

Trust NEWS

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Respiratory team aim to meet outpatient 18-week wait

Clinicians and managers are working together to reduce waiting times for outpatients suffering from respiratory conditions including lung cancer, sleep problems, asthma, chronic obstructive pulmonary disorder (COPD) and TB.

A team led by Dr Dilys Lai, Lead Consultant for respiratory medicine, and Narinder Liddar, Acting General Manager for the medicine directorate, has mapped patient pathways, identified delays, and taken action to minimise delays.

Their work is part of a Trustwide approach to meeting a national target that by 2008 no NHS patient in England should wait longer

than 18 weeks for treatment, from GP referral to the start of their hospital treatment.

Dr Lai said: “If we are going to meet the 18-week target in our specialty and across the Trust, it is crucial that clinical staff come on board to identify solutions that will reduce waiting times and improve patient care.

“Patient pathways in respiratory medicine involve doctors, nurses, our lung



■ *Members of the respiratory medicine team – Dr Dilys Lai, Dr Pallav Shah, Dawn Evans (Lung Function Co-ordinator) and Dr Suveer Singh*

function technician, imaging staff, support staff working in outpatient clinics,

phlebotomists, medical secretaries and many other staff.

“If just one of those groups of staff isn’t working well or isn’t involved in improving patient care, the whole patient pathway will fall apart.”

Narinder agreed: “We need joint ownership of both problems and solutions from clinicians and managers.”

So what has the mapping of respiratory patients’ pathways revealed?

Dr Lai said: “It is the first time we have had this level of detail about how care is delivered currently.

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Thank you for saving my sister’s life



■ *Neo Buckley (front row – right) and sister Kyra (front row – left) pictured with their mother Kyra (back row – right) and Senior Staff Nurses Tash Ramsey and Aimee Skoulding in the Paediatric Emergency Department. See the back page to find out how Neo thanked staff for saving his sister’s life.*

Heather's view by the Chief Executive, Heather Lawrence

Everyone working in the health service is used to facing new challenges and there is no doubt that achieving a maximum 18-week patient pathway for all our patients, from GP referral to the start of hospital treatment, is a major challenge.

It will require every member of staff in the Trust to work in different ways and come up with creative solutions to delays or blocks that prevent patients being treated quicker.

The work that is already well underway in our respiratory medicine department, which you can read about in this month's *Trust News*, is a good example of how clinicians and managers can work together to improve patient care.

I agree wholeheartedly with Dr Dilys Lai, our Lead Consultant for respiratory medicine, who believes that clinical staff need to be fully involved to identify solutions that will reduce waiting times.

We will only be able to achieve the 18-week target by breaking down the boundaries that have traditionally divided clinicians and managers, doctors and nurses, and even clinical staff who are based in different specialties.

I am sure you will be hearing a lot more about the 18-week patient pathway in the coming months, both in the Trust and in the media.



Patient Choice is now a reality in the NHS. Our successful implementation of Choose and Book, in particular Direct Booking of clinic appointments for patients who choose Chelsea and Westminster, is crucial to achieving our goal of being a hospital of choice.

I am delighted that Direct Booking of outpatient appointments is going live in our pilot area of Orthopaedics and I look forward to the rollout of Direct Booking across all our clinical specialties in the next two months.

It is particularly fitting that Orthopaedics should pilot Direct Booking – this is a popular clinical service provided by an excellent multi-disciplinary team that I hope will go from strength to strength under Patient Choice.



If patients choose Chelsea and Westminster, it is important that we provide them with the best possible clinical care and also ensure that all aspects of their treatment are good.

That means getting the basics right and so it is encouraging that compliance with hand hygiene standards is improving, as you can read in the article on the page opposite. Please keep up the good work.

Your guide to this month's *Trust News*

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Lyn thanks sponsors

Lyn Taylor, Senior Staff Nurse on Jupiter Ward, is climbing Mount Kilimanjaro this month to raise money for Marie Curie Cancer Care.

She is pictured in Tray Gourmet, opposite the hospital, with manager Nicholas Dreyfus handing her a cheque of proceeds from a special 'Kilimanjaro sandwich' made by the delicatessen to help her raise money for the cause.

Tray Gourmet also helped Lyn to raise £80 from a collection tin left in the shop.

The outdoor specialists store Blacks have also helped Lyn by giving her a huge discount on equipment and clothing needed for her expedition.

Lyn, who has raised £3,996 so far, would like to say a special thank you to all of her sponsors, who she describes as being "extremely generous". Good luck Lyn!



Hand hygiene watch

Cleaning your hands is the best way to reduce the risk of infections being spread around the hospital.

Standards of hand hygiene in the Trust are audited on a monthly basis by our infection control link professionals.

We now include an update on compliance with hand hygiene standards in every month's *Trust News* to ensure this issue remains high profile.

In January, the compliance rate was 54% - that's an improvement on December's compliance rate of 47% so congratulations to all staff, patients and visitors who have played their part.

Some clinical areas scored particularly well – well done to Lord Wigram Ward (81%), the Neonatal

Intensive Care Unit (73%) and David Evans Ward (71%) for their good performance.

There is still plenty of room for improvement so please remember to use the



alcohol hand gel that is available for use at the entrance to all clinical areas.

Meet the infection control link professionals (ICLPs) – Charmaine Robinson



■ **Charmaine Robinson and Orthopaedic Surgeon Mr Warwick Radford**

Who are you?

Charmaine Robinson

Where do you work and what do you do in the Trust?

Staff Nurse, Trauma and Orthopaedic Outpatients Department.

Why did you become an ICLP?

I was put on the course by my manager – I had completed the tissue viability course (and became a Tissue Viability Link Nurse) and she felt I could follow this on with the ICLP course. I also have an interest in infection control and believe that as healthcare workers we all have a role to play.

When did you start in the role of ICLP?

August 2005.

What are your main achievements since becoming an ICLP?

Staff and patients in my area are more aware of the dangers of not washing their hands between patients and on entering and leaving the department. It has helped me realise how the importance of educating people is paramount to successful infection control issues.

Panos wins award

Congratulations to Panos Sotiriou who has received Olympic South Limited's Ambulance Driver Employee Award.

Steve Edwards, Non Emergency Patient Transport Manager, said: "I would like to give Panos a warm thank you from everyone at OSL for going that extra mile."

Panos said: "I know we are all here for the same reason and that is to help and care for our patients. Thank you for this award, it makes us all feel appreciated in what we do and how well we do it."



Sign up for seasonal conference

The next Seasonal Working Conference will be held on Thursday 29 March.

This event is an opportunity for staff working at Chelsea and Westminster to hear and contribute to discussions about patient care, nursing practice and professional development.

