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Nell Gwynne Ward (Stroke Unit) staff

Support our stroke services—back the bid!

The Trust is launching a major public campaign urging patients, members of the public and staff to back our bid to be a specialist 'hyper-acute' stroke unit (HASU) as well as a local stroke unit and a TIA (Transient Ischaemic Attack) centre.

Trust Chairman, Professor Sir Christopher Edwards, and Chief Executive, Heather Lawrence, are writing personally to patient and public members of our Foundation Trust encouraging them to support our stroke services by responding to a public consultation on plans to improve both stroke and major trauma services in London.

Healthcare for London's three-month consultation—*The Shape of Things to Come: Developing New, High-Quality Major Trauma and Stroke Services for London*—runs until Friday 8 May.

Professor Edwards says: "We welcome the ambitious aims of Healthcare for London's proposals to save 500 lives a year by creating specialist stroke and major trauma centres which will concentrate expert clinical care and the latest technology in new centres of excellence and the Trust is delighted that the consultation recommends that Chelsea and Westminster should be both a local stroke unit and a TIA centre.

"This is well-deserved recognition of the strength of our bid and the excellent patient care currently provided by a multi-disciplinary team of staff on our dedicated Stroke Unit, Nell Gwynne Ward—the 2006 National Sentinel Stroke Audit ranked our

stroke services as the best in North West London and sixth best in England.

"Healthcare for London makes clear in its consultation that both Chelsea and Westminster and Charing Cross hospitals showed we could 'equally meet future standards' for a HASU to treat the most seriously ill stroke patients in our area of London but recommends Charing Cross, part of Imperial College Healthcare NHS Trust, as our local HASU.

"We understand how Healthcare for London came to this decision for two major reasons, namely because stroke services would be co-located with neurosurgery on the Charing Cross site and because the hospital's geographical location would lead to shorter travel times.

"However, having outlined why Charing Cross is the recommended option, the consultation document then goes on to explain that if St Mary's Hospital in Paddington—which is also part of Imperial College Healthcare NHS Trust—is designated as a major trauma centre under Healthcare for London's proposals, the HASU would be located at St Mary's rather than Charing Cross.

"We are concerned that this may call into question the validity of the two major reasons why Charing Cross, rather than Chelsea and Westminster, is the best location for a HASU and therefore we are drawing this issue to the attention of patients, members of the public and Trust staff who may feel it is more appropriate to support Chelsea and Westminster's bid for a HASU."

Question 7 of Healthcare for London's consultation document offers a straight choice between either Charing Cross or Chelsea and Westminster as the location for a HASU and invites anyone responding to the public consultation to choose their preferred option and explain their reasons.

Heather Lawrence says: "We are delighted to have demonstrated that we could meet the standards required for a HASU because of the excellent reputation of our existing stroke services and the robustness of our plans to develop a specialist hyper-acute unit at Chelsea and Westminster.

"I would urge all Foundation Trust members and Trust staff to have their say by responding to the public consultation because not only is this an issue of strategic importance to the future of our hospital but also Healthcare for London's proposals address a clinical condition that affects thousands of people every year. Stroke is the second biggest killer in London and the most common cause of disability—around 11,500 Londoners suffer a stroke each year.

"This consultation is part of a bigger picture. Healthcare for London is due to run public consultations on other major proposed changes to different clinical services and Primary Care Trusts in North West London are currently considering the future of specialist paediatric and neonatal surgery, and associated specialties, in North West London. We are bidding to be the lead centre for these services which are likely to be the subject of public consultation later in the year.

"We will continue to encourage the involvement of Foundation Trust members and staff because these are issues of major strategic importance to the future of your hospital and we value your support."

Healthcare for London's public consultation on stroke and major trauma services will last until Friday 8 May and its findings will be considered by a Joint Committee of Primary Care Trusts in the summer—they will consider responses to the public consultation as part of their decision-making process which is why it is important to have your say on their proposals.

Hard copies of the full consultation document, and a summary version, will be available in the hospital this month or you can view the documents online at www.healthcareforlondon.nhs.uk—see local press for details of consultation events being run by NHS Kensington and Chelsea.

Have your say

There are various ways to take part in the public consultation:

- Submit your comments online at www.healthcareforlondon.nhs.uk
- Complete the questionnaire at the end of the hard copy consultation document and return it to: **Freepost RSAE-RCET-ATJY, Healthcare for London, Harrow HA1 2QG**
- Call freephone **0808 238 5481**
- Email hfl@ipsos.com
- Fax your response to **0808 238 5480**

quick bites

Harassment and Bullying at Work Policy

The Trust takes the issue of bullying and harassment very seriously and promoted National Ban Bullying at Work day in November last year. In addition, the Trust has recently ratified the policy and procedure against harassment and bullying in the workplace. The Harassment and Bullying Policy replaces the Dignity at Work Policy and can be found on the intranet under the Policies and Procedures page, alternatively please ask your Directorate HR Advisor for a copy.



Cyclescheme

With spring just round the corner why not take advantage of Cyclescheme and get fit by riding to work? With Cyclescheme you can make big savings on a bike for work by saving on VAT, National Insurance and income tax when purchasing a bicycle and safety equipment through the scheme. All full and part-time staff at Chelsea and Westminster are eligible. For more information look in the Cycle Scheme folder in the Human Resources section of the intranet or log on to www.cyclescheme.co.uk for more information. For any further queries contact Amber Payne, Working Family Advisor, on x5869 or via Trust email.



£20 million research project gets community launch

The Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London held its Community Engagement Launch on Friday 13 February at the Wellcome Trust in Euston.

The event provided an opportunity for patient groups, community organisations and the local and national NHS to learn more about the £20 million research project. Research produced as part of the project will be rapidly evaluated and used to provide a range of new, effective treatments to improve patient care. One of the key elements of the five-year project will be ensuring there is patient involvement at all stages.

