tony.okoye@chelwest.nhs.uk) or on ext 8196.*



■ **Pictured above is Ben Hodgkinson, an Information Analyst who joined the Trust in August. He previously worked at the Institute of Public Finance as a Data Analyst. Ben completed his Maths Masters Degree at the University of Sussex.**



■ *Wasique Khan (pictured above) is the new Trust Recruitment Assistant for the Surgery directorate. He started this position in August, and is on a one-year work placement from Middlesex University, where he is studying for a degree in Human Resources Management.*

*Wasique will go into the final year of his degree when he returns to university next year – he can be contacted on ext 8380.*

## Coders join the Trust



■ Welcome to Vidya Palaninathan and Vikas Swarup, clinical coders who joined the Trust in July.

Vikas (right) previously worked in clinical coding at North Bristol NHS Trust and a GP surgery in Southampton.

A qualified medical doctor from Delhi, India, Vikas has taught the medical Professional Linguistic Assessment Board (PLAB) qualification in both India and England, which is a qualification that overseas doctors whose first language is not English must pass before they can practise medicine in the UK.

Vidya, who is from Chennai, India, previously worked in clinical coding there, where she obtained the Certified Professional Coder qualification.

Vidya is a trained physiotherapist and started her career in this field.

### 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.

■ Welcome back to Louise Trehwella who is the new Lead Nurse for Sexual Health at the West London Centre for Sexual Health, which is based at Charing Cross Hospital but run by the Trust.

She rejoined Chelsea and Westminster in July, having previously worked here as a Senior Staff Nurse in the Assisted Conception Unit.

Previously, Louise was a Senior Sister in Sexual Health at Barts and The London NHS Trust.



■ **Richard Booth has joined the Trust as our new Tissue Viability Nurse from Guy's and St Thomas' where he worked in critical care, mainly working in long-term respiratory and ventilatory support.**

Richard has worked in the NHS since 1995. He moved to London, where he worked at St Mary's Hospital in acute dialysis, after undertaking his nurse training and completing his tissue viability course.

He developed his keen interest in tissue viability and problematic wounds firstly in trauma orthopaedics and then as a senior staff nurse on a 42-bed medical admissions unit.

Richard can be contacted on bleep 5844 and ext 5235.



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020 8746 8681 if calling from outside the hospital

## Roz makes the grade

Congratulations to Roz Wallis who has been appointed as a Consultant Nurse for Infection Control – Roz was previously Lead Nurse for this area.

## Congratulations to colposcopy team

**Congratulations to all staff who work in the colposcopy team for the excellent feedback they received in a recent patient satisfaction survey.**

A total of 46 patients treated during April completed a questionnaire asking for their views on the care they received – a 31% response rate.

An impressive 93% of patients who took part in the survey rated the treatment they received as either 'good' or 'excellent'. And 89% of patients were either seen on time or within 15 to 30 minutes of their appointment time – no patient waited more than an hour to be seen.

The vast majority of patients also said the gynaecology department was clean and tidy, reception staff were friendly, and colposcopists introduced themselves clearly and explained the procedure fully.

Individual patients' comments were similarly positive. One patient said: "This is my second visit to the colposcopy department and I have found it to provide an excellent standard of care. The staff are extremely friendly and informative and the department is well run. Very impressive."

Carla Lang, Nurse Colposcopist, said: "The results of our patient satisfaction

survey are really encouraging and they reflect well on the care and professionalism of the whole colposcopy team.

"We are now preparing for a quality assurance review of our service by external assessors which will take place on November 16. The assessors will tour the clinic, meet staff, examine equipment and staff facilities."

## NHS Pension Scheme Review

**Consultation on proposed changes to the NHS Pension Scheme, which have been jointly agreed by NHS Employers and NHS trade unions, is now underway.**

Trade unions are seeking their members' views during the consultation period, which ends on November 30, but you can also respond individually.

