

Trust NEWS

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Open Day

– come and join us

We are holding an Open Day at Chelsea and Westminster Hospital between 11am and 4pm on Saturday May 10 to celebrate the 60th anniversary of the NHS.

This is our first major public event since we were officially named as one of the best three hospitals in London in the Healthcare Commission's 2007 performance ratings.

The Open Day is being held in partnership with Kensington and Chelsea Primary Care Trust, with financial support from Chelsea and Westminster Health Charity, and its aims include marketing Chelsea and Westminster as a hospital of choice to Foundation Trust members and local residents, improving staff morale and developing links between Members' Council representatives and Foundation Trust members.

Preparations for the Open Day are now underway and confirmed events so far include live music, hospital food tasting, a Kids' Zone for our younger visitors, interactive information stands



■ *Therapists are joined by a friend at Open Day 2007*

and lots, lots more.

All staff in the hospital have been invited to take part in the Open Day together with charities whose activities directly benefit the patients and staff of Chelsea and Westminster Hospital and our partner organisations in the NHS, social care and education.

Foundation Trust members will also

be able to meet their elected representatives on the Members' Council during the Open Day.

- Check our website www.chelwest.nhs.uk for regular updates to find out more about Open Day events as and when they are confirmed - we hope you can join us on May 10.

Heather's view by the Chief Executive, Heather Lawrence

The National Health Service is 60 years young this year and so our hospital Open Day on Saturday May 10 is an ideal opportunity for us all to celebrate the 60th anniversary of the NHS and to reflect on how far healthcare has come since 1948.

Sometimes people take the NHS for granted, and the media in particular often seem to focus on those areas where we could do better, but personally I am proud to work for the service.

At our Open Day you can come along and find out about how the NHS continues to improve through research and development that leads to advances in treatment, technology that enables us to provide a better service for patients, or new approaches to surgery such as our Treatment Centre.

I hope you will join us at our Open Day to celebrate 60 years of an institution that remains the envy of the world.



I am delighted that the talent, dedication and enthusiasm of staff at Chelsea and Westminster means that we are now officially among the best hospitals in the country.

The Healthcare Commission, the independent health watchdog for England which assesses every hospital through its annual performance ratings, judged both the quality of our services and our use of financial resources as 'Excellent' when it published its latest NHS league tables in October.

We are one of only three hospitals in London to be



rated 'Excellent' for both patient care and financial management by the Healthcare Commission, which puts us among the best 5% of hospitals nationally.

This independent assessment has been supported by the recently published national patient survey in which patients all over the country delivered their verdict on their care.

It is a source of pride for our staff that 90% of patients rated the quality of their care at Chelsea and Westminster as 'Excellent', 'Very good' or 'Good'.

The results of this national survey demonstrate that not only are the vast majority of patients satisfied with the care that our staff provide but also we are improving as a hospital – the percentage of patients who rated us 'Excellent', 'Very good' or 'Good' last year was 82%.



We are proud of our achievements but we are not complacent. The 'Focus on improving patient care' feature in the centre pages of this newsletter highlights how we are striving to improve still further the experience of patients at Chelsea and Westminster.

We are looking at every aspect of the patient journey to reduce waiting times to a maximum of 18 weeks from referral by a GP to hospital treatment.

You can read about our efforts to minimise the risk of infection, ensure that patients are discharged home from hospital as efficiently and as safely as possible, and a specific initiative to improve the experience of urology patients undergoing treatment in our Treatment Centre.

Your guide to this month's Trust News

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Essence of Care Communication Awareness Week

The Trust's Essence of Care Committee would like to say a huge thank you to everyone who supported their communication awareness week in March.

Sessions ran throughout the week on differing aspects of communication including Irfan Mohammed from the Patient Affairs team talking about obtaining and using patient feedback, workshops on the nursing handover, communication and consent, assessing, producing and delivering patient information as well as how the communication benchmark is undertaken.

Support workers had the opportunity to attend a session run by Amanda Mozley from the Speech and Language team on

overcoming communication barriers.

The most well attended and positively evaluated sessions were those run by the Palliative Care team on breaking bad news.

The prize for the department sending the most staff to the sessions went to David Erskine Ward with the Neonatal Intensive Care Unit and Outpatients 2 not far behind.



■ **Carla Lang (Colposcopy Sister) and Dr Rowan Hearn (Registrar, Palliative Care) take part in a role play during the 'Breaking bad news' session as part of the Essence of Care communication awareness week**

Focus on... patient power

A culture of listening to patients, the public and staff – and making changes based on what they say to maintain and improve services – is at the heart of Chelsea and

Westminster's role as a Foundation Trust. Improving our patients' experience of the hospital is also a key theme of our Open Day on Saturday May 10.

Patient nominates nurses for national award

Nurses at Chelsea and Westminster have picked up a top national award after being nominated by one of their patients.

Rheumatoid arthritis patients were invited to nominate NHS staff for the National Rheumatoid Arthritis Society's 'Healthcare Champions in Inflammatory Arthritis' award.

Rheumatology Specialist Nurses Bridget Ryan, Sarah Collis and Antonia Greeves, as well as Osteoporosis/Rheumatology Specialist Nurse Ashlynn Van Vuuren, were nominated by Chelsea and Westminster patient Sheila Smith.

The National Rheumatoid Arthritis Society chose our team as one of the top 20 healthcare champions for patients with rheumatoid arthritis in the UK.

To celebrate this success, the Trust team and Mrs Smith will join members of the All Party Parliamentary Inflammatory Arthritis Group at a special parliamentary event at the House of Commons on June 4.

Lynn Love, Director of Operations at the National Rheumatoid Arthritis Society, said: "We know full well that many people with rheumatoid arthritis across the country receive excellent care and support in helping them to cope with their



■ *Members of the rheumatoid arthritis patient group at Chelsea and Westminster Hospital with Trust staff*

disease.

"We wanted to celebrate the dedication and professionalism of those healthcare professionals who are really championing the cause of patients, which is why we invited our members to nominate their top rheumatology healthcare champions.

"I would like to give our heartfelt thanks to the team at Chelsea and Westminster for all their efforts on behalf of their patients."

Rheumatology Specialist Nurse Bridget Ryan has had an article about the rheumatoid arthritis patient group at Chelsea and Westminster accepted for publication by *Nursing*

Standard, the leading national magazine published by the Royal College of Nursing.

She has also submitted an application about this active patient group for the National Rheumatoid Arthritis Society's 'Patients in Focus' awards.

Bridget said: "We are delighted to win the 'Healthcare Champions in Inflammatory Arthritis' award, especially because the winners were chosen by patients. We are really excited that our patients are developing a voice at Chelsea and Westminster and raising awareness of their needs."