CLAHRC for Northwest London is hosted at Chelsea and Westminster Hospital. For details of how you can get involved or to find out more go to the CLAHRC website at www.clahrc-northwestlondon.nihr.ac.uk.

Heather's view

by Heather Lawrence, Chief Executive



I have returned re-energised from my holiday in New Zealand and I would like to thank all staff for working with my deputy, Amanda Pritchard, and the rest of the Executive team during my absence to deliver patient care in extremely difficult circumstances.

I was so impressed with the huge efforts of so many staff who made it into work in such incredibly adverse weather conditions.

I also know that many staff worked extremely hard to control the Norovirus outbreak which affected many of our inpatient wards during January and February.

This highlights the importance of continued surveillance and strict adherence to infection control protocols. You will have observed that all clinicians are now 'bare below the elbow' on our wards which signals to patients and the public that we take infection control seriously.

I would like to thank all staff for keeping our performance on track, despite these challenges. I would urge everyone to redouble their efforts to ensure we maintain this performance and meet our targets for the 2008/09 financial year which finishes at the end of March.

Focusing on the future, we are now beginning to see Lord Darzi's vision for the future of the NHS in London become reality.

Healthcare for London's consultation on stroke and major trauma is underway and, as you can read on the front page of this month's *Trust News*, I would like to encourage all staff to support our stroke services by backing our bid to be a specialist 'hyper-acute' stroke unit.

We are also bidding to be the lead centre for specialist paediatric and neonatal surgery, and associated specialties, in North West London. We expect public consultation on this issue of vital importance later in the year and I will keep all staff up-to-date with the latest developments.

Finally, the NHS is not exempt from the current economic downturn with central government funding due to be reduced substantially.

This means that we must all work together in new and innovative ways to increase efficiency while maintaining and improving the quality of our services. I will return to this subject in a future edition of *Trust News*.

56 Dean Street opens its doors



The Trust's new sexual health centre, 56 Dean Street, opened its doors on 2 March. The state-of-the-art HIV and sexual health centre in Dean Street replaces the services that were available at the Victoria Clinic at the South Westminster Centre which closed in mid-February.

56 Dean Street offers a full range of services including a walk-in clinic for young people, one-hour HIV testing and emergency contraception. It will open two evenings a week as well as Saturdays, making it one of only two NHS sexual health centres in London to offer Saturday opening (the other being Chelsea and Westminster's West London Centre for Sexual Health).

Dr Alan McOwan, Service Director, said: "Our aim with 56 Dean Street is to create a space that will stand the test of time and one that moves firmly away from the

sterile and dull environments that are all too often associated with sexual health clinics and services. The colours, finishes and quality of materials and furnishings have created an inviting, comfortable, reassuring and stylish environment. Within the building, services and the use of the latest technology have been designed to streamline the flow of those visiting which will help reduce the amount of time people have to spend sitting around waiting.

"We're very excited about the opening of 56 Dean Street. It will provide a fantastic opportunity for us to improve the sexual health of people living and working in Soho."

Visit www.56deanstreet.nhs.uk to find out complete details about services and opening hours.

Scholarships available

The Florence Nightingale Foundation raises funds to provide scholarships for nurses and midwives to enable them, through study, to promote innovation in practice and to extend knowledge and skills to meet changing needs.

They have two scholarship schemes open to British and Commonwealth nurses and midwives who have at least two years' professional experience.

The Band Trust Research Scholarships are offered annually for one academic year to enable nurses and midwives to undertake a course in research methods, an evidence-based practice module or a research-based component of a graduate programme or a research dissertation as part of a degree course.

The Travel scholarships are available for projects connected with the applicant's field of work and which will benefit patients and the professions more widely. The amount awarded will depend on the scope of the project to be undertaken, its length and the country or countries proposed for the particular study.

The closing date for receipt of completed applications is **Friday 21 August 2009**. If you are interested in how to apply for a scholarship, email admin@florence-nightingale-foundation.org.uk or visit www.florence-nightingale-foundation.org.uk and go to the 'Travel Scholarships' page.

Open Day 2009

This year's Open Day will take place on Saturday 9 May. Details of how wards, teams and departments can get involved will follow in the near future.

NHS Choices video



WebsEdge videographer Jamie Field

Patients using the national NHS Choices website to prepare for a stay in hospital will be able to watch a video featuring Catherine Andrews, Lead Nurse in the Pre-operative Assessment Centre at Chelsea and Westminster.

A film crew from WebsEdge, the digital online broadcasting company who have made the video for NHS Choices, visited the hospital in January to interview Catherine on what to think about before inpatient treatment.

Catherine said: "I think it's a good idea for patients to know more about what to expect when they are coming into hospital, and hopefully this video will help. Sometimes people have quite unrealistic expectations which are often based on TV hospital dramas like Casualty and Holby City."

The NHS Choices website, which is funded by the Department of Health, has now joined forces with the NHS Direct website to provide comprehensive health information in a single online location—see www.nhs.uk for details.

'B Sure'—new community-based sexual health clinic

Chelsea and Westminster has set up a new community-based sexual health clinic at a local wellbeing centre for vulnerable adults.

The new B Sure Clinic opened in January at St Mungo's Wellbeing Centre in Earl's Court which provides a welcoming and safe environment to anyone living in Kensington and Chelsea who is in receipt of benefits, is vulnerable or isolated, and has difficulty accessing wellbeing services.

Michelle Jenkins, Nurse Practitioner at the John Hunter Clinic, explains why the St Mungo's Wellbeing Centre was chosen: "The Centre already offers access to a wide range of wellbeing-related services including complementary therapies, yoga classes, counselling, drug and alcohol support, and a housing options clinic.

"From January 2009, the B Sure Clinic was added to its list of services."