The emphasis is on active participation throughout the day. Staff can attend presentations followed by workshops, debates and information stands where they can meet and support staff who are currently implementing projects to improve practice.

The conference will take place at Baden-Powell House near South Kensington tube station and lunch/refreshments will be provided.

If you would like more information or wish to book a place, speak to your Clinical Nurse Lead or contact Maria Lee in Corporate Nursing via Trust email.

Dates have also been set for the next two working conferences – they will be held on 17 July and 13 November so get those dates in your diary now and look out for publicity nearer the time.

Meet the Clinical Engineering team

Who are they?

The Clinical Engineering department is a small team of staff based on the lower ground floor near lift bank D. The department consists of a team leader Richard Aldridge who has been with the Trust since August 2006, two other technicians - Joseph Mutesva, who many of you will already know, and Chris Hamblen who joined the Trust at the beginning of January – and administrator Roszie Omoregie.

What do they do?

Clinical Engineering's responsibility is the management of medical equipment throughout the Trust. Chelsea and Westminster has in the region of 6,700 items of medical equipment on its database. This database is constantly changing as new items of equipment are bought and commissioned, and other items are replaced and decommissioned.

In other words, the team essentially look after equipment 'throughout its life'.

What does this actually mean?

Clinical Engineering's role in the management of equipment starts even before it has been purchased. They can assist staff to make an informed choice about what makes and models of medical equipment they should buy, based on

previous experience and what other equipment the Trust already owns.

Once the equipment has been purchased, either through hospital or charity funding, Clinical Engineering will commission it so it is ready for use.

They will then look after the piece of equipment throughout its time in the hospital, either by repairing and calibrating it themselves or via an external contract which they also manage.

A complete service history for each item of equipment is kept, both for equipment maintained by Clinical Engineering and those items on contract. When the equipment becomes obsolete, is no longer repairable or is replaced by new equipment, Clinical Engineering will decommission and dispose of it.

Technicians based in Clinical Engineering also conduct ward care visits, where each ward is visited throughout the year, and all equipment is checked, calibrated and re-licensed.

Administration

Administrator Roszie Omoregie looks after the Trust's medical equipment database, ensuring that all new equipment is put onto the database, and removing decommissioned equipment as it comes out of service.

She also keeps an up-to-date log of all equipment that the Trust has on trial.



■ Pictured from left to right are: Chris Hamblen, Joseph Mutesva (senior technicians) and Richard Aldridge (team leader)

All Trust staff are advised that Clinical Engineering should be informed about any equipment on trial in order to get indemnification signed off by the company.

Roszie is responsible for the management of the service contracts that the Trust has with external companies. This includes setting up contracts, tracking progress via service reports and timely renewal near to expiry.

All departments that have set up their own service contracts should let Clinical Engineering know about them, and let Clinical Engineering have all service reports for their equipment service history.

Another of Roszie's roles is to deal with all the incoming safety action bulletins issued by the Medicines and Healthcare products Regulatory Agency. This involves dissemination of these alerts to the appropriate service leads and compilation of responses to ensure we comply by the specified closure date.

So what's new in clinical engineering?

Apart from the new

members of staff that make up the department, there are some new initiatives in progress.

Out of hours

Although we do not provide an on-call service, one of the technicians will carry an air call pager for use in emergency. In order that calls are appropriately filtered to exclude non-emergency requests, any requests for help should be directed through the site manager on bleep 0111.

We can only provide telephone advice out of hours, and would only attend the hospital in extreme emergency.

Equipment library

This has been spoken about for some time over the last couple of years, but we hope that some real progress can be made in the next few months. A new sub-committee has been set up and has met twice. A room for the library has been identified on the lower ground floor, and is in the process of being converted. A consultation is in progress to determine what should be kept in the library. Watch this space!

Who's who in the team – and how to contact them

The Clinical Engineering department's normal working hours are from 9am to 5pm weekdays only.

Workshop	ext 8103	
Richard Aldridge (team leader)	ext 8140	bleep 5789
Joseph Mutesva (senior technician)	ext 8103	bleep 0554
Chris Hamblen (senior technician)	ext 8103	bleep 0555
Roszie Omoregie (administrator)	ext 8129	

Wound Care Information Day

The first Trust Wound Care Information Day took place in January, to educate staff about the best evidence-based dressings to use on complex wounds.

The Trust recently went through a standardisation project on all general wards and the day launched the new wound care formulary.

There were lots of wound care products on the wards prior to the standardisation. It is hoped that the new formulary will be a simplified guide to ensure the correct type of wound care dressing is considered

for the appropriate wound.

The well attended day on the Hospital Stage, organised by Richard Booth, Clinical Nurse Specialist for Tissue Viability, attracted around 150 staff.

Richard explained: "Through a Trust audit that was recently completed to streamline the wound formulary products in the hospital, a new formulary

which is based on products' efficiency and cost effectiveness has been introduced. The day was an opportunity to showcase these products and to answer any queries."

Companies present on the day who supply wound dressings to the Trust were: Kinetic Concepts Inc (KCI) - vacuum assisted closure products; Molnlycke Health Care - burns and specialist paediatric products; Smith & Nephew - hydro foam products; and ConvaTec - hydro fibre, hydro gel and flexi-gel dressings. Johnson & Johnson also held a stand on the day.

For advice on any of the



■ **Richard Booth, Clinical Nurse Specialist for Tissue Viability**

products or more complex dressings, please contact Richard on bleep 5844 or ext 5235.

Creation under the spotlight



The Trust's multi-faith chaplaincy team explored the theme of creation at an event held in January. Mixed voice choir *Canticum*, funded by the Chelsea and Westminster Health Charity, also performed at the event which took place in the Hospital Mall.

Presentations by different chaplains included the theme of creation in the Psalms, highlighted by the Jewish Chaplain Alec Colman, and the role of creation in Celtic Christianity which was examined by Anne Cowley, a Trainee Priest who had her three-week chaplaincy placement here at Chelsea and Westminster.

Creation in the Koran was spoken about by Imam Sadeq Hansali, Muslim Chaplain. Human creativity, with love as an example, was the subject matter for Sara Bossom, Volunteer Chaplain, while creation from a Humanist perspective was presented by Edna Mathieson, the Trust's first Humanist Chaplain.

■ **Pictured on the day are Reverend Steven Smith (Head of the Multi-Faith Chaplaincy), Father Gabriel Bannon (Roman Catholic Chaplain), Anne Cowley (Trainee Priest), Alec Colman (Jewish Chaplain), Edna Mathieson (Humanist Chaplain), Sara Bossom (Volunteer Chaplain), Imam Sadeq Hansali (Muslim Chaplain) and Reverend Dr Christina Beardsley (Church of England Chaplain).**

What is... the 18-week Patient Pathway?