Have your say online

You can now give us your views on our services online – via the NHS Choices website.

Simply log on at www.nhs.uk and use the 'Your thoughts' facility on the Chelsea and Westminster Hospital page.

The NHS Choices website has a wealth of information about not only our hospital but also many different medical conditions.

You can find out how you can exercise your right to choose where and when you want to receive NHS treatment – from April patients having non-emergency treatment can choose from any hospital in the country.

You can also tell us about your experience at our hospital – good or bad – by completing one of our yellow comment cards which you can find in all patient areas of the hospital or online at www.chelwest.nhs.uk/patients/pals-feedbackform.htm.

Survey reveals 90% of patients happy with care

The national survey of NHS patients by the Healthcare Commission, the health watchdog for England, is a great example of patient power.

Your views tell us what we are doing well and what we need to do better – the results are studied in detail by the Trust Board and they agree what action needs to be taken to improve patients' experience of our hospital.

We are delighted that 90% of patients taking part in the 2007 national patient survey rated the quality of care they received at Chelsea and Westminster as 'Excellent', 'Very good' or 'Good' – 82% rated our care as 'Excellent', 'Very good' or 'Good' in 2006.

This demonstrates a real improvement in the quality of care at Chelsea and Westminster which is good news for patients and staff alike.

However, we are not complacent and there is plenty of room for improvement – full results of the survey will be analysed and then both Trustwide and local action plans will be agreed to tackle areas where we could do better.

Celebrating the success of HIV drugs scheme

A special event was held in March to celebrate the success of a scheme which makes life easier for HIV patients by delivering their medicines to them at home.

Advances in drug treatments for HIV mean that many more patients are now able to live a relatively normal life with the right medication.

The Homecare scheme enables patients from Chelsea and Westminster's Kobler, Victoria and West London Centre for Sexual Health clinics to have medicines delivered at a time and place convenient for them instead of coming into clinic.

If clinical staff decide that patients are clinically suitable for Homecare, patients register onto the scheme and then administrator Brian Smith helps ensure that home delivery is set up and working for them.

Homecare, which is run in partnership with a private company called Healthcare at Home, is now provided for more than 1,000 patients having started as a six-month pilot at the Victoria Clinic in 1996.

It is a popular service according to the results of a recent patient satisfaction survey which was completed by 450 patients on Homecare:

- 96% rated the overall quality of the service as 'Excellent' or 'Good'
- 83% said receiving drugs through home delivery had made their life easier

Jane Bruton, Clinical Nurse Lead for HIV/GUM, says: "Brian Smith in particular has done a brilliant job as part of a team of staff who work very hard to benefit patients."

Consultant Dr Mark Nelson agrees: "It is a great pleasure to celebrate the milestone that more than 1,000 patients now receive home delivery of their medication.

"This is a tribute to the teamwork between doctors, nurses, pharmacists and other staff in the Kobler Clinic, Victoria Clinic and West London Centre for Sexual Health, and of course the



■ **Kathryn McCormick (Chief Technician, HIV/GUM), Jane Bruton (Clinical Nurse Lead, HIV/GUM), Gordon Mitchell (St Stephen's Volunteers Co-ordinator), Simon Farnworth (Kobler Clinic Manager), Brian Smith (Homecare Pharmacy Administrator), Marie Tweedy and Howard Lamb (both of Healthcare at Home)**

patients who choose to receive their care at our centres.

"It also shows that we can work together to make cost savings that are reinvested in patient care because when individuals receive home delivery of medication, we do not have to pay VAT on the drugs.

"This is not done to the detriment to the patients, but actually improves their patient journey through the clinic, and allows individuals with more complicated

pharmacy needs to have much more time spent on them.

"None of this would have been possible without the help of the Homecare team. Brian Smith, who administers the scheme, must be congratulated for all that he has achieved."

Brian has been nationally recognised for his work – he won the 'Outstanding Contribution to Acute Sector Care' category of the PHARMAs for Pharmacy Awards in October 2007.

Schoolchildren donate money to hospital Charity



■ **Pupils from Holland Park School donated £305 to Chelsea and Westminster Health Charity in March by cooking a meal for their teachers. Pictured are Chloe Poulter and Alex Fish (both aged 12), Year Seven pupils at Holland Park School, and Daniel Seed (Assistant Headteacher) with Farzana Fidai, Chelsea and Westminster Health Charity's Fundraising Director.**

Alex said: "I like the artwork in the hospital and I think it is good that the money will go towards something to help patients."

Diabetes nurses present charity cheque

■ **The Diabetes team raised £177 for Diabetes UK by selling Christmas cards during World Diabetes Day. They would like to thank all patients, staff and visitors for their marvellous support.**

Debra Lake, Nurse Consultant in Diabetes and Alison Cox, Senior Diabetes Nurse Specialist are pictured presenting a cheque to Penny Mordaunt (right), Director of Strategy, Policy and Partnerships at Diabetes UK.



Grateful mum writes book to raise money for hospital

When her twins were born two months prematurely in May 2002, Hilary McElwaine swapped a high-flying career in the City for a new existence watching over her critically ill babies in the Neonatal Intensive Care Unit (NICU) at Chelsea and Westminster Hospital.

Thanks to the expertise of staff on NICU, who provide the highest level of specialist care for more than 500 sick and very premature babies every year, Oliver and Clarissa pulled through after spending almost two months on the Unit.

But no sooner had Hilary and husband Simon got to grips with their new life at home in Wandsworth with newborn twins, when a third child arrived – although fortunately Hugo was born in textbook fashion.

Now Hilary has written a book – *Little Miracles* – about her experiences to raise money and awareness for NICU.

As Hilary says in the publicity for the book, “The difficulty was that for all the books on twins, the textbook had no chapter for dealing with three children under 18 months! My book is the story of the challenges and joys of raising three small children born within a year and a half of each other.

“I wanted to write the book not only to raise money for NICU because of all the good work that the

staff on the Unit do but also to help other parents who have multiple births or babies born prematurely.

“When you have babies born before they can live, you need resolve and bravery.”

The incidence of multiple births in the UK is increasing, with 1 in 67 pregnancies resulting in twins, triplets or more, and the UK also has some of the highest rates of premature birth in Europe with more than 80,000 babies a year needing special care.

Proceeds from sales of *Little Miracles* will go to NICU via the registered charity 3 Little Miracles which was set up by Anna and Andy Collier, of East Sheen, to raise £250,000 as a thank you to staff on NICU



■ *Oliver, Clarissa and Hugo McElwaine*

who saved the lives of their triplets.