The B Sure Clinic is a confidential service providing accessible sexual health advice on safer sex and contraception, free condoms, and testing for sexually transmitted infections including HIV and Hepatitis B and C.

Michelle says: "Chelsea and Westminster is already involved in a number of outreach and community-based services which aim to be more responsive to local needs.

"Those attending the Wellbeing Centre may not feel comfortable attending an established sexual health clinic but the B Sure Clinic means we can give more people access to our sexual health services."

Our very own Children's Champion!



Denise Watson with Ponseti patient Finlan O'Reilly

Congratulations to Denise Watson (Paediatric Orthopaedic Physiotherapy Practitioner) who was shortlisted for a News of the World Children's Champion Award.

There were thousands of nominations and Denise was one of only five finalists shortlisted for the 'Medical Award' category which aims to recognise people who have gone the extra mile to make a difference to a child's life.

Denise leads the Ponseti team at Chelsea and Westminster Hospital which treats children born with clubfoot. The Ponseti method was developed 40 years ago as an alternative to major surgery to treat children born with clubfoot.

Denise was nominated by Deborah Wiggs who is the mother of one of Denise's patients.

Deborah said: "The difference with Denise is that she has learned as much as she can from colleagues and has travelled to America to see Mr Ponseti so that she is the best in her field.

"She has helped my son so much. He is on a long road but without her my son would not walk. She cares for the mums as well as the children. She really is one of a kind and a very special lady."

fast track

Research and Development Open Day—24 June 2009

The deadline for abstracts and proposals for interactive events for this year's Research and Development (R&D) Open Day is Friday 13 March. All research-active staff and patient groups are encouraged to apply.

After the success of last year's event the second annual patient and public R&D Open Day will be held on Wednesday June 24 2009. The aims of the Trust R&D Open Day are to:

- increase awareness of opportunities for patients and public to get involved with research including activities and training programmes provided by the National Institute of Health Research funded Collaboration for Leadership in Applied Health Research and Care (NIHR CLAHRC) for Northwest London
- increase the profile of research within the Trust amongst staff, patients and the public

For further information on how to submit abstracts and proposals please contact Chioma Egbunike via Trust email.



The Saturday Service celebrates its first birthday

The Saturday Service at the West London Centre for Sexual Health (WLCSH), based at Charing Cross Hospital, celebrated its first birthday in January.

It was the first sexual health service in London to open on Saturdays and before 56 Dean Street opened in March this was a unique service set up by staff at WLCSH with support from colleagues in the HIV/GUM directorate.

The Saturday Service has treated more than 1,800 patients since January 2008.

Photo gallery

New ECG machine

Lady Smith-Gordon, Chairman of The Friends of Chelsea and Westminster Hospital, presents Senior Sister Andrea Travers and Consultant Dr Wendy Matthews with a new Electrocardiogram (ECG) machine for the Emergency Department. The machine is used to detect abnormal heart rhythms in patients and to investigate the cause of chest pains.



Reclining armchair

Lady Smith-Gordon, Chairman of The Friends of Chelsea and Westminster Hospital, presents David Erskine Ward staff Isata Allie (Senior Staff Nurse), Ernestina Minta (Staff Nurse), Rosalinda Nsang (Staff Nurse) and Lesley-Anne Marke (Sister) with a reclining armchair for relatives to use when visiting patients



Meet the Team: Cancer Multi-Disciplinary Team Co-ordinators



Cancer MDT Co-ordinators Leila Sancis, Victoria Keeble, Vanishri Sukhu, Claire Fauconnier and Hina Amin with Cancer Services Manager Dominic Clarke

The Trust cares for approximately 800 new cancer patients every year from those newly diagnosed through to patients requiring palliative care. The Trust is a dedicated Cancer Unit, working in partnership with other nearby local Cancer Centres such as Charing Cross and the Royal Marsden Hospital.

On 1 January 2009 three new cancer treatment targets came into force across the country to ensure that patients are diagnosed more quickly and treated faster.

Dominic Clarke, Cancer Services Manager, says: "To improve our services we've implemented the three new cancer waiting targets and have reorganised our Cancer Services to include multi-disciplinary teams (MDT) and five multi-disciplinary team co-ordinators (MDT Co-ordinators).

"MDTs consist of medical and non-medical professionals who are responsible for each cancer patient's care. The MDT can include clinicians (surgeons, pathologists, radiologists, oncologists), specialist nurses and other health professionals such as dieticians and physiotherapists.

"MDTs ensure that decisions relating to a patient's treatment are made collectively, conform to appropriate protocols and that the treatment plan is documented. Each patient is discussed and considered individually."

Hina Amin, Lung MDT Co-ordinator, says: "MDT working requires a lot of planning to ensure that the correct professionals are available for MDT meetings at the right time. As well as organising the MDT meetings an essential part of our role is to record the discussions, diagnosis, decisions and treatment plans from the MDT meetings. We also have to gather together patient notes, images and pathology reports (sometimes from other hospitals) needed for discussion at the MDT meetings.

"In addition to supporting the MDT meetings, once a patient has been referred to the hospital we have to track their progress to make sure their treatment is as streamlined as possible and that any scans or diagnoses they need are achieved within the cancer treatment waiting times. We also need to ensure we flag up any potential breaches of the waiting times timescale.

"We also collate timely and accurate data relating to cancer waiting times which must be submitted nationally. The amount of data we have to collect has increased considerably because better, more comprehensive data on our services will help to improve the quality of our services. Other aspects of our role include producing reports, undertaking audits and service improvements as required."

Dominic Clarke, who manages the team of five MDT Co-ordinators, says: "It is a job which has a huge amount of responsibility attached to it, especially in terms of cancer waiting times which is a Trust key performance target monitored by the Foundation Trust regulator Monitor.

"Self-organisation, time management and excellent communication skills are just a few of the key skills which are needed to be effective.