For full details of the proposed changes to the pension scheme and to find out how to have your say visit [www.nhsemployers.org](http://www.nhsemployers.org)

## Party on!



**■ Pictured are Trust staff, guests and a member of boat cabin crew during the Paediatric Boat Party that took place in September.**

**Proceeds from the 100 tickets sold will benefit the Trust Paediatric Department. The Paediatric Charity Trust Fund will receive £550, which was money originally donated towards the party. Paediatric Accident and Emergency, Paediatric Outpatients and Community Paediatrics will each receive £100.**

**Trust News has been told that a good time was had by all who attended the party!**

**The directorate would like to thank Michelle Hersey, Education and Medical Officer, Sarah Steele, Community Data Officer, and Leigh Marsh, Social Paediatric Co-ordinator, who were the party organisers.**

## Nurses create better environment for outpatients

**The monitoring and maintenance of privacy and dignity is key to each area of the hospital.**

Following a PEAT Plus inspection, issues were recognised within Outpatients 4 where the privacy of patients was compromised due to the physical layout of the department.

Staff working in Outpatients 4 have made a huge effort to improve the privacy and dignity of patients. They have organised a change in the layout of the clinic and the function of some of the rooms so that patients can be seen in a suitable area with their privacy and dignity maintained.

Thank you to all the Trust staff involved and also to Haden Building Management and ISS Mediclean, our contractors, who helped make the changes needed.

**■ Lisa Millar and Carin Hoad (Staff Nurses) and Kim Patrick (Plastics Clinical Nurse Specialist) in Outpatients 4**



# Dermatology course success

■ Pictured at the 16th 'Skin in Your Practice' two-day dermatology course are Dr Nilesh Morar (Consultant Dermatologist), Dr Tanner (Shepherd's Bush GP), Dr Sapuay (Knightsbridge GP) and course organiser Dr Richard Staughton (Consultant Dermatologist).

The popular course was attended by more than 50 GPs.

Guest speaker, Dr Anthony du Vivier, Consultant Dermatologist at King's College Hospital spoke about 'ethnic skin, diagnostic pitfalls and problems'.

Dr Karen Agnew, Consultant Dermatologist here at Chelsea and Westminster, spoke about 'lumps and bumps – differential diagnosis of skin tumours' while Dr Staughton and Dr Christopher Bridgett, Consultant Psychiatrist, spoke on 'Atopic eczema – success with the combined approach'.

Consultant-led workshops included a session on 'cosmetic dermatology' by Dr Susan Mayou and one on 'environmental triggers for skin problems' by Dr Tamara Basarab.



# Pharmacy pioneers new diploma scheme

Chelsea and Westminster has been accredited to run a new postgraduate pharmacy diploma.

This means our pharmacy team is the very first in south east England, outside the group of hospital pharmacy departments in south east London that piloted the diploma initially, to receive accreditation.

The Trust submitted a portfolio of evidence to support its bid for accreditation before a site visit by assessors who were impressed by the pharmacy department's healthy culture of lifelong learning.

We have been accredited by the Joint Programme Board, a collaboration of six universities in south east England with NHS trusts, that is overhauling postgraduate training for junior pharmacists.

Bary Jubraj, Lead Pharmacist for Academic Studies, said: "Hospital pharmacists usually do a postgraduate qualification on top of their day job. The new diploma means that pharmacists will do more 'on the job' training so that they get academic credits for their NHS work."

"This is an exciting change which will place pharmacists' learning in the context of their clinical work. We are delighted to have received full accreditation to run the diploma programme for three years and I will be leading the rollout in the Trust."

Karen Robertson, our Chief Pharmacist who headed up the Trust team when the assessors carried out their accreditation visit, said: "I want to congratulate all staff in the department for achieving this prestigious accreditation."

"The assessors gave us some really good feedback, particularly around how they felt education and training was embedded in our ethos and how well structured our staff development and training systems were."

"They interviewed a number of staff and said they were really impressed at how positive everyone was about the training and support they provide and receive, the contribution they feel they make at work, and their opportunities to help shape future service improvements."

At the end of the accreditation visit, the panel of assessors invited the Trust's pharmacy team to become involved in shaping the future direction of the new diploma as it is rolled out to more hospitals.

The Chelsea and Westminster team will contribute academic expertise including facilitation, core teaching and ideas for development.