Hilary is selling her book on NICU, via Amazon and other online sites, and in local bookshops – proceeds from book sales on NICU will be ringfenced for the Neonatal Unit within the Chelsea and Westminster

Health Charity.

If you would like to donate online, please go to Hilary's fundraising page for the 3 Little Miracles at www.justgiving.com/little-miracles or log on to the charity's website www.3littlemiracles.com for more information.

Hospital hair salon celebrates third birthday

Camille Hair Design, the Friends of the Chelsea and Westminster Hospital hair salon based on the second floor of the hospital, celebrated its third birthday in March.

Yvonne Hall (pictured), the full-time salon stylist, says: “We also travel to the wards to visit patients who are unable to come down to the salon. It's very rewarding to make patients feel better by doing their hair and it's also nice to get feedback

from both patients and staff.”

The salon is open Tuesday to Friday from 10am to 5.30pm and Saturday from 10am to 4pm. Evening appointments can also be arranged.

The salon is open to everyone and staff can get a 10% discount by showing their ID badge. When calling internally the salon can be contacted on ext 8681 or on 020 8746 8681 from outside the hospital.

New sexual health clinic for young people

A new walk-in sexual health clinic for young people has been launched at Chelsea and Westminster Hospital.

Cont@ct3 is a confidential sexual health service for young people aged 19 and under which runs from 3-5pm on Wednesday afternoons – it is based at the John Hunter Clinic in the St Stephens Centre next to the main hospital building.

Services offered include check-ups for sexually transmitted infections including HIV, sexual health advice and counselling, emergency contraception and pregnancy testing, and contraception including free condoms.

This is a walk-in service so there is no need to book a clinic appointment – young people

can just turn up at the clinic. It is currently the only designated sexual health service for young people in the borough of Kensington and Chelsea.

Nurse Grainne Cooney says: “We are creating links and building on partnerships with an eclectic mix of young people's groups and services within the area.

“This collaborative work is creating greater awareness of Cont@ct3 and providing a foundation to develop outreach services in the future with the aim of facilitating easier access to sexual health services for young people within our local borough.”

• Cont@ct3, John Hunter Clinic, St Stephens Centre, 369 Fulham Rd, London SW10 9NH



MEMBERS' COUNCIL

PUBLIC COUNCIL MEMBERS

Raymond Levy
Valerie Arends
Martin Bradford
Christine Blewett
Mary Symons
Lionel Foulkes
Ann Mills-Duggan
Martin John Lewis

Kensington and Chelsea 1
Kensington and Chelsea 2
Hammersmith and Fulham 1
Hammersmith and Fulham 2
Wandsworth 1
Wandsworth 2
Westminster 1
Westminster 2

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Walter Balmford
June Bennett
Chris Birch
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Westminster PCT
Wandsworth PCT
Royal Borough of Kensington and Chelsea
Westminster City Council
Imperial College, London
The Royal Marsden NHS Foundation Trust
Royal Brompton and Harefield NHS Trust
Thames Valley University

Focus on... Foundation Trust

Meet the Members' Council

Come along to the Foundation Trust stand at the hospital Open Day on Saturday May 10 to meet your representatives on the Members' Council.

The Members' Council includes 24 people elected by Foundation Trust members - 10 patients, eight members of the public and six staff - and 10 people nominated to represent the views of key local organisations.

Members' Council representatives will be available throughout the Open Day, which runs from 11am to 4pm.

The Members' Council is committed to hearing the views of the Trust membership and so members are invited to come and meet Members' Council representatives on July 24 from 3.30-4.30pm and on September 18 from 2-3pm just outside the PALS office near the main hospital reception.

If you want to contact Members' Council representatives direct:

- Email Julie Cooper (Foundation Trust

Secretary) at julie.cooper@chelwest.nhs.uk who will forward your email - please state in the subject line of your email which Council Member you wish to contact

- Write via Julie Cooper, Foundation Trust Secretary, Chelsea and Westminster

Hospital NHS Foundation Trust, 369 Fulham Road, London, SW10 9NH

You can find out more about your Members' Council representatives via the Trust website at www.chelwest.nhs.uk/foundationtrust/index.html where you will find profiles and

Discounts for Foundation Trust members

Did you know that as a Foundation Trust member you are eligible for a wide range of discounts?

Anyone who is a member of Chelsea and Westminster Hospital NHS Foundation Trust can now benefit from the national NHS Discounts scheme which has previously only been available to NHS staff.

All you need to do is log on at www.nhsdiscounts.com, go to 'register now' and complete the form which has a section for Foundation Trust members - enjoy!

We have also negotiated an extension of local discounts that have previously only been available to staff at Chelsea and Westminster Hospital so that Foundation Trust members can benefit from the same cost savings.

See the Foundation Trust section of our website www.chelwest.nhs.uk/foundationtrust/index.html for details of local discounts available - simply show your Foundation Trust membership card to qualify for these discounts.

Diary dates

Members' Council

The Members' Council, elected by and representing Foundation Trust members, has a key role in making senior appointments such as the Chairman and having a say in the Trust's strategic plans for the future.

All Foundation Trust members are welcome to attend meetings of the Members' Council which are held in public - the next meeting will be at 4.30pm on Thursday May 8 in the Boardroom, Lower Ground Floor, Chelsea and Westminster Hospital, 369 Fulham Road, London SW10 9NH.

Annual Members' Meeting

All Foundation Trust members are invited to the Foundation Trust's Annual Members' Meeting - your chance to hear about the last 12 months in the life of Chelsea and Westminster and to quiz the Trust Board of Directors.

This year's Annual Members' Meeting will be at 5.30pm on Thursday September 18 in the Restaurant, Lower Ground Floor, Chelsea and Westminster Hospital, 369 Fulham Road, London SW10 9NH.

Elections

Members' Council elections are scheduled to take place in October 2008 and June 2009 if there are vacancies on the Council that need to be filled. All members of the membership constituency in which there is a vacancy will be notified if an election is called, inviting them to stand for election. The same information will be posted on the Trust website.

Hospital Arts tours relaunched

Chelsea and Westminster Hospital's Health Charity is relaunching its popular tours of the art treasures.

Volunteer Linda White will conduct free monthly tours which are open to everyone but which may be of particular interest to Foundation Trust members.

Each tour will last approximately 45 minutes and can be booked by contacting Hospital Arts on 020 8846 6617 (ext 6617) or arts@chelwest.nhs.uk.