What is it?

The government has set a national target that by 2008 no NHS patient in England should wait longer than 18 weeks for treatment – from GP referral to the start of hospital treatment.

What's new about it?

Previously government waiting targets only measured the time it takes from diagnosis to treatment.

Now the patient pathway includes GP referral to diagnosis as well – previously, the time it takes for patients to access diagnostic tests such as MRI scans was not measured as part of targets.

How does it affect the Trust?

Developing faster, shorter pathways and one-stop care to achieve a maximum 18-week patient pathway for all our patients is a major challenge for the Trust.

Who needs to know about it?

Every member of staff in the Trust because it will require all of us, clinicians, support staff and administrative staff, to work in different ways and come up with creative solutions to delays or blocks in the system that prevent patients being treated quicker.

What happens next?

There is already plenty of great work going on around the Trust to improve patient pathways – see the example on page one from respiratory medicine – but a formal launch of the 18-week programme in the Trust will take place in April.

How can I find out more?

See April's *Trust News* for details of the launch event – and how you can get involved in helping to improve patient care in your area of the Trust. Komal Whittaker-Axon, Acting 18 Week Project Manager, can be contacted via Trust email.

Ward Sister successfully completes new Discharge Competency

A new Discharge Competency and training workshop has been devised to help improve the experience of patients who are ready to be discharged from hospital.

Sister Vashni Scantlebury, from Francis Burdett Ward, is the first nurse to successfully achieve the competency.

She said: "I feel it is really important to start planning a patient's discharge as soon as they are admitted to hospital because patients get better quicker and become more independent in their home environment as it is more familiar to them, and they feel safe there.

"The workshop that was run by Mark Stilling, Discharge Team Manager, was really helpful because I learned a lot and it made me think about aspects of discharge that I perhaps wasn't aware of before, even though it's something we do every day on the ward.

"This workshop and gaining the competency is not just something that benefits me professionally but also my staff because it will improve the way we all discharge patients from the wards."

Mark Stilling, Discharge Team Manager, said: "We started the competency and the workshops because the focus of the Trust's central Discharge Team should be on complex discharges but we were being involved increasingly in straightforward discharges, rather than those patients with more complex needs.

"Nurses on the wards were being de-skilled and the Discharge Team was



■ **Sister Vashni Scantlebury pictured receiving her Discharge Competency certificate from Mark Stilling, Discharge Team Manager**

facing a heavy workload and not being able to concentrate on those patients who really needed our help."

Holly Ashforth, Matron for Surgery, added: "It was also about raising the profile of the importance of discharge for patients. Poor discharge practice leads to more complaints and increased length of stay for patients."

Louise Magee, Lead Nurse for Medicine, agreed: "The Medical Directorate is taking this issue very seriously because safe and efficient discharging of patients is a key element in reducing the length of time that patients spend in hospital.

"I am very pleased that the first competency achieved has been within

the directorate because all our ward managers have worked very hard and shown a great deal of commitment to this important aspect of patient care."

The new competency splits up discharges into three categories – standard, simple and complex. Nurses on the wards now handle all standard and simple discharges while the Discharge Team concentrate on complex discharges.

The workshops led by Mark Stilling have so far been held for ward sisters and charge nurses. They will be rolled out to senior staff nurses before the training is cascaded down through nursing teams. It could potentially be extended to other professional groups.

Choose and Book update

Great news for patients and staff alike – Direct Booking of outpatient clinic appointments at Chelsea and Westminster Hospital is going live!

Direct Booking means that GPs can electronically book clinic appointments for their patients, or patients can book online or on the phone.

As *Trust News* went to press, Direct Booking was due to go live in Orthopaedics where it is being piloted before being rolled out specialty by specialty over the following two months.

Before Direct Booking started, the Trust was using the Indirect Booking system which means patients are given a booking number to

phone the Trust to arrange a date and time for their appointment.

The advantage of Direct Booking for our patients is that they have a confirmed date and time for their clinic appointment when they leave their GP surgery – there is no need for them to phone the Trust to confirm those details.

Mr Warwick Radford, Orthopaedic Surgeon, said: "Direct Booking benefits patients because they can choose Chelsea and Westminster as their hospital of choice and get their

appointment with us instantly.

"I hope that Direct Booking will enable us to continue to build the reputation of our orthopaedic service here in the hospital and attract patients to come and be treated here."

A benefit of our Foundation Trust status is that patients anywhere in the country can choose to come and be treated at Chelsea and Westminster through the Choose and Book system. This provides us with a mechanism to treat patients who choose Chelsea and Westminster – wherever they live - because of our reputation for high quality

clinical services, especially in our specialty areas.

Direct Booking is being co-ordinated by a small central team in the Trust during the initial two month rollout.

However, as Direct Booking becomes embedded in the day to day work of the Trust, training for clinicians and 'super users' in clinical specialties will be provided and Smart Cards will be issued for use by all staff.

To find out more about Choose and Book, please contact Debbie Ensor-Dean (Head of Booking & Outpatients) on ext 8284 or Mike Delahunty (Deputy Head of Booking & Outpatients) on ext 8869.

Customer service training – sign up now

More than 700 Trust staff have now received their *You are the difference* training.

This is the Trust's ongoing campaign to improve the customer service we provide to patients, visitors, and staff colleagues – training sessions are led by 36 customer service 'champions' drawn from all areas of the Trust.

As of February 9, a total of 708 staff have been through the training programme.

You can still book a customer service training session by contacting Claire Sparkes in Learning and Development on ext 8807 or ext 8835, or via email, with a preferred date – email is the preferred method of communication for booking requests.

Training dates are available on the intranet – click on 'Education and Training', 'You are the Difference', 'You are the Difference staff sessions 2007'. Confirmed bookings are posted on the same area of the intranet every Friday – hard copies of booking sheets are available on the course board opposite the Learning Resource Centre every Friday.

Early booking is recommended to ensure you get the time and date you want for your training session.

Correction

Team Briefing dates for 2007 were published in the February edition of *Trust News*. Please note that one of these dates was incorrect – April's Team Briefing will take place on April 20 rather than April 13. Team Briefing is led by Heather Lawrence, Chief Executive, and other Directors – it is held at 9am in the Boardroom.

Focus on leadership

Managers at all levels in the Trust are being invited to undertake an online survey to assess the Trust's leadership and management capacity.

This audit will help inform the development of a new Leadership Academy that is being launched in the Trust in the near future.

Managers will be contacted by email and other methods to ensure no one is missed out.