# Ramadan

Ramadan began on September 23 and ends on October 22.

Ramadan is the ninth month of the Islamic lunar calendar. Every year in the month of Ramadan, the majority of Muslims fast from dawn to sunset, abstaining from food, drink, smoking and sexual relations. Those who are sick, pregnant, elderly, or travelling can make up an equal number of days later in the year. If they are physically unable to do this, they can feed a needy person for every day missed.

The last ten days of Ramadan are a time of special spiritual power as everyone tries to come closer to God through devotions and good deeds. The night on which the first verses of the Qur'an were revealed to the Prophet, known as the Night of Power (Lailat ul-Qadr), is generally taken to be the 27th night of the month.

Fasting, the third 'pillar' or religious obligation of Islam, has many special benefits. Among these, the most important is as a means of learning self-control. Due to the lack of preoccupation with the satisfaction of bodily appetites during the daylight hours of fasting, a measure of ascendancy is given to one's spiritual nature which becomes a means of coming closer to God. Ramadan is also a time of intensive worship, reading of the Qur'an, giving charity, purifying one's behaviour, and doing good deeds.

Fasting is also beneficial to the health and provides a break in the cycle of rigid habits or overindulgence.

Imam Abdessadeq Hansali, Muslim Chaplain



## Clarification

In relation to the article about protected mealtimes for patients, published in September's *Trust News*, we have been asked to clarify that these were rolled out in the Medicine directorate on March 1 2004.

# Sexual health call centre performs well in 'mystery shopper' exercise

When the NHS London Strategic Health Authority decided to test out sexual health clinics in the capital by phoning them all in a 'mystery shopper' exercise, the new call centre set up at Chelsea and Westminster earlier this year proved a big hit.

The 'mystery shopper', who said she was a female patient with symptoms of Herpes or genital warts which were causing her discomfort and who didn't know what treatment to seek, encountered engaged phone lines and wrong numbers at many London clinics.

But when she phoned the John Hunter Clinic, Staff Nurse Leonie Dacres asked lots of questions about her symptoms, suggested she get examined as soon as possible and was able to offer her an appointment the next day.

Earlier this year a new call centre was established so that there is now one phone

number – **0845 8116699** – for patients who want to book appointments at any of the Trust's sexual health and HIV clinics. There were previously different phone numbers for different clinics.

Dr Ann Sullivan, HIV/GUM Consultant and lead clinician for the John Hunter Clinic, said: "This is a wonderful result which demonstrates that, across the three clinics within the HIV/GUM directorate, we are meeting national targets where clinically appropriate, while maintaining a high level of patient choice.

"It reflects very well on the recent introduction of the call centre within the



■ **Leonie Dacres (centre), John Hunter Clinic Staff Nurse, with Lindah Nash, John Hunter Clinic Healthcare Assistant, and Jason Curran, John Hunter Clinic Senior Staff Nurse**

John Hunter Clinic refurbishment – enabling us to answer patients' calls quickly, directing them to the most appropriate staff member to deal with their requests.

"The patient was dealt with efficiently and sensitively by Leonie, who ensured this caller was offered an appointment as soon as possible."

## Sexual health goes hi-tech

**A brand new 'eTriage' scheme for sexual health services at Chelsea and Westminster has launched this month via [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk), the Trust's website.**

And the innovative new development was up for a prestigious national award even before it went live.

Internet technology has been harnessed so that patients who think they may need treatment in a sexual health clinic can 'triage' themselves online 24 hours a day – via a box labelled 'Sexual Health Clinic Appointments' on the [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk) Home page.

Patients can use the service to find out where they should seek treatment and request clinic appointments via email – appointments can be confirmed by Trust staff via email or even text message.

eTriage means patients can contact sexual health services at Chelsea and

Westminster when they want and how they want.

The eTriage scheme at Chelsea and Westminster has been developed by Trust staff including Dr Ann Sullivan and Dr Anatole Menon-Johansson in partnership with external experts Mikkom.