"Without these posts, cancer care would simply fall apart as the posts are quite unique and simply getting temporary staff with administrative and clerical skills to cover would not suffice."

Pocket guides about the new cancer targets and what staff need to do if a patient is suspected of having cancer have been sent out to all clinicians and administrative/nursing staff.

Who's who in the MDT

- **Dominic Clarke** (Cancer Services Manager) x2090
- **Hina Amin** (Lung MDT Co-ordinator) x7896/bleep 4746
- **Leila Sancis** (Colorectal and Upper Gastrointestinal MDT Co-ordinator) x5107/bleep 5661
- **Victoria Keeble** (Dermatology and Haematology MDT Co-ordinator) x5107
- **Claire Fauconnier** (Gynaecology MDT Co-ordinator) x5107
- **Vanishri Sukhu** (Urology MDT Co-ordinator) x5107

60
second
interview



Vivien Bell Head of Midwifery

Why did you choose to work at Chelsea and Westminster? I saw that Chelsea and Westminster had a commitment to quality and a determination to provide the best service possible. There is a real and genuine focus on keeping women at the centre of care. I felt there was the support to achieve these goals and something I could contribute to.

How long have you worked here? I've been on secondment as Head of Midwifery since September 2008 and was appointed in February 2009.

What three words would your work colleagues use to describe you? Kind, helpful and fair (I hope).

What did you want to grow up to be when you were a child? I wanted to be 'grown up'. I remember being five or so and seeing a group of grown up girls I thought were fabulous and I wanted to be like them—in hindsight they must have been all of 16.

Which work colleague has inspired you the most and why? My supervisor of midwives when I was a labour ward co-ordinator who always maintained the highest possible standards whilst managing to keep a sense of humour.

Describe your perfect day? A nice lazy day in Devon—sleep in, then breakfast, Sunday papers, a light lunch and a walk by the coast, then back for a roast and feet up.

The ~~snow~~ must go on

London's heaviest snowfall in almost 20 years may have stopped the capital's buses in their tracks but the Trust was able to maintain its urgent and emergency services thanks to the determination and dedication of staff.

Many Trust staff literally 'went the extra mile' to make it to work on Monday 2 February despite the adverse weather conditions.

Amanda Pritchard, Deputy Chief Executive, said: "On behalf of the Executive team I would like to say a big thank you to all staff who managed to make it to work so that we could keep our services up and running."

Despite London's transport infrastructure grinding to a virtual standstill in the snow, 20 babies were delivered in Maternity, 210 patients were treated in the Emergency Department, and 19 emergency operations were carried out.

Amanda added: "Not only did many staff walk for hours through the snow and ice to get to work but, once they were here, they often worked far above and beyond their roles and in some cases stayed locally on

Monday night to ensure they could return to work on Tuesday.

"We also heard of numerous examples of families helping our staff get to work in treacherous conditions."

The Trust celebrated the huge efforts that many staff made by launching a special one-off competition for staff—the Snow Hero Awards.

Many staff took the time and trouble to nominate their colleagues—118 nominations were received in just three days—and three overall winners and a further five runners-up were chosen by Amanda Pritchard and Sandra Busby, Staffside Chair.

The overall winners all earned multiple nominations and the runners-up each had more than two nominations. They received gift vouchers funded by Trust directors in recognition of their gratitude to staff.

In addition to the prize winners, the nominations for the Snow Hero Awards revealed many other examples of staff,

their families and even patients going above and beyond the call of duty.

Alex Mancini, Modern Matron on NICU, and her husband Tony were nominated jointly by Bryony Martin, Loretta Hubball and Roslyn Biddulph.

They said: "Alex lives locally and enlisted her husband to pick up staff from their homes and drop them home from the night shift. She arrived on the unit at 8am and stayed until 8pm, keeping staff informed and updated."

Paul Truesdale, Senior Staff Nurse in the Paediatric Emergency Department, nominated Matt Philpott whose son William was treated in the department on Monday 2 February.

Paul said: "After I had nursed William, his father kindly offered me a lift home as a gesture of thanks for looking after his son. He waited in the hospital until my shift finished at 10:30pm."

A list of winners, runners-up and all other staff nominated for the Snow Hero Awards is on the right.

Snow Hero Awards

Award winners

- **Dr Vasilis Constantinides** (Registrar, General Surgery)
- **Ieuan Marks** (Finance Manager)
- **Vashni Scantlebury** (Sister, Edgar Horne)

Runners-up

- **Charlene Brown** (ICU)
- **Carol Davis** (Patient Affairs)
- **Sam Double & Steph Buckley** (Paediatric Physiotherapy)
- **Viv Heaslip** (Thomas Macaulay)
- **Emma Long** (ICU)

Teams nominated

- **Emergency Department (A&E)**
- **Therapies Admin & Clerical team**

Other staff nominated

- Deborah Alcayde
- Kate Attrill
- Navin Austin
- Mohammed Bah
- Julia Baker
- Emma Bartlett
- Scott Bennett
- Dr Martin Benson
- Steve Bishop
- Mario Borelli
- Georgina Brown
- Daisy Case
- Wai Chan
- Mark Chapman
- Dr Sarah Cox
- Valerie Crowley
- Una Cummins
- Analiese Darninsuang
- Beverley Duncan
- Dennis Duncan
- Dr Jackie Durbridge
- Deborah Earl
- Denise Edson
- Neil Fourie
- Claudette Gittens
- Mary Griffin
- Tristan Griffiths
- Jilly Hale
- Jamie Hardie
- James Harris
- Nick Hayes
- Sean Henderson
- Angela Honan
- Kate Israel
- Babatunde Itamoh
- Harry Johnson
- Sinead Jones
- Beth Leathart
- Tanya Lewis
- Joanna Lutkin
- Andrew MacCallum
- Louise Magee
- Alex Mancini
- Dr Mark Nelson
- Nicola Nightingale
- Titi Olu
- Jennifer Parr
- Maggie Perrin
- John Pickett
- Millie Powell
- Natasha Ryan
- Sidi Seth
- Mujda Sharifi
- Sally Anne Sharman
- Dr Kevin Shotliff
- Lucie Stepova
- Carol Sweet
- Toni Shepherd
- Simone Spio-Garbrah
- Donal Traynor
- Vanessa Vaughan
- Simon Wall
- Barbara Wetherall
- Jean Whiting