There are 50 places available for the Leadership Academy which will take place in the Gleeson Lecture Theatre on the following dates:

- Monday May 1, 9am-5pm
- Friday June 15, 1-5pm
- Friday September 14, 1-5pm

Anyone interested in applying for a place in the Leadership Academy should:

- hold a management or leadership position within

the Trust

- have had a Review in the last year and have an up-to-date Personal Development Plan or equivalent
- have a letter of support from their senior line manager at directorate level
- demonstrate commitment to completing the programme and to undertake project work in their own time.

Applicants will be required to complete an application form that will require them to:

- Demonstrate commitment to completing the programme and to undertake project work in their own time
- Give a statement on how they think the programme

will strengthen the output from their KSF and their contribution to the success of the Trust as a high performing organisation

- Obtain a letter of support from their senior line manager at directorate level (ie General Manager or Director)

The range of occupational groups and diversity within the pool of applicants will be considered to ensure that overall the Leadership Academy is fully representative of the Trust's staff and membership.

The selection process will be overseen by the Leadership Academy Steering Group including Andrew MacCallum (Director of Nursing), Amanda Pritchard (Deputy Chief Executive), Nigel Grant (Assistant Director of HR), Maxine Foster (Director of HR) and Claire Sparkes (Learning & Development Co-ordinator).

Look out for further details in the Trust about how to obtain application packs for the Leadership Academy.

PACS update

PACS – our new digital radiology system – is scheduled to be in use across the Trust in April.

This exciting development will impact on all clinical staff, not just doctors and nurses but everyone who is involved in the delivery of clinical care.

PACS, which stands for Picture Archiving and Communication System, will benefit patients and clinicians because instead of looking at X-ray films on a lightbox, staff will view images on a PC monitor or dedicated computer workstation.

This means images can be retrieved in seconds, viewed by more than one department or hospital at the same time, and will not be lost.

All clinical staff will need to become familiar with the technology and be trained to use the system by mid-April. For most staff who are familiar with using a computer, the training will be relatively short and easy to grasp. Training sessions will be held in the EPR department for key users and others.

The PACS team would appreciate if all wards, clinics, theatres and departments could nominate key users who will cascade training in their areas. In addition, simple written instructions in the use of PACS will be provided for each EPR terminal.

Everyone using PACS will need to be issued with a PACS user ID and password before they can access the system. Your trainer will provide this information.

As with EPR, your manager will need to provide written confirmation that access to PACS is required.

Key staff are being contacted to ensure that appropriate training is provided for all areas of the organisation. It is envisaged that, in addition to training sessions in the EPR department, PACS trainers will visit wards and clinics to provide hands-on help for staff who are getting to grips with the system.

For information about PACS please contact the PACS Project Manager:
karen.baker@chelwest.nhs.uk

Funding to attend British HIV Association conferences

Non-medical staff wishing to attend the annual British HIV Association (BHIVA) conferences held every spring and autumn can now apply to St Stephen's AIDS Trust to fund their registration and travel costs.

The charity will fund two places for the spring conference, this year being held in Edinburgh, and four places for the autumn conference in central London.

To apply please contact Linda Connor on ext 6136 or linda.connor@chelwest.nhs.uk.



■ Pictured above is **Kate Shaw, Acting Macmillan Chemotherapy Clinical Nurse Specialist, who started this role in February. Covering Miranda Hay's maternity leave, she will be in this role until September.**

Prior to this position, for the past nine months Kate had been a staff bank nurse at the Trust in **Kobler Day Care and the Medical Day Unit. Before this, Kate was a staff nurse on Thomas Macaulay ward for four years.**

Prior to working at the Trust, Kate worked at the **Royal Brompton on a cardiothoracic ward as a staff nurse. Based in the Macmillan Office, Kate can be contacted on bleep 4133.**



■ Congratulations to **Mark Fielding (above) who is now a PALS Officer - he joined our other two PALS Officers, Corinne Howard and Sinead Jones in January.**

Prior to his new role, Mark worked in the **Learning Resource Centre for a year as a Training and Database Administrator. Before this, he was an administration supervisor in X-ray.**

Mark is also a **Trust Harassment Adviser. Outside working hours he is a freelance Psychodynamic Psychotherapist, treating psychoneurotic disorders, such as depression and anxiety.**

Haematologists join the Trust

Two new Consultant Haematologists have joined the Trust to develop our clinical haematology service.

Dr Helen Yarranton and Dr Francis Matthey started with us in November and December 2006 respectively.

Helen, who was previously a Consultant at Norfolk and Norwich University Hospital NHS Trust, says: "I wanted to be back in London, working in a friendly hospital with close links to a university where there is a great opportunity to build up a flourishing department."

Francis, who spent 16 years at Surrey and Sussex Healthcare NHS Trust – based at East Surrey Hospital, Redhill – says: "I wanted a new challenge. I had set up a haematology service at East Surrey, been the Trust's



■ **Consultant Haematologists Dr Francis Matthey and Dr Helen Yarranton**

Medical Director for six years, and felt that it was time to move on and make a contribution here."

Helen and Francis lead a clinical haematology service which includes a wide range of haematological

malignancies and non-malignant haematological disorders including thrombotic disorders.

They can be contacted through the haematology secretary, Tom Bewes, on ext 8211.

Jackie Valentine and Sandra Wilson have joined the Trust as new Risk Managers. They have joined the existing Risk Manager, Anderley Newnham, and they will continue to work with teams to maintain and develop our risk management systems.

Their role is key to ensuring and improving patient safety, along with all staff in the Trust.

They are responsible for the following areas:

- **Anderley Newnham –**

Women & Children's and HIV/GUM Directorates

- **Jackie Valentine –** Medicine Directorate and Allied Health Professionals
- **Sandra Wilson –** Surgery, Anaesthetics and Imaging Directorates.

Risk Management is located on the lower ground floor, Lift Bank C, and the Risk Managers can be contacted via clinicalriskmanagers@chelwest.nhs.uk or on ext 2852, 8669, or 6728.



■ **Risk Managers Jackie Valentine, Sandra Wilson and Anderley Newnham**

Hospital postman Tony Martins, a familiar face around the Trust, retired in February after 30 years working for the NHS.

Employed by ISS Mediclean, Tony came over to Chelsea and Westminster from the old Westminster Hospital when the new hospital first opened.

During his early retirement, Tony will spend a lot of time in his home town of Viseu, near Porto in northern Portugal.

When describing how he felt about retiring, Tony said that he was "feeling great and ready to enjoy myself!" but he added that he enjoyed his time working at the hospital.

Happy retirement Tony!