Open Day 2008 Tour

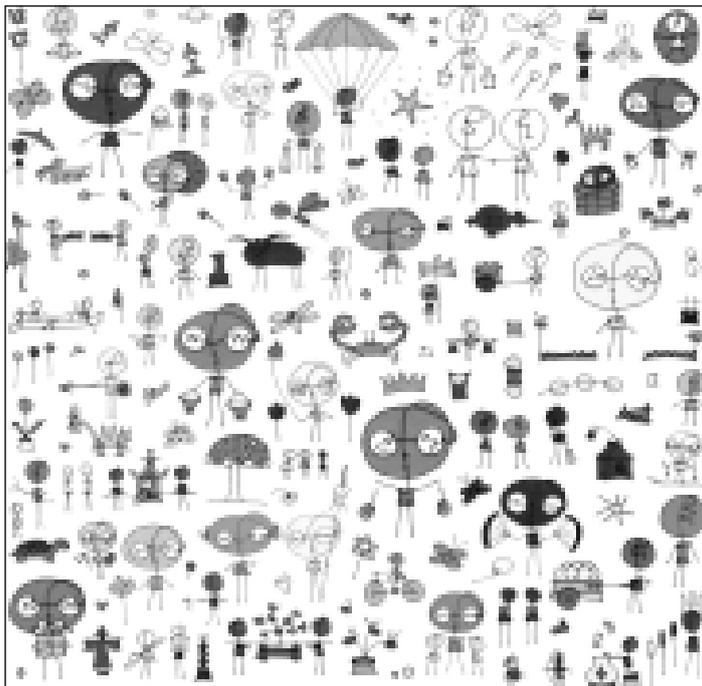
Date: Saturday May 10, 12 noon. Meeting Point: Fish tank, ground floor

Monthly Tours

Date: First Thursday of each month from June

onwards (dependent on demand and seasonal

holidays), 12.15pm. Meeting Point: Fish tank, ground floor



■ *Playtime, a large art installation by John Bishop, can be found near Costa Coffee on the ground floor of the hospital. It consists of more than 150 imaginary people made from cotton polymer and then stuck to metal sheeting by magnets.*

Reducing waiting times

By December 2008 the vast majority of NHS patients should receive hospital treatment within 18 weeks of referral by their GP – this is a national target that all NHS trusts must meet.

As *Trust News* went to press, Chelsea and Westminster was on track to meet a significant milestone that by March 2008 90% of outpatients and 85% of inpatients and day cases were treated within 18 weeks of GP referral.

All staff at Chelsea and Westminster have worked hard to achieve this first milestone and now our task is to ensure that no patient has to wait more than 18 weeks between referral and treatment for a non-urgent



Together we can cut time on hospital waiting lists

condition – patients with urgent conditions such as cancer and heart disease are seen and treated more quickly.

Improving our patient care at Chelsea and Westminster is a key aim.

On these pages you will see how we are striving to

- Reducing waiting times
- Minimising the risk of complications
- Helping patients to get their care efficiently and as quickly as possible

How can YOU as a patient help us reduce our waiting times?

- Let your GP know if you are unavailable for an outpatient appointment when you are referred to hospital – this will enable your GP to refer you to us when you are available
- Book your appointment as soon as possible to help us plan our outpatient clinics -

you will be offered a choice of two outpatient appointment dates

- Keep your appointment – a missed appointment will result in your treatment being delayed because, if you fail to attend without prior notice, you will be referred back to your GP

Case study 1: Small changes make a big difference for urology patients

The introduction of a new nursing role to improve the care of urology patients who have surgery in the Treatment Centre has paid off.

In the first three months after the new role was introduced, there was a 25% reduction in cancelled operations including an 83% decrease in the number of patients failing to turn up for surgery and 40% less administrative errors.

Urology nurse Ruth

Featherstone spends one day per week on a small number of key activities that make a big difference to patients.

For example, Ruth phones as many patients as possible before they come in for their operation, checks that all pre-assessment checks have been carried out to avoid

unnecessary delays, liaises with essential departments such as radiology and pharmacy, and double checks that operating theatre staff and equipment are available for surgical sessions.

Dawn Grant is Senior Nurse in the Treatment Centre where patients who don't stay in hospital overnight after surgery, or who only stay in hospital for a short period, have their operations.

She explains: "With the full support of the consultant urological surgeons, including lead consultant Mr Bijan Khoubehi, we used what is known as a PDSA improvement cycle approach to identify the need for this new urology nursing role."

P – PLAN – look at the problem

D – DO – decide how to alleviate the problem

S – STUDY – examine the data (audit)

A – ACT – if a solution is found, do it, or if not try the

next solution

A presentation by Dawn Grant about the urology project was voted the winner in the recent Trust Leadership Academy poster competition – Trust Directors awarded points to projects for innovation, success and improvement to hospital services.

Dawn says: "Introducing the urology nurse role has proved that a small change can make a big difference to patients.

"Patients have told us that they appreciate the 'personal touch' of being phoned before coming in for surgery but they would also like to have an accurate time slot for their operation.

"As a direct result of that feedback, we have started working with one of the consultant urological surgeons to bring patients in at a specific time rather than asking patients to either come in at 8.30am or 12.30pm and then wait for their slot."



Urology nurse Ruth Featherstone and Dawn Grant, Senior Nurse in the Treatment Centre

Focus on... improving patient care

our experience of Westminster Hospital is our

will find examples of how to achieve this aim by: **reducing waiting times**
reducing the risk of infection
ensuring patients go home safely, efficiently and as quickly as possible

Reduce waiting times?

- Tell us if you can't make it – if there are exceptional circumstances which mean you cannot attend, please let us know so we can give your appointment to another patient and, where possible, offer you an alternative date and time

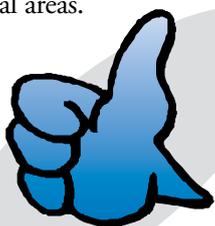
Minimising the risk of infection

Good news for patients and visitors to Chelsea and Westminster – standards of hand hygiene among our staff and everyone else who spends time in the hospital are improving every month.

Our infection control link professionals – nurses, therapists and other staff who are responsible for infection control in their area of the hospital – monitor compliance with standards of hand hygiene every month.

Compliance with hand hygiene standards in February was 70% which maintains the steady improvement over the past few months.

There is still plenty of room for improvement so please help us to minimise the risk of infection by using the alcohol hand gel at the entrance to all clinical areas.



Helping patients to go home safely, efficiently and as quickly as possible

No one wants to spend longer in hospital than is strictly necessary which means that discharging patients home safely, efficiently and as quickly as possible is vitally important.

And so Ward Sisters and Charge Nurses who manage the medical and surgical wards at Chelsea and Westminster got together in March to brainstorm ways in which discharge planning could be improved.

They presented their ideas to a group of Trust staff including

Director of Operations Hannah Coffey.