Snow-inspired still life by Alexandra Prior (GP Relationship Manager) and Matt Guilfoyle (ESR Self Service Project Manager)



Amanda Pritchard (Deputy Chief Executive) with the 3 overall winners of the Snow Hero Awards—Ieuan Marks (Finance Manager—top), Vashni Scantlebury (Sister, Edgar Horne Ward—middle) and Dr Vasilis Constantinides (Registrar, General Surgery—bottom)

Focus on...

Patient Experience

Targets have, for a number of years, been the most important factors used to judge how good or bad a hospital is. However, now that patients can choose which hospital they want to go to for treatments ensuring patients have a positive personal experience while in hospital and asking patients for their feedback is vital.

One of the Trust's three key corporate objectives for 2009/10 is to improve the patient experience and key to this is an accurate understanding of the patients' view about their care.

Chelsea and Westminster currently obtains accurate feedback mostly from patient surveys but is now introducing a more integrated, dynamic and creative approach to capturing patient feedback within the Trust.

These two pages give an insight into how the Trust currently captures patient feedback and plans to make this process more responsive.

Getting patient feedback—right here, right now



The Trust is currently working with Dr Foster Intelligence to develop a 'Patient Experience Tracker' (PET) which will provide instant feedback on patient experience.

PETs can be used by any organisation delivering patient care such as hospitals or GP practices to electronically capture the patient's experience of their service on a daily or even hourly basis. The system provides a simple, practical and robust way of rapidly and frequently capturing and analysing results.

The lightweight handheld devices contain a maximum of five questions which can be customised for each clinical area and produced in any language, including Braille. They are large enough to be handled by frail patients and with large print to ensure the questions can be easily read.

Andrew MacCallum, Director of Nursing, who is leading the project, is keen to get them in use across the Trust: "PETs are already in use in more than 40 Trusts nationwide. One reason we're interested in using them is that they can generate comprehensive and frequent electronic reports which will allow frontline staff to identify potential problems quickly and improve service delivery in their areas.

"PETs have high response rates which encourage staff to be continuously aware of patient needs as the feedback on a patient's experience is so rapid."



Patient Susana Garcia with her 2-day-old twins Sara and Emily

Improving the patient experience in Maternity

Maternity Services have recently finished a three-month pilot project aimed at creating a more positive experience for mothers using maternity services at Chelsea and Westminster.

Vivien Bell, Head of Midwifery, who led the project, explains why the Trust agreed to take part in the pilot which was overseen by McKinsey, the management consultants.

"Maternity Services at Chelsea and Westminster receive excellent feedback for the quality of clinical care provided and this is one of the safest hospitals for women to have a baby.

"We know patients want good clinical care but they also want to be looked after by staff who listen to them and make an effort to understand how they feel. We felt that this aspect of our service was not as good as it could be.

"Being part of the pilot project allowed us to spend time looking in detail at the

experience of women and staff in our unit. The initial step was to gain extensive input from patients and staff about services.

"We used interviews, focus groups, patient surveys, formal complaints data, patient letters and activity data including the number of births and the number of staff on each shift.

"One of the most powerful tools was a patient video which captured women's descriptions of their experience. We used this to encourage staff to put themselves in the women's shoes and create amongst staff a real desire to change how we work."

From all of the patient and staff feedback four themes for improvement emerged:

- communication with patients
- teamwork and communication between staff
- environment for patients and staff
- patients' experience at night

Vivien Bell says: "Some of the actions we have put in place are relatively straightforward but, nevertheless, will have a powerful impact on patient experience—for example, making it easier to navigate round the unit and allowing visitors to stay longer.

"We have also addressed some of the team work and communication issues amongst staff. Staff now have daily, multi-disciplinary meetings on the Labour Ward at shift handover so everyone knows what is happening on the wards.

"Ultimately, we're hoping to achieve a real change in team ethos and culture which will obviously take longer to implement, but will achieve a world class service that our women deserve.

"Being involved in this project has helped us to put in place formal systems and processes to support ongoing improvements so that this is not a one-off exercise but part of how we run our unit."

Introducing Quarterly Staff and Patient Panel Surveys

From April the Trust will be establishing quarterly panel surveys which will consist of two panels of 1,200 patients and 1,200 staff each.

This will be an opportunity for patients and staff to provide detailed feedback on key concerns emerging from the annual NHS National Patient Survey.

Andrew MacCallum, Director of Nursing, who has been working with the Picker Institute, explains the role of the staff quarterly panel surveys: "To continuously improve our services we need to respond to what patients tell us and, at the same time, listen and respond to what staff tell us.

"The quarterly panels surveys will provide a regular opportunity for staff to provide this valuable feedback as a kind of important 'critical friend'."

Emergency services—a window on the rest of the service

For many patients, the Emergency Department (ED) is the first point of contact with the NHS and their experience here can significantly affect how they feel about the quality of care across the NHS as a whole.

Every year Chelsea and Westminster treats more than 97,000 patients in the ED. The first national survey of ED patients undertaken in 2008 showed that Chelsea and Westminster has achieved a number of positive improvements.

Chelsea and Westminster's ED has managed to meet its performance target to see 99% of ED patients within four hours and has been asked by NHS Kensington and Chelsea and NHS London to achieve 99% consistently to offset the performance of other hospitals which are having difficulty reaching this target due to high demand and lack of capacity.