■ Pictured with Tony Martins are his fellow post room colleagues, Michael Miller (left) and Tony Maraj

Trust nurse helps write new textbook

Claire Washbourne, Emergency Nurse Consultant (Minor Injury & Minor Illness), has contributed a chapter on treating minor injuries and illnesses for a major new nursing textbook that has been published by the Open University Press.

The textbook, 'The Foundations of Emergency Care', has been edited by two authors who may be familiar to staff at Chelsea and Westminster – Emma Tippins, former Senior Sister for Education in the Emergency Department, and Cliff Evans, former Link Lecturer from our nursing education partners Thames Valley University.

Claire said: "This is an emergency care textbook for nurses who are new to the specialty. My chapter provides a structure for how nurses can assess patients, following a logical process that I hope will prove helpful."

■ The Trust said farewell in February to Anne Paul (below), Senior Staff Nurse on Saturn Ward, who has retired after working in the NHS for 38 years!

At her farewell party, her colleagues all agreed that she was highly organised and one-in-a-million.

During her retirement, Anne will travel a lot, spending plenty of time with her parents who live in Grenada in the Caribbean as well as Scotland, mainly around the Highlands, and the Cornish coast. She will also do a lot of volunteering with her church.

Anne started her nursing career at Chelmsford and Essex Hospital in 1969. She then worked at Charing Cross Hospital in paediatrics, moving over to Chelsea and Westminster when we first opened.

Happy retirement Anne!



■ Welcome to Lucy Tapaoan, Sister on Nell Gwynne ward who joined us in November from Ealing Hospital where she was also a medical ward sister.

Lucy says that she is excited about working at Chelsea and Westminster as it is a lovely hospital with very welcoming staff.

Lucy was at Ealing Hospital for nine years, working as a staff nurse, then as a nurse clinician before becoming a ward sister.

Back in her native Philippines, Lucy was a teacher for a total of 22 years, teaching children of primary school age.



Dr Sallie Neill, Trust Consultant Dermatologist with a special interest in the diagnosis and treatment of ano-genital skin diseases in women, has been elected as President of the European College for the Study of Vulval Disease (ECSVD).

The ECSVD was set up in 1996 as a European extension of the International Society for the Study of Vulvovaginal Disease (ISSVD), which was set up in the 1970s.

ECSVD's main aims are to encourage effective communication between European medical doctors who manage patients with vulval diseases and to promote postgraduate education and research in this field.

The multi-disciplinary vulval vaginal disease clinic at the Trust is run by Dr Neill, Dr Richard Staughton (Consultant Dermatologist), Mr Roger Marwood (Consultant Obstetrician and Gynaecologist) and Dr Simon Barton (HIV/GUM Clinical Director and Consultant Genito-urinary Medicine Physician).

Dr Neill works at the Trust, St Thomas' Hospital and St Peter's Hospital in Chertsey, Surrey.

See www.ecsvd.org for more information on the ECSVD.

Restaurant Review

Did you know that you can get a discount on food and drink at a large number of local bars and restaurants – simply by showing your Trust staff ID badge?

Don't miss out, check out the full staff discounts list under the 'Press and PR' section of the intranet – or see February's Trust News.

If you have a favourite restaurant in our local area, especially if it's on the discounts list, please send your review to Matt Akid via Trust email.

Charmaine Robinson, Staff Nurse in the Fracture Clinic, sent us this review following a recent visit to Persian restaurant Dish Dash.

"We (Fracture Clinic) tried out Dish Dash and it was fantastic! The proprietor Robert was very hospitable and, as we were not familiar with the food, he actually chose our dishes for us.

The food was magnificent - every dish had its own unique taste and there was something for everyone from meat eaters to vegetarian. Robert was very informative about the food and answered all our questions about the ingredients and where the food comes from.

The ambience was warm and homely and we all felt very



Dish Dash

comfortable sitting and eating the delicious food. I would recommend Dish Dash to anybody who enjoys eating out but wants a variety of tastes and spices.

It is very inexpensive and, with a 15% discount if you show your Trust ID badge, every mouthful was worth it! We will be back soon."

Dish Dash, 9 Park Walk, London SW10 0AJ

Tel: 020 7352 1330, www.dish-dash.com

Staff Discount: 15% discount 12 noon – 5pm

Nursery scheme set to benefit working parents

A new scheme offering priority nursery places for the children of Trust staff is launched this month.

Thanks to investment by the Trust, parents can get priority on the waiting list of the nursery of their choice within the Buffer Bear Nurseries network.

An added bonus for parents is that, once they have a place for their child, they will be able to set up a

'fee-direct' arrangement so nursery fees come straight out of their wages and are paid directly to the nursery – parents get tax relief on fees.

Amber Payne, Working Families Adviser, explains: "Initially, we will have five priority places with Buffer Bear but more places will be

secured if the pilot scheme proves popular.

"We consulted the Trust's Working Families Advisory Group, which includes working parents, about how to improve childcare available through the Trust and this scheme was their preferred option.

"Building an on-site nursery at Chelsea and Westminster would have been

problematic, not only because of the expense and the lack of space on the hospital site but also because many staff do not live close to the hospital.

"An on-site nursery might not have been the most appropriate option. In a recent survey, 54% of staff who responded said they would prefer to use childcare close to their home."

To find out more about the priority places scheme and details of Buffer Bear nurseries, contact Amber on ext 5869 or via Trust email.

The priority places scheme is just one example of the Trust's childcare support:

- A childcare voucher system enables parents to exchange part of their salary for childcare vouchers so that the first £55 per week spent on childcare is tax and National Insurance free.
- The Trust runs a holiday play scheme at Servite Primary School, opposite the hospital, during all school holidays apart from Christmas. Children aged five to 13 can attend the scheme at a subsidised daily rate of £10 per child.

Swedish visitors impressed by Emergency Department

Emergency Department (ED) staff were delighted to welcome a group of Swedish clinicians from Malmo during a recent visit that was co-ordinated by Kensington and Chelsea Primary Care Trust.



■ Pictured with the visitors are Claire Washbourne and Jane Tippett (Consultant Nurses) Dr Wendy Matthews (Lead Clinician) and Mike Maguire (Charge Nurse).

The Swedish visitors were interested to see how the ED had addressed challenges such as the four hour target and European Working Time Directive, as well as seeing how the department functions on a day-to-day basis.

The Emergency Observation Unit (EOU), the streaming of minor injury and illness patients and fast-track systems, including the use of Integrated Care Pathways, were all examples of initiatives that have helped the Trust achieve the four hour target.

C-charge now in force

NHS staff, patients and visitors are not automatically exempt from the congestion charge although there are certain exemptions and discounts – criteria for these are set by Transport for London (TfL) not the Trust.