Their action plan included providing 'bitesize' training for all staff on discharge and utilising the skills of existing staff such as healthcare assistants who could be provided with training to enable them to support nurses in the discharge process.

The nurses also explored the possibility of extending nurse-led discharges, which are

already used in our women's and children's services, to patients on medical and surgical wards.

They thought that a way of introducing this significant change would be for nurse-led discharges to start with certain relatively straightforward surgical procedures.

An audit to test the accuracy and effectiveness of the 'predicted date of discharge' scheme was also suggested.



■ *Ward Sisters and Charge Nurses pictured at their discharge planning day in March with other hospital staff*

Case study 2: Recent improvements to discharge planning

Scott Bennett joined the Trust in March as our new Head of Patient Flow & Clinical Site Management.

He explains: "My role is to help improve patients' experience of our hospital so that they have a seamless journey between the many different wards, departments and staff that are often involved in their care.

"There are lots of examples of good practice around the Trust that we need to replicate."

Hannah Coffey, Director of Operations, highlights two key improvements made in recent months to improve the discharging of patients from hospital.

She says: "We are



■ *Scott Bennett, the Trust's new Head of Patient Flow & Clinical Site Management*

recruiting a nurse to run the Discharge Lounge on the ground floor of the hospital which is where patients go when they are ready to leave but they are waiting for

relatives or patient transport.

"When a qualified nurse is in charge of this area, patients will be able to leave their ward and go to the Discharge Lounge even when they are waiting for medicines to be prepared for them."

The second improvement that Hannah highlights is a weekly meeting led by Louise Magee, Lead Nurse for Medicine, with medical ward managers to examine any internal issues that are unnecessarily delaying patients' discharge from hospital.

Hannah says: "These weekly meetings have really helped identify problems and find solutions to tackle them effectively so they are being rolled out to surgical wards."

Midwives win training awards

Midwifery team leaders Michaela Anderson (Maple team) and Fiona Carver (Cherry team) have been presented with vouchers for an aromatherapy massage at Me & My Baby Therapy Rooms & Clinic opposite the hospital.

They won the pampering treatments in recognition of their hard work to achieve 100% and 95% respectively of mandatory training targets for their teams, despite the challenges of flexible working patterns, staff sickness and occasional cancellations of training due to clinical needs.

Clinic Director Lisa Barnwell has strong links with the hospital's Maternity Unit and provides teaching sessions to raise midwives' awareness of alternative therapies which pregnant

women increasingly use.

Gillian Meldrum (Practice Development Midwife) said: "I came up with the idea of the massage in order to motivate team leaders and to acknowledge the hard work that all team leaders put into organising training, which is an important element of CNST (Clinical Negligence Scheme for Trusts) standards."

- Me & My Baby Therapy Rooms & Clinic is based directly opposite Chelsea and Westminster Hospital



■ Midwifery team leaders Michaela Anderson (left) and Fiona Carver (right) with Lisa Barnard (centre), Director of Me & My Baby Therapy Rooms & Clinic

at 236d Fulham Road
• 020 7751 4170

• www.meandmybabyclinic.co.uk

Thousands have their say on healthcare in London

Almost 4,500 individuals and organisations responded to London's biggest ever consultation on health services which ended on March 7.

Healthcare for London: Consulting the Capital asked Londoners their views on proposals to make health services better, safer and more accessible.

David Sissling, Programme Director for Healthcare for London, said: "As well as the excellent response to the consultation, more than 4,000 members of the public visited the 35 roadshows, and more than 20,000 people viewed our proposals on our website."

Richard Sumray, Chair of the Joint Committee of PCTs which has overall responsibility for the consultation, said: "The initial figures seem to suggest broad support for most of the proposals. I am looking forward to reading the responses and the detailed analysis."

"We will need to look at the issues raised, and make



sure we address people's concerns, as well as how we can use some of the ideas that have been suggested so that we can plan the best services for the future."

What happens next?

May 6 - detailed analysis of the consultation responses are presented in public

May 19 - Primary Care Trust Boards consider the proposals

June 12 - the Joint Committee of PCTs meets in public to agree recommendations to shape London's health strategy for the next 10 years

See www.healthcareforlondon.nhs.uk for more details.

Counter-fraud update

'Time after time' is an apt saying when considering cases of timesheet fraud within the NHS.

Timesheet fraud is probably the most common type of fraud committed within the NHS and is usually committed by opportunist staff who, after they have done it for the first time and got away with it, then continue to submit false timesheets 'time after time'.

'Time after time' is also relevant when you consider that individuals are claiming for time worked outside their substantive hours, either on the Trust Staffbank or by claiming bogus overtime, so they are claiming 'time AFTER time'.

Q Who commits this type of fraud?

A There is no specific profile for a person who commits fraud and numerous case studies across NHS organisations have shown that it can be committed by all levels of staff including nurses, administrators, porters, doctors and support workers.

Q How is it committed?

A To commit timesheet fraud a person will

make false entries on a timesheet by claiming for whole shifts or overtime periods that have not actually been worked, or by inflating the number of hours worked during a particular shift or overtime period.

Q What can we do to stop this from happening?

A Timesheet fraud diverts essential financial resources away from patient care. The onus is on all members of staff who consider that timesheet fraud may be committed within their department to report the facts to Iain Hewitt, the Local Counter Fraud Specialist, for further investigation. Managers who authorise timesheets should be vigilant and ensure that they can evidence that the staff member has conducted the work that is being claimed for.

If you have a concern about possible fraud, contact Iain Hewitt on 0207 953 7889 or email iain.hewitt@chelwest.nhs.uk - all information will be treated in the strictest confidence.

George thanks 'brilliant' surgeons

Rugby-mad teenager George Lafford is back playing the game he loves – thanks to the expertise of surgeons at Chelsea and Westminster Hospital.

George travelled from his home in Cornwall to be operated on by Consultant Craniofacial Surgeon Simon Eccles and his colleague from Charing Cross Hospital, Consultant ENT/Head and Neck Surgeon Peter Clarke.

He says: "When I was playing rugby last season I realised I had a growth around the back of my ear which split open and bled a number of times because rugby is such a physical contact sport.

"It healed every time and it wasn't until I began to get pain from the growth that I went to my doctor who referred me to my local hospital in Truro. I was then referred to Chelsea and Westminster Hospital because they specialise in this kind of surgery."