Charter Mark—a mark of excellence

An example of excellent customer service within the Trust is the Intensive Care Unit's (ICU) Charter Mark which is a national award given by the government to public sector or voluntary organisations.

Elaine Manderson, Clinical Nurse Specialist, says: "We are proud to have had Charter Mark status since 1998 which means that our staff members have demonstrated that we have continually improved the service that we provide to our patients over that time.



"One of the advantages of undertaking the Charter Mark assessment is gaining feedback on our present performance. It also gives us suggestions on how to improve our service, which is fed into our business plan on an annual basis."

A relative of a patient on the ICU comments on the care their relative received: "The whole experience was surprisingly positive despite being an anxious and frightening time for us relatives. We felt very confident in the care that Mum was receiving."



Senior Staff Nurse Isata Allie and Ward Sister Lesley-Anne Marke with patient Josephine Sinclair on David Erskine Ward

Releasing Time to Care—The Productive Ward

Providing the best possible care for patients is our top priority and we are always looking for ways to help nurses and other staff spend more direct time with patients.

Releasing Time to Care—The Productive Ward is a programme focused on improving ward processes and environments to help staff spend more time on patient care so that patients feel the care they receive is personal and kind.

An important part of the programme is the active involvement of patients in identifying ways to improve services.

While they are in hospital, patients might be asked for their comments, they may find staff being observed providing care, and activities on the ward may also be videoed to help staff find and discuss areas for improvement.

Releasing Time to Care has four core objectives:

- Improve patient safety and reliability of care
- Improve patient experience
- Improve staff wellbeing
- Improve efficiency of care

These core objectives link to key measures or performance indicators such as MRSA and CDiff cases, falls, pressure sores, and patient feedback about their care.

The programme started on 1 January on both David Erskine and St Mary Abbots which are the 'showcase' wards chosen to start the rollout in the Trust, with four more wards due to go live in April.

The showcase wards have the support of Programme Manager, Carol Dale, who works with the teams for three days a week and Jane Tippet, Assistant Director of Nursing, who is the Project Lead in the Trust.

Kristi van Rosenveld, Sister on St Mary Abbots Ward, says: "I hope this programme will improve communication between staff and patients."

Lesley-Anne Marke, Sister on David Erskine Ward, adds: "We are looking at incidents and informal complaints on the ward, putting in place action plans as a direct result of feedback from patients and then making improvements.

"The programme is very much about finding solutions to practical problems. A patient complained that he was kept awake all night because of the night lights on the ward.

"Lights are needed to ensure the ward is safe, for example if a patient gets up needing the toilet in the middle of the night, but we found a solution which was to provide eye masks for patients who were having trouble sleeping."

Lesley-Anne stresses that *Releasing Time to Care* demands energy and commitment from not only nurses but also the whole multi-disciplinary team.

She says: "Before we started the programme, I thought I had a well organised ward but in fact we have been able to improve patient care and make life easier for staff by making some simple changes to the running of the ward."

- For more information about *Releasing Time to Care—The Productive Ward* see www.institute.nhs.uk/productiveward.

Patient Advice and Liaison Service (PALS)

The Patient Advice & Liaison Service (PALS) provides a confidential service, offering information, advice and support to patients, carers, the public and staff to ensure quick resolution of concerns raised about healthcare. PALS are required to act as a focal point for feedback from patients to inform service development. PALS play a key role in bringing about culture change in the NHS.

Carol Davis, Acting Patient Affairs Manager "In order to gain a clearer picture of our strengths and weaknesses and ensure that we run a visible and effective service, we undertook a client satisfaction survey of 400 patients who had used PALS in

the last year. 83% of respondents rated the overall performance of PALS as good or excellent. 40% of the respondents identified themselves as being disabled which indicates a good use of the service by those with disabilities.

"We discovered that 41% of respondents were not aware that PALS provides a confidential service. We are currently in the process of redesigning our comment cards to include a passage on confidentiality. PALS should also provide support for staff to resolve concerns and in order to assess this; the PALS team will be undertaking a staff satisfaction survey."

New infusion pumps



During 2009 the Trust will begin a major improvement programme to replace existing volumetric and syringe pumps with new ones that can be also be used for blood transfusion. B Braun won the contract and will be in residence for much of early 2009 to train and support all staff who use them.

We have also purchased a larger number of pumps than are currently being used to enable most patients eventually to have their intravenous fluids managed through a pump rather than manually which will provide better, safer care.

The Intensive Care Unit (ICU) is now using the new pumps and Thomas Macaulay is now going live, followed by inpatient wards from March onwards. Phase 2 after April will cover other areas including the Treatment Centre, NICU, Paediatrics and a review of maternity needs.

So what do you need to do?

- Look out for posters going up in your area.
- If you are a manager you will need to print off a list of staff requiring training and send to Gillian Gaffney or Veronica Corben.
- Identify one or two 'superusers' in your area, to support training, and let Gillian Gaffney, the current Medical Devices Trainer, know their names.
- Make sure your staff are released to attend the 40 minute training when the pumps are in your area.

Arrangements are being made to implement the changeover, manage supplies and training.

For more details please contact Gillian Gaffney, Andrea Blay, Richard Aldridge or Veronica Corben via Trust email.

Be part of delivering safer and better care to patients by using the most current, safe equipment.

Proud parents honour baby Harvey with gift to hospital



Alex Mancini (Modern Matron, Neonatal Intensive Care Unit), Farzana Fidai (Fundraising Director, Chelsea and Westminster Health Charity), parents Mark Brough-Lisles and Jade Graham with daughter Amelia (14 months), friend Simon Tring (back) and Professor Neena Modi (Consultant)

A couple whose baby son lost his brave fight for life in the Neonatal Intensive Care Unit (NICU) at Chelsea and Westminster have raised £10,000 for the unit to thank the staff who cared for him.