It is such a good idea that it was shortlisted for the NHS Innovators Awards, organised by NHS Innovations London to celebrate the achievements of the capital's most outstanding NHS innovators before it had even been launched.

eTriage came second in the ICT & Software category of the awards – out of five finalists – narrowly losing out to an innovation from staff at Great Ormond Street Hospital to monitor childhood epilepsy. Trust staff attended the awards ceremony which was held at Lord's cricket ground.

This use of the internet is just

another example of how staff working in the Trust's internationally renowned HIV and sexual health services are utilising state-of-the-art technology to improve treatment for patients.

Earlier this year a new call centre was established so that there is now one phone number for patients who want to book appointments at any of the Trust's sexual health and HIV clinics – there were previously different phone numbers for different clinics.

And the Trust has also worked in partnership with Mikkom to develop technology which means patients waiting to receive test results for sexually transmitted infections can get the results by text message.

Research carried out at Chelsea and Westminster demonstrates that texting results instead of providing them in clinic or by phone is quicker, more efficient and cheaper.

# Valuing Staff Week

This year's Valuing Staff Week will be held from Monday, October 23 to Friday, October 27 – it will be run alongside a number of Health and Safety Awareness Week events run by the Occupational Health team.

Valuing Staff Week is five days of dedicated events with something for everyone – it includes a variety of drop-in and booked sessions on a wide range of topics.

During the week, staff will have an opportunity to have their say on issues that matter to them at the latest question and answer session with Chief Executive, Heather Lawrence, and Executive Directors – this will be held at 12 noon on Thursday, October 26 in the Boardroom on the lower ground floor.

Events focus on staff and raising awareness of work-life

balance issues as part of the Trust's continued commitment to improving the working lives of staff at Chelsea and Westminster.

A launch event will be held in the Academic Atrium on the lower ground floor, from 10.30am to 3pm on Monday, October 23.

Highlights during the rest of Valuing Staff Week include:

- Staff benefits – NHS Discounts and discounts for local facilities such as Fitness First
- Childcare information – holiday playschemes for

## Health and Safety Awareness Week

This annual health and safety awareness event, run by the Occupational Health team in conjunction with the Safety Adviser, aims to give staff and managers a better understanding of workplace health and safety issues.

A series of 20-minute workshops will be held on Wednesday, October 25 and Friday, October 27.

They will focus on specific risks such as safe use of computers, managing stress, needlestick injuries, latex allergy, manual handling (including back care) and infection control issues.

Exhibitions associated with these key themes will also be held on the lower ground floor on these days. This event will provide a timely opportunity to fulfil some of the KSF (Knowledge and Skills Framework) health and safety training requirements and will also help to ensure a safe and healthy workplace for all. Further details will be available nearer the time.

For more information about Health and Safety Awareness Week, please contact Stella Sawyer (Occupational Health Manager) on ext 8330 or via Trust e-mail.

children of Trust staff, childcare vouchers, advice

on childcare options

- Trade unions – joining a union and how to get involved by becoming a rep
- Affordable housing – how to get access to key worker affordable housing schemes
- Flexible working and flexible retirement – find out more about your options
- Training courses – introductory sessions from the Learning Resource Centre
- Finance MOT – advice on pensions and retirement, and inheritance tax.

A full timetable of events and how to get involved will be available throughout the Trust in the run-up to Valuing Staff Week – there will be a range of pre-booked and open sessions.

For more information about Valuing Staff Week, please contact Jaz Mallan (Recruitment and Retention Manager) on ext 5247 or via Trust email.

## Continence Awareness Week

A Trust information stand was organised by the recently formed multi-professional Continence Promotion Group to raise the profile of continence and the management of incontinence in the Trust during Continence Awareness Week in September.

The interactive stand targeted both patients and staff with the main aim of raising the profile of these issues and promoting the fact that something can be done about continence problems.

An overactive bladder can affect both men and women, typically between the ages of 18 to 95, and around one in three women experiences Stress Urinary Incontinence (SUI).