Peter Clarke explains: "George had a malignant tumour in his ear and so we carried out a seven-hour operation in September last year to remove not only the



■ **Heather Lawrence (Chief Executive), Simon Eccles (Consultant Craniofacial Surgeon), patient George Lafford with mum Denise, Kayli Newsom (Craniofacial Clinical Nurse Specialist) and Peter Clarke (Consultant ENT/Head and Neck Surgeon)**

tumour but also an extensive area around the ear including lymph nodes to ensure that no trace of the cancer was left."

Simon Eccles adds: "While Peter was removing the tumour, I was grafting skin and tissue from George's leg to help reconstruct the area around the ear."

The operation was a complete success and George was able to return home to Cornwall after spending a week recuperating on the adolescent unit, Jupiter Ward.

Mum Denise describes the surgical team at Chelsea and

Westminster as "brilliant".

She says: "I am in awe of the surgeons and the wonderful adolescent unit. During the time we spent at Chelsea and Westminster, even in the early fearful days, we were uplifted by the positive help and support we received as a family."

For his part Simon Eccles says that George was "a model patient with a supportive family".

Having received some radiotherapy treatment at his local hospital in Truro,

George has been able to get back on the rugby field.

He says: "I scored a try in my first game back and they even made me man of the match which was great."

George and his friends at Newquay Hornets rugby club raised more than £400 for Chelsea and Westminster Hospital by holding a charity lunch and auctioning off an England rugby shirt signed by Jeremy Guscott.

The money will be used by the Craniofacial Unit to help buy a new Doppler machine.

Important changes to healthcare databases

The National Library for Health (NLH) has launched a new portal to access healthcare databases and search the literature.

Instead of searching changing content from different suppliers, the new Search page offers one consistent single interface with all the advanced features you need to get the best from your search.

The new Search is available via NLH (www.library.nhs.uk) but access to the databases via Dialog (including Medline, Embase, BNI, King's Fund, DH-DATA, PsycINFO, but

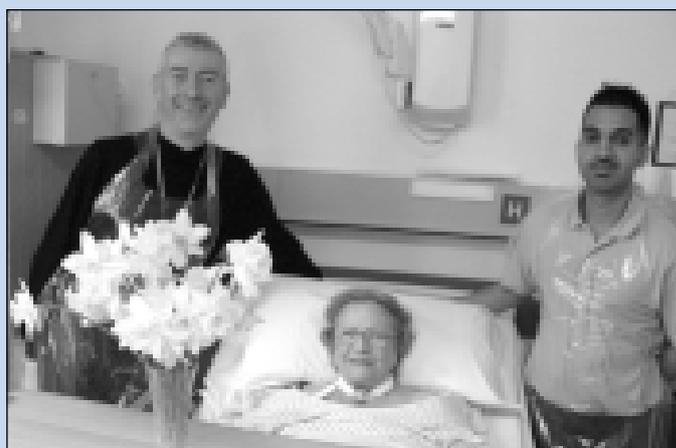
not CINAHL) will continue until the end of May to allow you to transfer any saved searches or alerts.

The Medical Library on the lower ground floor of the hospital is offering more information and training sessions to help staff use the new Search effectively.

Staff with queries about the resources available can contact the Medical Library on ext 8017 or via email librarycw@imperial.ac.uk.

For updates and details on training sessions please see our Library blog at <http://cwl.library.wordpress.com>.

Queen's blooms brighten up hospital



■ **Wards and departments all over the hospital were brightened up by spring blooms thanks to the Queen's annual gift of daffodils which were distributed by volunteers. Pictured on Nell Gwynne Ward are patient Doris Marion Raetzler, who was born in the same year as the Queen, 1926, Robbie Howe (St Stephen's Volunteers) and Mario De Souza (Therapy Assistant, Stroke Unit). Doris said: "It was very nice of the Queen to give us her flowers to enjoy."**

Hospital staff have their say on new medical equipment

Hospital staff were asked for their views as part of the process to standardise the infusion pumps used by the Trust.

Infusion pumps are used routinely to maintain patients' intravenous lines and to administer other drugs.

An evaluation event was held so that the frontline staff who use this equipment every day could review the equipment provided by nine companies that were invited to participate as part of the purchasing process.

The feedback that staff gave on the day will help



■ **Shine Chiwereza (Medical Equipment Library Manager) and Richard Aldridge (Clinical Engineering Team Leader)**

inform important decisions about what equipment the Trust uses in the future.

The evaluation event was also an opportunity to introduce the Trust's new

Medical Equipment Library, which will stock the new infusion pumps and other medical equipment – Shine Chiwereza has been appointed to run it.

The Medical Equipment Library will provide a central pool of generic medical devices, which can be used on most wards in the Trust, to help alleviate equipment shortages.

Services will include loaning out medical equipment, cleaning, testing and repairing devices, and providing training on how to use equipment.

Shine Chiwereza can be contacted for any suggestions on the new service on ext 5275 or via Trust email.

New Chief Exec joins Health Charity

Gary Lawson takes up his post as the new Chief Executive of Chelsea and Westminster Health Charity on April 21.

Previously he was Chief Executive of Sector Treasury Services, the UK's biggest specialist public sector advisory firm, working with more than 400 clients in local and central government, charities, housing associations and Foundation Trusts.

Gary has more than 15 years' experience as a senior financial management practitioner and advisor to financial and public sector clients, working for US investment banks Morgan Stanley and JP Morgan

both in the UK and overseas.

He says: "I am excited to be joining Chelsea and Westminster Health Charity at this important time for the Charity, the hospital and the community.

"I look forward to building on the excellent work of the Charity's outgoing Chief Executive, Diane Yeo, and working with hospital staff, management and the community."

Gary, who is married with three children and lives in Kent, adds: "I want the Charity to be recognised as not only an effective organisation but one which encourages innovation and excellence to make a significant contribution to improving healthcare.

"I look forward to meeting hospital staff, not only at work but also while participating in the London Duathlon which the Charity

is proud to sponsor on September 14."

Lady Rhys Williams, Chair of the Trustees of Chelsea and Westminster Health Charity, says: "We have great pleasure in announcing the appointment of Gary Lawson as the Charity's new Chief Executive and we very much

look forward to working with him when he takes up his post."

To find out more about being a Trustee of the Charity, contact Lady Rhys Williams, Chelsea and Westminster Health Charity, 6 Verney House, 1B Hollywood Road, London SW10 9HS.

Diane steps down

Diane Yeo steps down as Chief Executive of Chelsea and Westminster Health Charity this month.

Diane has led the Charity as an independent organisation for the last two years.

She said: "I am proud to have been associated with such a special Charity and I look forward to seeing it go from strength to strength."

Lady Rhys Williams, Chair of the Trustees of Chelsea and Westminster Health Charity, said: "We will greatly miss Diane who has worked tirelessly in support of the Charity."