Certain vehicles are exempt – motorcycles, scooters/mopeds, bicycles and alternative fuel vehicles – so you will avoid the congestion charge if you leave your car at home and use one of these alternatives instead.

Staff living in the congestion charging zone can register for a 90% discount and disabled staff with a Blue Badge are eligible for a 100% discount

Don't forget that the congestion charge zone now covers Chelsea and Westminster Hospital

by registering with TfL.

Staff can claim reimbursement through Payroll – using the existing Travel Claim Form – for certain journeys undertaken as part of their work.

Patients who meet TfL criteria are eligible for reimbursement through the Cashiers on the lower ground floor – the office is open from 10am to 4.15pm.

To be eligible for reimbursement, patients must have a compromised immune system, require regular therapy, assessment or recurrent surgical

intervention, and be clinically assessed as too ill, weak or disabled to travel on public transport.

Good news for staff

The Trust has taken action to help a small number of staff who have to use their cars for their work – for example, community midwives.

Because TfL does not exempt these staff from the congestion charge, they would have been out of pocket by having to pay out for the charge before being reimbursed.

The Trust is providing a 'float' of approximately £160 a month for these staff so that they do not lose out – the money will be returned to the Trust if they leave.

The Trust has successfully bid for a £20,000 grant from TfL for 'green' transport initiatives.

The money will pay for new cycle racks and improved lighting in the car park, as well as improved showering facilities for staff.

Trust staff have also been talking to the media about the potential impact of the congestion charge – midwife Miranda Rogers and nurse Sue Smith, who are Staffside reps in the Trust, were both interviewed by BBC Radio London.

Staff back 'green' travel

More than 100 staff signed a pledge to support the 'Good Going' campaign, agreeing to travel to work in more environmentally friendly and healthier ways, when the campaign came to the hospital in February.

This travel awareness campaign for London, funded by Transport for London, encourages everyone to consider whether they can walk, cycle, use public transport, car share or drive low pollution vehicles as alternatives to driving a car.

Representatives from the local council and Transport for London were available to speak to staff on the day.

Marie Courtney, Transport Manager, said: "With the expansion of the congestion charging zone, it is important to promote other ways of travelling.

"At the Trust, we are

working on lots of exciting travel plans, including an improvement to our cycling facilities."

See www.goodgoing.co.uk

to find out more about the 'Good Going' travel awareness campaign.

See the congestion charge article on this page for more

information about how the Trust is investing in facilities to help staff use alternative forms of transport to travel to and from the hospital.



■ Staff pictured at the 'Good Going' information stand

National recognition for sexual health initiatives

Chelsea and Westminster's reputation for being at the cutting edge of new developments in sexual health and HIV medicine has been reinforced.

Two examples of innovative practice in our sexual health services have been used as case studies in a new Department of Health publication – '10 High Impact Changes for Genitourinary Medicine 48-hour Access'.

The two Trust schemes that have been singled out for attention are the eTriage system – which allows patients to request a clinic appointment via the Trust website – and the development of a call centre for all HIV/GUM clinics.

eTriage

eTriage, which went live in October 2006, has harnessed internet technology so that patients who think they may need treatment in a sexual health clinic can triage themselves online 24 hours a

day and even request clinic appointments via email.

The system was shortlisted in the ICT & Software category of the NHS Innovators Awards 2006 – these annual awards are organised by NHS Innovations London to recognise the achievements of the capital's most outstanding NHS innovators.

eTriage can be accessed via the 'Sexual Health Clinic Appointments' link on the home page of www.chelwest.nhs.uk – the Trust's website.

Call centre

A new call centre was established in 2006 so that there is now one phone number for patients who want to book appointments at any of our sexual health or HIV clinics – there were previously different phone numbers for different clinics.

The new system performed well when the NHS London Strategic Health Authority decided to test out sexual health clinics in London by

phoning them all in a 'mystery shopper' exercise.

When the 'mystery shopper', who said she was a female patient with symptoms of Herpes or genital warts, phoned the John Hunter Clinic, Staff Nurse Leonie Dacres asked questions about her symptoms, suggested she get examined as soon as possible and was able to offer her a clinic appointment for the next day.

Spare clothes needed

Donations of suitable clothes for both indoor and outdoor wear are needed for patients who are discharged home and have nothing to wear.

Shirts, trousers, tracksuits and T-shirts are always very useful. Clothes can be donated to the Medical Day Unit, to be stored for use by the wards and the Emergency Department, by contacting Ellie Shephard on ext 8082.

Charity Corner

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

The Chelsea and Westminster Health Charity's Annual Review 2005/06 has now been published – copies are available from distribution points around the Trust.

During the year the Charity was established with a new Chief Executive, Diane Yeo, who is now based in Verney House, Hollywood, which is on the other side of Fulham Road from the hospital.

The Charity looks after financial assets of £23 million that were previously administered by the Charitable Funds Committee.

It gives grants and raises funds for the improvement of healthcare

and the benefit of patients and staff at Chelsea and Westminster.

To give just a flavour of the Charity's work, it owns the collection of art for which our hospital is well known and funds its Hospital Arts scheme, the Charity paid for the robot which has become an integral part of the pharmacy department, and a one-off grant of £50,000 helped fund the *You are the difference* customer care programme.

The Annual Review includes information about the Charity's independent Trustees as well as examples of areas that have benefited from the Charity's contribution – including the Neonatal Unit, the pharmacy robot and research carried out by a member of the multi-faith chaplaincy team.

Diane Yeo, the Charity's Chief Executive, can be contacted on ext 6600 or via Trust email.

■ *The Chelsea and Westminster Health Charity's Annual Review*

New information booklet for parents

A brand new information booklet for parents whose children are treated at Chelsea and Westminster as inpatients has now been published.

'Your Child's Inpatient Stay: Information for Parents' was written by Sister Caroline Maude and Sister Melanie Guinan with the support of their colleagues on the Children's Unit.

It includes all the information that parents need when their children are in hospital – everything from arrangements on the day that a child is admitted to the clinical team involved in their care and what happens when a child is well enough to go home. The booklet has been part-funded by the St Nicholas Fund which provides vital assistance to children and their parents in the hospital.

Camille Hair Design

2nd Floor, Lift Bank D

Opening hours:

Tue-Fri 9.30am - 5.30pm

Saturday 10am - 4pm

Evening appointments by prior arrangement

10% discount to staff upon production of valid ID badge

Call ext 8681 or
020 8746 8681 if calling from outside the hospital



Friends' donation boosts nutritional screening



Better nutritional screening is now an essential requirement for all adult inpatients and outpatients to identify those who are either malnourished or obese.

To help nurses work out patients' body mass index (BMI) accurately, the Friends of Chelsea and Westminster have kindly donated 11 new height measure sticks and 10 digital sit-on scales to adult wards.