Sharon Marsh, Urogynaecology Nurse Specialist, explained that sometimes people have had a problem for between three



■ Pictured during Continence Awareness Week in September are Lisa Newington (Student Physiotherapist), Charlotte Lion (Specialist Women's Health Physiotherapist) and Sharon Marsh (Urogynaecology Nurse Specialist)

to five years before they come forward for help.

With many options available, including physiotherapy exercises to strengthen the pelvic floor muscle, lifestyle changes, support and advice, and medication treatments, surgery is not the only option available to improve a problem.

Anybody who has a continence problem should first visit their GP or their local continence advisor.

For further information, contact: Continence Foundation, visit [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk) or tel: 0845 345 016; Incontact, visit [www.incontact.org](http://www.incontact.org) or phone 0870 770 3246.

# Trust team raises awareness of arrhythmia

The Trust's syncope team hosted an information stand near the main hospital reception during Arrhythmia Awareness Week in September to raise awareness of heart rhythm disorders.

Cardiac arrhythmia is the number one killer, more than lung and breast cancer and AIDS combined together, and so the need to raise awareness of the condition is paramount.

Cardiac arrhythmia affects around one million people in the UK, and is among the top 10 reasons for hospital admission. If the condition is diagnosed and treated early, 80% of deaths can be avoided.

The syncope team at the Trust runs a dedicated service looking into unexplained loss of consciousness or blackouts which could be symptoms of arrhythmia.

The team, which is headed by Professor Richard Sutton, consists of two Syncope Nurse Specialists, Andrea Meyer and Kicki Franzen-McManus.

The department also runs a rapid access service for patients admitted through the Emergency Department in the hospital with unexplained blackouts or loss of consciousness – this aids early diagnosis and reduces hospital admission and length of stay.

The cardiology team, which includes the syncope specialists, held a 'Heart Matters' study day during Arrhythmia Awareness Week.

This was the first all-day



■ Pictured during Arrhythmia Awareness Week are Atiyya Ahmed (Cardiac Rehabilitation Nurse Specialist), Andrea Meyer and Kicki Franzen-McManus (Syncope Nurse Specialists), Leonia Modeste (Heart Failure Nurse Specialist), Renomee Porten (Chief Cardiac Physiologist), Hugo Lawrence (Medtronic Therapy Development Specialist) and Fiona Milligan (Cardiac Rehabilitation Nurse Specialist)

cardiology study programme to take place at the Trust for all nursing staff interested.

Topics looked at included cardiac investigations,

syncope, heart failure, exercise in cardiac rehabilitation, cholesterol and risk factors for chronic heart disease and diabetes.

## Thank you

Many thanks to Ashlee Bowen, 13, whose diary from the Servite Play Scheme for the children of Chelsea and Westminster staff was published in September's *Trust News*.

Apologies to Ashlee and her mum, Marie Samuel – who works at the hospital as Urology Co-ordinator – for not including her photograph alongside her diary.

Ashlee's photo is published in this edition of *Trust News* to make up for our omission last month.



## Charity Corner

*The second in a regular series of Trust News articles about the charitable organisations that help support the Trust.*

**Each year 25,000 people are diagnosed with cancer in Greater London. Of these, 1,250 live in the boroughs of Kensington & Chelsea and the City of Westminster.**

Macmillan Cancer Support works to improve the lives of people affected by cancer across the UK, by providing practical, medical, emotional and financial support and by campaigning for better cancer care to help patients and their loved ones throughout their cancer journey.

At Chelsea and Westminster Hospital there are seven Macmillan specialists. Macmillan's involvement with this Trust includes the Cancer Information Centre on the ground floor of the hospital, which is run by Dr Russ Hargreaves and a team of volunteers.



The centre provides information about all aspects of cancer to those who need it, as well as counselling and complementary therapies to patients and carers.

New to the Macmillan team is Patricia Dopheide, Macmillan Clinical Specialist Occupational Therapist in palliative care. She works closely with specialist palliative care teams in the hospital and community to assess and treat the changing needs of patients as they move from hospital to home. She works to achieve the best quality of life for each individual

and to provide personal choice and dignity so that they will be as independent and active as possible, regardless of the stage of their illness.