Jon Milward, Chair of the Charity's Fundraising Committee, said: "Diane has been instrumental in getting some really important fundraising plans, including our sponsorship of the London Duathlon, off the ground."

Diane will continue her association with the Charity by helping to raise funds for the CT Scanner Appeal to buy a second scanner for the hospital.



■ **Gary Lawson**

Who are you?

The famous faces on page 16 are: 1. Jimmy Hill; 2. HRH Duke of Edinburgh; 3. Gordon Brown and Tony Blair; 4. Elton John; 5. Ewan McGregor

Staff sign up to get fit – and raise money for their hospital!

Staff throughout the hospital are signing up to take part in the Chelsea and Westminster Health Charity London Duathlon.

Chelsea and Westminster Health Charity, which supports initiatives to improve healthcare for patients at Chelsea and Westminster Hospital, is the official charity partner of the London Duathlon.

Funds raised will go towards deserving projects such as the Charity's £900,000 CT Scanner Appeal to buy a new scanner for the hospital to speed up diagnosis and treatment for patients.

The duathlon – a run followed by a bike ride



■ **Adrian Wildfire**

followed by another run – will take place on Sunday 14 September in the beautiful surroundings of Richmond Park.

Physiotherapist Lisa Newington says: "I am taking part in the duathlon because I like a challenge."

Consultant Gynaecologist Dr Carole Gilling-Smith says: "Both as a member of the Fulham community for many years and as a Consultant in the Trust I have long recognised and appreciated the excellent and wide-



■ **Dr Carole Gilling-Smith**

Duathlon factfile

- You can take part in the duathlon either as an individual or as a member of a team
- You can tackle one of two distances as an individual – 'Fun' (5km run, 10km cycle, 5km run) or 'Challenge' (9km run, 20 km cycle, 5km run) – or have a go at the 'Challenge' distance as part of a team of up to three people
- You can walk, run and cycle at your own pace
- Visit www.chelwestcharity.com to find out more about the Charity and the duathlon
- Visit www.thelondonduathlon.com to enter the duathlon



■ **Dominic Clarke**

ranging services this hospital offers.

"It is good to now have an opportunity to contribute to the many deserving projects within the Trust which cannot move forward unless funded through the Charity."

Adrian Wildfire, Laboratory Services Manager in the St Stephen's Centre, explains: "I am taking part in the duathlon because, working at Chelsea and Westminster Hospital, I see cases of real need every day and this is a small way of helping those who cannot always help themselves."

Dominic Clarke, Cancer Services Manager, adds: "I'm taking part in the duathlon because it gives me the opportunity to push myself to the edge physically, as well as giving me motivation to get back in the gym."

"Chelsea and Westminster is a fantastic place to work and any opportunity to give a little back in the form of donation money for a second CT scanner is something I am pleased to do."

Taking time out for food

From Monday April 28 Protected Meal Times are being relaunched and enforced throughout the hospital - lunchtime for ALL wards will be 12.30-1.30pm and the Protected Meal Time Policy will apply.

During this lunch period, only emergency or essential care is provided and visitors, except for those involved in helping their relative at meal times, are restricted to ensure patients on our wards can eat their meals in peace.

The protected time also enables ward staff and ward housekeepers to develop an 'all hands on deck' philosophy so that food and feeding are a priority and patients' nutritional needs are met.

Research shows that patients who are not interrupted and receive appropriate service and

support during mealtimes are happier, more relaxed and eat more. The better nutrition a patient receives, the higher his or her chances of recovering.

Another initiative to improve nutritional intake is the 'Blue Tray' initiative. Vulnerable patients, who are unable to feed themselves, require assistance with feeding, or who have a low nutritional assessment score, are served their food on a blue tray. This helps nurses and healthcare assistants to identify them and staff are then able to focus their resources appropriately.

If you are a visitor with a sick relative or friend who needs assistance with feeding or who is allocated a blue tray, we do encourage you to visit over meal times to help with feeding.

Staff within the hospital other than ward staff (including doctors) need to plan their day so that they are off the wards between 12.30-1.30pm.

For further information, contact Helen Stracey (Dietetic Services Manager & Chair of Catering Users Group) on ext 8178 or Marie Courtney (Facilities Manager) on ext 2698.

Do you have a story for *Trust News*?

Perhaps you are particularly proud of an achievement that your team has worked hard for. It might be something interesting, exciting, or remarkable that a colleague is doing. 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.

Into Africa

Thomas Macaulay Ward nurse Katie Bragg spent four weeks working with nursing students in Somaliland – this is her fascinating account of her eye-opening experience.

“ I have been interested in Somaliland and the Somali language ever since I studied for my degree at the University of London School of Oriental and African Studies, before I switched to my nurse training in 2002.

My visit to Somaliland at the end of last year came about after a chance meeting on a train with Dr Andrew Leather, who is a Consultant Colorectal Surgeon at King's College Hospital which has developed close links with Somaliland.

I spent four weeks in the

Somaliland factfile

- Somaliland is a former British protectorate on the coast of the Gulf of Aden which declared independence in 1991 after the overthrow of Somali military dictator Siad Barre following a three-year civil war
- The civil war resulted in the destruction of most of Somaliland's healthcare facilities, compounded by mass migration or death of trained health personnel, and access to good, affordable healthcare remains greatly compromised
- Although not internationally recognised, Somaliland has a working political system, government institutions, a police force and its own currency
- Somaliland has escaped much of the upheaval and violence that continue to affect Somalia

capital city, Hargeisa, working with nursing students at both the Edna Adan Maternity Hospital and the Somaliland Nursing Association at Hargeisa Group Hospital.

The staff at these hospitals do a remarkable job bearing in mind their lack of resources – for example, there is no running water and patients' families have to buy their own medical equipment such as cannula and even their own medicines before treatment can be started.

I worked with a total of 93 nursing students both in the classroom and also on the wards, mainly helping them to develop care plans for patients, and the whole experience taught me an enormous amount about adaptability and flexibility because of the circumstances that everyone works under in Somaliland.

I really enjoyed teaching. My limited ability to speak Somali was invaluable because the students found it amusing when I spoke Somali



■ *Camels are a common site in Somaliland*

- For more information or to make a donation, contact the International Development Unit at King's College Hospital - Room 253, Weston Education Centre, Cutcombe Road, London, SE5 9RJ or email idu@kch.nhs.uk
- For more information about Edna Adan Maternity Hospital, visit the website www.ednahospital.netfirms.com



■ *Katie Bragg with student nurses in Somaliland*

and they were keen to teach me more words.

At times I wondered how much difference I was really making but overall I think it was beneficial. I am still in email contact with some of the people I met in Somaliland and I would love to go back because I feel a real connection with the place.