Baby Harvey was born at 34 weeks at Watford Hospital on 12 February 2007 and transferred immediately to the NICU at Chelsea and Westminster because it is a specialist regional unit which cares for 500 sick and very premature babies every year.

Sadly Harvey only lived for one day because he was born with such severe medical problems but his parents, Jade Graham and Mark Brough-Lisles, have nothing but praise for the staff who looked after him in NICU.

Jade said: "They fought so hard for Harvey while he was alive and we wanted to do something to show how grateful we were.

"We wanted to raise money for the unit at Chelsea and Westminster because this is the place where Harvey spent time while he was alive.

"The care we were given after Harvey died was amazing. We were able to sit with him and take as much time as we needed in our own privacy."

Friends and family helped to raise a grand total of £10,000, thanks in particular to the efforts of the couple's friend Simon Tring who took part in the Great North Run half marathon in Newcastle.

Jade and Mark returned to NICU on 12 February 2009, which would have been Harvey's second birthday, to meet staff who cared for Harvey including Professor Neena Modi and Modern Matron, Alex Mancini.

The couple were accompanied by their children Amelia (14 months) and baby

Mason (two weeks) as well as other friends and family.

Alex Mancini, Modern Matron on NICU, said: "We want to say a massive thank you to Mark and Jade and their friends and family for raising so much money for the unit.

"We are overwhelmed by their generosity and we are extremely grateful."

• Chelsea and Westminster Health Charity would like to thank Jade and Mark and everyone who helped them to fundraise such a staggering amount for the Neonatal Intensive Care Unit

• If you are interested in making a donation to the Charity on behalf of Chelsea and Westminster Hospital, simply call 020 8846 6619/4 or visit their website at www.chelwestcharity.org.uk and follow the 'Donate Now' links to make a donation online

Calling all Healthcare Scientists

Are you a Healthcare Scientist? How much development are you able to access? As a group that is very disparate within the Trust, the Centre for Professional Development needs to be sure you are accessing the support and development that you require.

The Trust has a Centre for Professional Development (CPD) resource which could be accessed by Healthcare Scientists. The CPD group needs to hear from you to be sure we are using this resource equitably and meeting the Trust's corporate objectives.

Do you know that there is also currently a national consultation document about your professional group out for comment? If you are a Healthcare Scientist, please contact Veronica Corben, Assistant Director of Nursing, on x5443/2480 or via Trust email for more information.

Challenge yourself for charity



Neil Fourie

The NICRO UK Trust is a UK registered charity dedicated to rehabilitating high risk youth in South Africa in an effort to reduce crime and help them turn their lives around.

Neil Fourie, former Clinical Governance Co-ordinator for the Women & Children and HIV/GUM directorates, worked closely with NICRO in South Africa while working for the Department of Correctional Services.

He says: "NICRO's youth programmes successfully channel young offenders away from the formal criminal justice system.

"They offer them alternative sentencing programmes and rehabilitation, and ultimately diverting them from a life of crime.

"With a 93% success rate this method contributes significantly to the reduction of crime in South Africa."

This year to help raise much-needed funds for youth projects in South Africa, the charity is organising charity challenges to various exciting destinations.

You could cycle the London to Paris or South Cape Cycle Challenge, trek Kilimanjaro or the Great Wall of China, or participate in the British 10k and the Adidas 5k runs in London.

By signing up you can give valuable support to NICRO and you could change the life of a child forever.

To find out more about the challenges, email Loetitia@nicro.org.uk, call 020 7953 8031 or visit www.nicro.org.za.

New CT scanners boost patient care



Alan Kaye (Acting General Manager, Anaesthetics & Imaging), Gary Cook (Siemens), Dr Simon Padley (Consultant Radiologist), Olivia Egan (CT Superintendent Radiographer) and Dan Gibbons (Siemens)

The installation of two new CT scanners—one of them partly funded by Chelsea and Westminster Health Charity—is enabling the Trust to provide a flexible service for both emergency patients who require instant diagnostic scans and patients with more routine imaging needs.

The SOMATOM Definition AS and AS+ scanners are based in a state-of-the-art CT suite on the first floor of the hospital.

Dr Roger Chinn, Director of Radiology, says: “By offering a dual service, we can be more

responsive to the increasing demands of vascular and stroke-related diseases.

“The AS is available for general work on a day-to-day basis while the AS+ is ready for emergencies, meaning a stroke patient can be the next case on the table.”

The AS+ scanner provides not only a hyper acute stroke service for thrombolysis but also a cardiac CT service for the first time at Chelsea and Westminster, so that patients no longer need to be transferred to the Royal Brompton Hospital.

Dr Chinn adds: “We have a reputation as one of the top providers of stroke services in London—rated 4th in London and 6th in the UK by the most recent national audit—and this new equipment will enable us to keep standards high and ensure the best quality care for our patients.”

Olivia Egan, CT Superintendent Radiographer, says: “Upgrading from one CT to two has given us more flexibility in our work and has also meant we can offer a better service to our patients.

Dr Simon Padley, Consultant Radiologist, adds: “One of the most exciting features of the new CT scanners is the ability to undertake low dose CT coronary artery imaging.

“For selected patients we can effectively exclude coronary artery disease with this non-invasive test and avoid the need for invasive angiography at another hospital. We can also reduce the demand for other imaging investigations.

“The new scanners can obtain coronary artery images in just a few seconds and have been shown to perform well in comparison to conventional catheter angiography.

“We think there will be a growing demand for this type of cardiac imaging, especially now that the X-ray dose from CT is no more than catheter angiogram.”