The Trust's cancer and palliative care team held their annual Macmillan World's Biggest Coffee Morning at the end of September – see November's *Trust News* for photos.

For support or information visit [www.macmillan.org.uk](http://www.macmillan.org.uk) or call freephone 0800 500 800. For information on how to get involved with Macmillan in London call 020 8653 9699.

# Patient survey ward reports now available

*What do people think about their experience of being inpatients at Chelsea and Westminster? What was the food like, how clean was the ward, how noisy was the hospital at night, and do our patients have confidence in the clinical staff looking after them?*

**These are just some of the questions covered in the Trust's latest national inpatient survey.**

For the first time each ward has received a mini-report following the overall patient survey results. This gives ward teams the opportunity to assess how well they are doing in comparison to other wards in the hospital and against the national average.

Julie Cooper, Engagement and Partnership Co-ordinator, will be working with directorates and ward teams on sharing best practice and helping devise plans for improvement where needed.

Andrew MacCallum, Director of Nursing, said: "Having information from the Trust's inpatient survey at

ward level is vital as we share best practice and make the improvements we all want to see for our patients.

"Our challenge is to drive the overall level of patient satisfaction to above 90% across the Trust. I think we can do it."

Lesley Anne Marke, Sister on David Erskine Ward, said: "The main areas in our patient survey results were privacy and dignity, hand hygiene, food and nutrition, and communication.

"The feedback from the survey was very useful and we will be implementing changes with the involvement of all members of the multi-disciplinary team. We are also



**■ Lesley Anne Marke, Sister on David Erskine Ward, discusses patient survey results with Andrew MacCallum, Director of Nursing**

asking our current patients for their feedback on these specific areas."

For more information

contact Julie Cooper, Engagement and Partnership Co-ordinator, on ext 6864 or via Trust e-mail.

## Equality and diversity event

Do you want to find out more about the Trust's Black and Minority Ethnic (BME) Group for staff?

The BME Group has organised a forum for all staff – to be held on Monday, October 30 from 11.30am to 1.30pm in the Boardroom on the lower ground floor of the hospital.

Establishing this group, run by staff for staff, is part of the Trust's commitment to promoting a culture that celebrates all aspects of equality and diversity.

Cathy James, who chairs the BME Group and is also a UNISON rep at Chelsea and Westminster, explains the purpose of the group in an article published in the Trust's 2005/06 annual report.

"The group was set up in July 2005 and is open to all Trust staff. There was a demand from staff for this kind of forum to discuss a range of issues.

"The setting up of the group in the Trust is a positive development because it is an acknowledgement that equality and diversity is a key area. It gives us the opportunity to promote awareness of these issues and a place to discuss them."

## Ethnic coding rate improved

**Congratulations to all staff who have helped improve our ethnic coding rate substantially in recent months.**

The rate in July was 94% for inpatients and 90% for outpatients – in August 2005 it was 83% for inpatients and 78% for outpatients.

The national target for both inpatients and outpatients is 95% and so we now need to maintain this improvement.

But why does our ethnic coding rate matter and how can it improve our clinical care?

Recording valid ethnic category codes for all patients admitted to the hospital is important because it means we know the background of all our patients and it gives us a more accurate picture of our population.

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 is important for us to explain to patients why we are asking them for this information and so a new poster for use in all clinical areas was designed by the Communications department earlier this year – see opposite page for details.

If you would like copies of the poster for your ward, clinic or department, contact Debbie Ensor-Dean (Head of Booking & Outpatients) on ext 8284 or via Trust email.

# Why do we ask you about your ethnic background?



We ask you for this information because it enables us to provide you with better care.

Recording ethnic category codes for patients allows us to:

- Build up an accurate picture of our patient population
- Meet the different health needs of different ethnic groups
- Ensure all patients have fair and equal access to our services
- Plan new health services and improve existing services
- Identify patients at risk of developing certain health conditions because of their ethnic background
- Tackle health inequalities in our local area



All patient data is strictly confidential and is used in accordance with the Data Protection Act (1998). For further information contact the PALS team near the main reception desk or on 020 8846 6727 (internal ext 6727)

# Volunteers News

*The second in a regular series of articles about the hospital volunteers who help make such a difference to the Trust.*

## **Elia Gutierrez started volunteering in the Early Pregnancy Assessment Unit in August for two afternoons a week.**

She provides a helping hand to both staff and patients in the Unit, which provides an assessment, counselling and scanning service for 400 women a month.