The contrast between healthcare in Somaliland and our health service is obviously massive. My appreciation for the NHS has been renewed by my trip to Somaliland, we sometimes take it for granted but we really are blessed to have so many resources available free at the point of care.

I would like to thank Carole Duff, Clinical Lead and Practice Development Unit Facilitator on TMac,

and my ward manager Christina Casley for their support which enabled me to go to Somaliland. I really appreciate that support.”

King's International Development Unit – factfile

- Staff from King's College Hospital in south-east London have been working in Somaliland since 2002 following an initial fact-finding trip in 2000, sponsored by the Tropical Health and Education Trust (THET)
- King's employs many health workers from developing countries and believes it has a strong humanitarian obligation to give something back
- THET supports health workers in developing countries to meet the needs of their communities through skills training, working in partnership to improve care, build on existing systems and increase access to healthcare
- King's recognised the need for a stronger administrative base for the work in Somaliland and elsewhere in the developing world – the King's International Development Unit was launched in 2006 and a project co-ordinator recruited
- Staff from King's and Somaliland published a paper in *The Lancet* in 2006 about their work

■ Reverend Dr Christina Beardsley, who has worked for the Trust for seven years, is now the Head of our Multi-Faith Chaplaincy Department. She started as Assistant Chaplain in 2001, becoming a Chaplain in 2003.

She will be licensed for this role by her faith community, the Church of England, at a ceremony in the Hospital Chapel on Monday April 21 at 12 noon.

Christina's vision for the Multi-Faith Chaplaincy team is to continue and enhance pastoral care of patients, relatives and staff and to develop the team's teaching and research profile.

In 2007, Christina completed her Masters in Healthcare Chaplaincy at Leeds University and was awarded the degree with



Distinction.

Other members of the Multi-Faith Chaplaincy Department are Father Gabriel Bannon (Roman Catholic Chaplain), Imam Sadeq Hansali (Muslim Chaplain), Alec Colman (Jewish Chaplain), Edna Mathieson (Humanist Chaplain) and Jonathan Cecil (Volunteer Chaplain).

The team can also access support from the Hindu, Buddhist, Sikh, Greek Orthodox and Russian Orthodox communities as needed.

Another Christian Chaplain is being recruited to join the team.



■ **Kate Shaw** (pictured above) is our **Macmillan Clinical Nurse Specialist for HIV-Oncology and Haemato-Oncology.**

Kate works with our HIV and Haematology multi-disciplinary teams to support patients who have been diagnosed with cancer. She is the key worker for these patients, supporting them during and after their cancer treatment. She also works closely with other teams and departments, and acts as a resource for other members of staff.

Kate can be contacted on ext 8281 or Bleep 1424.

Farewell to Sue

Sue Murden, Healthcare Assistant in the Medical Day Unit (MDU) at Chelsea and Westminster, retired at the end of March.

MDU Sister Ellie Shephard said: "Sue worked at Chelsea and Westminster for 13 years and she is an absolute star. She wins a Christmas Cheer Award on an annual basis and the MDU won't be the same without her.

"We hope she will do some work for us through the Staff Bank from May to November and then she's moving back to Mauritius."

Sue was nominated by eight colleagues for last year's Christmas Cheer Awards which celebrate the achievements of hospital staff who bring a positive attitude to their work.

Dr Peter Kroker said: "Sue has a very kind and caring attitude, patients love her and she is responsible to a large degree for the positive perception of our Medical Day Unit."



■ **Sue Murden (front right – holding flowers) pictured at her retirement party in the Medical Day Unit with staff and former patients**

Surgeon joins Trust

Mr Gianluca Bonanomi has joined the Chelsea and Westminster Hospital as a Consultant Surgeon in general and bariatric (obesity) surgery.

Mr Bonanomi received his Medical Degree and general



■ **Mr Gianluca Bonanomi**

surgery training at the University of Pisa in Italy before completing further Fellowship training in advanced laparoscopic and bariatric surgery at the University of Pittsburgh Medical Centre where he was appointed as an Attending and Assistant Professor of Surgery.

As a faculty member, he was involved in the development of novel minimally invasive techniques and in the implementation of a comprehensive bariatric surgery programme.

Mr Bonanomi is a member of the American Society of Bariatric Surgery, the International Federation for the Surgery of Obesity and

the European Association for Endoscopic Surgery.

He has a particular interest in bariatrics and will also be undertaking general and upper gastrointestinal surgery.

Camille Hair Design

2nd Floor, Lift Bank D

Opening hours:

Tue-Fri 10am - 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

Focus on... NHS 60th anniversary

NHS 60

2008 marks the 60th anniversary of the NHS – one of the most recognised and best loved institutions in the world. See our factfile below for some startling NHS facts and figures.

Chelsea and Westminster celebrates 15th anniversary

Not only is 2008 the 60th anniversary of the NHS but also Chelsea and Westminster Hospital celebrates its 15th anniversary this year.

The history of healthcare in our area of London dates back much further than 1993 – the new hospital brought together staff and services from five London hospitals:

- St Mary Abbots Hospital – an infirmary occupied the site of what had been the Kensington workhouse and the hospital was founded in the late 19th century
- St Stephen's Hospital – St Stephen's was founded in the late 1800s but a map of 1664 indicates on this site (where Chelsea and Westminster Hospital is now located) 'the hospital in Little Chelsea' and later there was a workhouse and then an infirmary
- Westminster Children's Hospital – built in 1907 as The Infants Hospital in Vincent Square, SW1, it amalgamated with the Westminster Hospital in 1946
- Westminster Hospital – founded as a voluntary hospital in Petty France, Pimlico, in 1719, it occupied other sites including one opposite Westminster Abbey
- West London Hospital – opened in 1860, the hospital was known from the early 1970s for its woman-centred maternity service

Who are you?

Many famous faces have graced our wards since Chelsea and Westminster Hospital opened its doors in 1993 but can you name the visitors pictured below? See page 12 if you are having trouble putting a name to a face.



NHS 60 factfile

Did you know?

- NHS staff are in contact with 1.5 million patients and their families every single day
- Every week NHS chiropodists inspect 150,000 pairs of feet, 170,000 people have an eyesight test, ambulances make 50,000 emergency journeys and 1.4 million people receive help in their home from the NHS
- NHS Direct receives 20 calls a minute – more than a million people called the health helpline over the festive period last year
- The NHS helps deliver 16,000 babies at home every year – enough new arrivals to fill the Royal Albert Hall three times over
- 1.3 million people work for the NHS - nurses make up the largest share of the workforce, 30% of health service staff are nurses

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