Helen Stracey, Dietetic Services Manager, said: "I am very grateful to the Friends for providing us with the equipment.

"It is great that nutrition is now so topical. It is always better to prevent or detect problems early and nutritional screening needs to become mandatory for us to improve the nutritional status at both ends of the spectrum.

"Both malnutrition and obesity are incredibly costly to the NHS and screening should lead to savings that can offset the cost of improving care."

■ *Pictured is Hospital Friend, Councillor Frances Taylor with Helen Stracey, Dietetic Services Manager*

Did you know?

The Friends of the hospital run a library on the lower ground floor of the hospital. It is open Tuesday, Wednesday, Thursday and Friday between 12.30 and 2.30pm for the use of ALL staff.

There is a good range of titles with new books added regularly to the stock. The Friends would love to see more staff using this excellent on-site facility.

The library is located in Room PL40 (Lift Bank B, Lower Ground Floor turn left and head for the front of the hospital).

The library also provides a trolley service to the wards for patients three days a week. The volunteers make patients' stay in hospital more pleasant by providing a good selection of books, free magazines and audiotapes, as well as spectacles for those patients who are without their own!

On Friday mornings, between 10am and 1pm, the library organises a book sale in the foyer area of the hospital where a wide range of books for all tastes and on all topics are sold very cheaply. ALL the proceeds go to the Friends of the Chelsea and Westminster Hospital.

And finally, the reading group has been resurrected! It meets on the third Thursday of each month in the library from 12.30 to 1.15pm. For more information please contact Pam Mullin, Librarian on ext 8827.

Volunteers News

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

Did you know that you can now have your say about the role that volunteers play at Chelsea and Westminster?

We are one of just eight NHS trusts that are taking part in a national service evaluation exercise run by Volunteering England to assess the economic, physical, human, social and cultural impact of volunteers on the health service.

Cinzia Giammarchi, the Trust's Volunteer Liaison Manager, says: "We were chosen to take part in this new evaluation exercise because we have a good reputation for fully integrating volunteers in the hospital by asking them to help in lots of different roles, both on the wards and in admin functions.

"Volunteers now play their part in the life of Chelsea and Westminster,

doing everything from welcoming visitors at main reception and in outpatient departments, to helping with admin roles, being a volunteer chaplain and being part of the team on the wards."

Separate questionnaires for patients, staff and volunteers are being distributed – responses will go straight to Volunteering England for analysis.

Cinzia, who is originally from the town of Ancona in the Marche region of Italy, joined the Trust in February 2006.

She explains: "I had never worked in the voluntary sector or in the NHS before but I love working here. I really like the contact I have with volunteers from so



■ *Cinzia Giammarchi, Volunteer Liaison Manager*

many different backgrounds who are willing to help the hospital.

"I am also very grateful for the support of staff who are welcoming and happy to take the time to help volunteers settle into their roles."

If you would like a volunteer to help out in your area of the Trust, or if you are interested in being a volunteer at Chelsea and Westminster, please contact Cinzia Giammarchi on ext 8480 or via Trust email.

Respiratory team aim to meet outpatient 18-week wait

• Continued from page one

It's absolutely vital because we cannot improve our service if we don't know what we are doing well, what we could improve and what demand there is for the service.

"We have identified that a one-stop clinic approach is the way forward because patients like the fact that they can receive all the different tests and investigations they need on one day, and this will reduce waiting times.

"Now we need to look in detail at how one-stop clinics would work in practice and what the implications are in terms of staffing and financial resources."

Narinder added: "Some solutions require capital investment and have revenue implications short and long term, and so they require approval from the Board of Directors, but

there are some delays that we can tackle immediately through relatively simple steps.

"For example, Dawn Evans (Lung Function Co-ordinator) is a crucial member of the respiratory team because she performs all breathing assessments. A lot of her time is currently spent on admin tasks and so we are providing extra administrative support to free up more of her time for patients."

Mapping patient pathways has also uncovered that 15% of respiratory outpatients do not attend their appointments.

Dr Lai said: "We now need to dig deeper to find out who is not attending and why not before we can then decide how to tackle the problem by, for example, phoning or texting patients the day before their appointment as a reminder."

KSF update

As the deadline for all Knowledge and Skills Framework (KSF) Personal Development Reviews looms at the end of March, what does this mean to you?

Everyone in the Trust – except doctors, dentists and senior managers who are not part of KSF – should have a review of their performance with their manager by the end of this month.

During your review you will be matched into your KSF post outline, taking into account your knowledge, skills, experience and attitude. As you go through each of the dimensions, you will be able to see the areas where you need to develop.

These development areas will form the basis of your Personal Development Plan (PDP). You will agree with your manager what your learning needs are and how to develop your competencies to help you achieve everything in your KSF post outline.

You will have a KSF review every year – more often in some areas. Each year your

performance will be assessed against your KSF post outline and your PDP reviewed. New development activities will be added to your PDP.

To help you show your manager how you are developing, you may need to collect a portfolio of evidence. Evidence can include many things – thank you letters, documents, feedback from other people and certificates – which show how you are developing in your role.

Although some professions already maintain portfolios, everyone in the Trust now needs to start thinking about having a file for all your learning and development records such as course certificates, reflective practice logs and records of learning.

It is your responsibility to maintain your own Personal Development Plan (PDP), put it on e-KSF - the internet based tool to manage the KSF review process - and keep it up-to-date. Everyone in the Trust should have a PDP by the end of March.

Everyone in the Trust has their own unique user name and password to access e-KSF via the www.e-ksf.org website. Your first user name is `firstname_surname_payroll number` and your first password is `changeme` or `changeme1`. Once you are in the system, you will be able change your user name and password to something easier to remember.

Step-by-step guides to e-KSF for staff and managers are available on the intranet under the Learning Resource Centre section, together with lots of other useful information.

The Learning Resource Centre are running half-day workshops to help you prepare for your review – contact the LRC on ext 8807 to find out more.

Obituary – Georgina D'arcy

Georgina D'arcy, PA to Mr David Nott, Consultant Surgeon, sadly died on January 7 following ovarian cancer.

She leaves behind her sister Maureen, niece Adele and nephew Lee.

Georgina worked for the NHS for 37 years, first joining the St Stephen's Hospital as an A&E receptionist at age 23. She then moved to the Westminster Hospital prior to the move to the new Chelsea and Westminster Hospital.

Georgina is described by her colleagues as someone who was "loved by everyone that knew her" and as a "humorous and trustworthy person" who was a good friend to many people in the hospital. She will be greatly missed.