Elia says: "So far, the volunteering experience has been lovely! Staff are so friendly and nice in the Unit, and I have been made to feel really welcome and part of the team. I feel as though my contribution is really

appreciated.

"It is really quite amazing that I can make a difference by helping patients who are sometimes very sad, as they have recently experienced a miscarriage. It is also nice when you see very happy patients who may have seen a scan of their baby for the first time. It is a privilege to be part of that moment."

Elia often acts as a chaperone, which includes giving patients instructions on how to get ready before being seen and escorting them to procedure rooms, where she sometimes stays to give them reassurance while a



■ **Elia Gutierrez**

procedure is being carried out.

Soon she will be trained to help more in the Unit, by preparing a room for procedure and registering patients' details.

Elia decided to start volunteering after friends suggested it would be a good option during her free time when not studying. She explains that it is one of the most rewarding and best decisions she has made.

## Diary dates

**Selective Affinities**, an exhibition of paintings and works on paper by contemporary artist Barbara Delaney, will be displayed in a Hospital Arts exhibition in the C&W Gallery until December 29

**October 1-31: Breast Cancer Awareness Month**  
More information from Breast Cancer Care at [www.breastcancercare.org.uk](http://www.breastcancercare.org.uk) or Breakthrough Breast Cancer at [www.breakthrough.org.uk](http://www.breakthrough.org.uk)

**October 16 & 19: Payroll Giving** Find out how you can donate to charity through your payroll – information stand based on ground floor opposite PALS 9am-5pm

**October 19: Abundance Arts** offer storytelling performance/workshops inspired by narratives on historic black figures, as part of Black History Month from 1-4pm

**October 20: World Osteoporosis Day**  
More information from the National Osteoporosis Society at [www.nos.org.uk](http://www.nos.org.uk)

**October 23-27: Valuing Staff Week**  
See page 12 for full details of this week of activities for all staff

**October 25 & 27: Health and Safety Awareness Week**  
See page 12 for full details

**October 26: Q&A**  
Question and answer session with the Chief Executive and Directors – Boardroom, lower ground floor, from 12 noon

**October 30: BME Group Forum**  
The Trust's Black and Minority Ethnic (BME) Group is holding a forum for all staff – Boardroom, lower ground floor, 11.30am-1.30pm

## Welcome home



■ **Daniel Lillis (centre) celebrates with invited guests and Trust staff following his trip from Venice to China**

**Daniel Lillis, who followed in the footsteps of explorer Marco Polo by travelling from Venice to China to raise money for the Children's Hospital Trust Fund at Chelsea and Westminster, was welcomed home at a special event in September.**

Daniel, a Magistrate and Government Relations Consultant, started his charity trek from London on July 17 and finally arrived in Beijing on August 23.

He visited children's hospitals in Italy, Turkey, Armenia, Iraq, Mongolia and China.

He made a special journey with his friend Baroness Cox to meet the President of Nagorno Karabakh and they also visited the Minister of Foreign Affairs in Yerevan, Armenia.

At his homecoming reception, attended by his many supporters, Daniel thanked all his well-wishers, giving a special thanks to the

generosity of his sponsors, who covered all of his travel expenses, and to the efforts of Charles Henderson, Administrator of the Children's Hospital Trust Fund.

Daniel added: "My visits to the many children's hospitals throughout this journey have resulted in requests for greater contact between these hospitals and staff of the Children's Hospital Trust Fund and Chelsea and Westminster Hospital. I hope that my initial contact has begun a much larger and long lasting alliance which will be of great personal and professional benefit to all who become involved."

All money raised during Daniel's trip will go to the Fund which has raised more than £1 million to help purchase medical and surgical equipment for paediatric areas of Chelsea and Westminster Hospital since it was set up in 1981.