A few years ago Georgina successfully fought breast cancer, and many staff will know that throughout her treatment for ovarian cancer she still endeavoured to get to work as frequently as she could, to do a job she loved, working for Mr Nott.

Anyone wishing to make a donation in Georgina's name is invited to make cheques payable to 'Westminster Medical School



■ **Georgina D'arcy pictured with Dr Ron Zeegen, former Consultant Gastroenterologist at Chelsea and Westminster**

Research Trust'. Cheques should be sent to Vicky Kalnins, PA in the Emergency Department. This money will be used by Mr Richard Smith, Consultant Gynaecologist, for research into the treatment of ovarian cancer.

A memorial service will be held at the Trust for Georgina, please look out for more information soon.

New beds to benefit patients and staff

At their meeting in January, the Board of Directors agreed to invest £1.7 million over seven years in a bed management system which involves contracting an independent company to provide and maintain electric beds and cots for the Trust.

A good bed and mattress help improve the treatment of patients and conversely old manual beds can increase the risk of manual handling injuries suffered by staff, carry an infection control risk for patients and staff, and can lead to patients suffering more pressure ulcers.

Other NHS trusts that have introduced electric beds have been able to significantly reduce the length of time that patients have to stay in hospital because they increase patients' independence.

The Trust is phasing out manual beds and replacing them with brand new electric bed frames to improve patient care and reduce the risks from using the old beds.

Richard Booth, Clinical Nurse Specialist for Tissue Viability, added: "This investment means we will get 461 new beds that are fully functioning electric profiling beds and an additional 41 beds that are specifically designed for clinical areas such as intensive care, high dependency and coronary care.

"There are also 41 brand new inpatient portering trolleys that will be more comfortable for patients who are being transferred around the Trust.

"Staff on the wards will be able to use a new IT system that will make it much easier to order new dynamic mattresses as the software will help guide staff to order the best mattress for a patient, depending on their condition."

Andrew MacCallum, Director of Nursing, said: "I am delighted that the Board of Directors has approved this investment of £1.7 million over seven years.

"New beds will ensure the comfort of our patients and improve the working conditions of our nursing and other clinical staff. They will make our wards better places to be for patients and staff alike."

The new beds and IT system should be available in the next couple of months.

No Smoking Day

No Smoking
Wednesday
14 March 2007 *day*



Make a fresh start

Don't forget No Smoking Day on March 14.

Kensington & Chelsea PCT's Stop Smoking Services, the oral health promotion team from North West London Community Dental Health and the Trust's Occupational Health team will be running an information stand at the Trust main reception on the big day.

They will be on hand to help anybody wishing to quit the habit. Visitors will have the opportunity to have free lung tests, smokers can join stop smoking groups and there will be plenty of freebies to give away.

Good reasons to stop smoking include:

- Your blood pressure and pulse rate return to normal after 20 minutes of not smoking. Your ability to taste and smell food improve after 48 hours.
- Your lung function increases after three to nine months of quitting.
- Your risk of developing lung cancer falls to half that of a smoker after 10 years of not smoking.

The smoking ban in enclosed places is due to come into effect on July 1 so why not make the effort to stop smoking with a bit of help now?

Kensington and Chelsea Stop Smoking Services are available to anyone working or living in the borough. They are able to offer free specialist and motivational support.

For more information, please phone 0800 0859 147 or go to www.kc-pct.nhs.uk.

Blue is the colour

A young patient who underwent surgery at Chelsea and Westminster was given a very special boost after his operation – thanks to the generosity of Chelsea Football Club.

Inam Bakhtani was operated on by Mr Naresh Joshi (Consultant Ophthalmologist) and Mr Mohammad Jawad (Burns Consultant).

Mr Joshi contacted Chelsea to see if they could donate a gift to his young patient and the reigning Premiership champions came up trumps by giving Inam a signed football and photo from all the players.

He said: “We came up with the idea because this little boy told me he liked football but he was unable to play because of his injuries which include burns to his face, chest and arms.

“He was really thrilled to receive the football and the photo from Chelsea.”



■ *Young patient Inam Bakhtani pictured with his father*



■ *Inam and his father with Mr Naresh Joshi's children, Sarala and Naren (left) and Mr Mohammad Jawad's son, Abdullah (right)*

Diary dates

London in Landscape, sketches by Karen Neale, will be displayed in a Hospital Arts exhibition in the 1st Floor Atrium until March 30

March 11-17: Obesity Awareness Week
See www.toast-uk.org.uk for further details

March 14: No Smoking Day
See www.nosmokingday.org.uk for further details

March 15: Guitarist Andrew Moore will perform in the Ground Floor Atrium opposite Lift Bank B from 1-1.45pm

March 22: Mukka Street Band will play Balkan instrumentals in the Ground Floor Atrium opposite Lift Bank B from 1-1.45pm

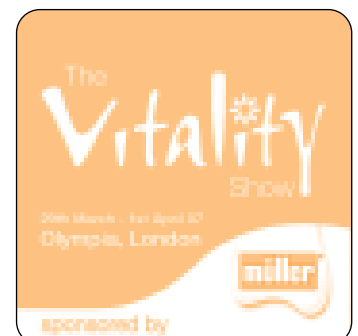
March 24: World TB Day

Free tickets for Trust staff

Why not go along to the Vitality Show for the ultimate girl's day out?

This is the largest health, beauty and wellbeing show in the UK with more than 400 stands under one roof – and 100 free tickets are available for Trust staff.

The show takes place from Thursday March 29 to Sunday April 1 at Kensington Olympia - watch out for more information soon on how to claim your free ticket. See www.thevitalityshow.co.uk for more information.



Thank you for saving my sister's life

• **Continued from page 1**

Six-year-old Neo Buckley, whose sister's life was saved by the expertise of staff in our Paediatric Emergency Department, has donated his birthday money to the department to say a big thank you.

Neo decided to make his generous donation after his younger sister, Kyra (3) was treated in the department after developing pneumococcal meningitis, a potentially life-threatening condition.

Kyra was rushed to Chelsea and Westminster by

her parents after showing two of the typical symptoms of the condition, a high temperature and vomiting. Shortly after arriving in the Paediatric Emergency Department, her condition deteriorated.

Happily, Kyra made a full recovery after spending a week on Neptune Ward, one of our children's wards at the Trust.

Thanks to Neo's generous

donation, the Paediatric Emergency Department staff have been able to purchase six DVDs for their waiting area.

Neo's mother, also called Kyra, said: “We were so impressed with the treatment that Kyra received at the hospital. We are extremely lucky that she is alive and in good health. Staff here really gave a personal touch to everything.”

Do you have a story for *Trust News*?

It might be something interesting, exciting or remarkable that a colleague is doing. It might be a change in your services or facilities.

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