Chelsea and Westminster Health Charity launched a fundraising appeal for a second CT scanner and funds have been

raised through the generosity of patients, visitors and staff. Proceeds from last year’s Chelsea and Westminster Health Charity London Duathlon were also donated.

Gary Lawson, Chief Executive of the Charity, comments: “We are delighted to have been able to help support the CT Scanner Appeal and to have helped make a positive impact on the speed and level of treatment that the hospital provides to patients.

“This appeal proved to be a popular fundraising focus for those who participated in last year’s Chelsea and Westminster Health Charity London Duathlon.”

About Chelsea and Westminster Health Charity

- The Charity supports initiatives that are innovative and aim to modernise healthcare by supporting the research of new and improved solutions to speed up treatment and deliver care as near to home as appropriate
- It seeks to integrate the arts to encourage a healing environment, and the Charity owns and maintains the collection of art for which Chelsea and Westminster Hospital is renowned
- The Charity provides grants and support to Chelsea and Westminster Hospital in areas where the NHS cannot make provision
- If you would like to find out more about the Charity’s work or if you wish to donate, please contact Farzana Fidai (Fundraising Director) on x6614

New education and research partnership officially launched



Professor David Sines (London South Bank University), Professor Anne Marie Rafferty (King’s College London) and Andrew MacCallum (Trust Director of Nursing)

The Trust officially launched its new education and research partnership with King’s College London and London South Bank University at a special event held in the Academic Atrium on Tuesday 17 February.

We are now welcoming undergraduate nursing and midwifery students from both universities who are undertaking clinical placements at Chelsea and Westminster.

They also have the opportunity of placements at Chelsea and Westminster’s neighbours on Fulham Road in west London, The Royal Marsden NHS Foundation Trust and Royal Brompton & Harefield NHS Trust.

We are working in collaboration with our university partners to develop and strengthen the role of nursing and

midwifery research, alongside the Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London which is hosted at Chelsea and Westminster.

The CLAHRC for Northwest London has funding of £20 million over the next five years to lead research for the rapid introduction of new approaches to effective care and treatments for patients with a wide range of medical conditions.

Keynote speakers at the launch event on 17 February included Andrew MacCallum (Trust Director of Nursing), Professor Anne Marie Rafferty (Dean of the Florence Nightingale School of Nursing & Midwifery at King’s College London) and Professor David Sines, Executive Dean of the Faculty of Health & Social Care at London South Bank University.

The Bigger Picture: The third in a series of ‘cut out and keep’ guides to NHS policy developments that you need to know about

NHS Constitution

What is it?

The NHS Constitution was one of a number of recommendations in Lord Darzi’s report ‘High Quality Care for All’ which was published on the 60th anniversary of the NHS in 2008.

The NHS Constitution is a six-page document which records in one place what the NHS in England does, what it stands for and should live up to, and how decisions affecting it should be made.

It clearly explains the legal rights, pledges and responsibilities for both patients and staff for the next ten years. These rights and responsibilities are the result of extensive discussions and consultations with staff, patients and the public, and it reflects what matters to them.

What does it consist of?

There are two documents—the NHS Constitution and the Handbook to the NHS Constitution.

The NHS Constitution must be renewed every 10 years and the Handbook must be updated at least every three years.

The Handbook provides information on the rights summarised in the Constitution, gives information on the pledges in the Constitution and how the NHS will deliver them and what to do if things go wrong.

How has it been developed?

It was developed by asking patients, public and staff for their input. Representatives of many parts of the NHS such as Royal Colleges, hospitals and unions also helped. Other groups and individuals who are involved in, and care about, the NHS such as patient organisations, local authorities, charities and other experts were also involved.

How will it affect those who work in the NHS?

All NHS bodies, and private and third-sector providers supplying NHS services in England will be required by law to take account of the Constitution in their decisions and actions once the Health Bill (currently going through Parliament) becomes law.

When will it take be put into place?

The Department of Health published a draft NHS Constitution in June 2008 for consultation which ended in October 2008. The NHS Constitution was finally published on 21 January 2009. It will become legally binding once the Health Bill becomes law.

How can I find out more?

Further information is available on the Department of Health’s website at www.doh.gov.uk.

Medical Library update



The refurbished Medical Library

There have been some exciting changes to the Medical Library in the past 12 months:

Physical layout

The physical layout has changed significantly with the shelves that were located in the centre of the room and along the back wall replaced by a lounge area. The catalyst for this change was a national project called United Kingdom Research Reserve, an arrangement between the British Library (BL) and higher education institutions that sees the BL become the primary repository for journals, with copies of selected titles retained by individual institutions.

As a result the Medical Library has slimmed down its print collection in the knowledge that they are available via the BL. Books can now be found on the shelves after the remaining print journals.

Space has been opened up to install extra computers for NHS users, doubling the amount of access available. All of the new computers have the most recent version of Microsoft Office, and access via the Imperial College network to electronic learning resources.

There has also been an increase in study space—new desks have been installed alongside the new computers, while the library's separate training room has also increased its capacity through the purchase of new tables and chairs.

e-Resources and training

The National Library for Health (NLH) has replaced the old KA24 system with Search 2.0 as an integrated service for NHS staff including databases, evidence-based reviews, guidance, e-journals and e-books.

Library staff are committed to providing full support and training to NHS staff in its use, through both formal and informal sessions. In addition to the resources provided through NLH, the library's electronic resources are becoming more extensive. Increasing numbers of Imperial College's journal subscriptions are available to users via computers in the library, including resources such as BMJ Clinical

Evidence. The library is working with the Learning Resource Centre and the Centre for Professional Learning to identify NHS staff training needs that the library can help to meet.

In addition to one-to-one training, the library will soon be able to offer more hands-on training for small groups of staff.

Communication

The Medical Library has launched a blog—cwlibrary.wordpress.com—which is updated regularly to keep users up-to-date with the latest developments. In addition to the monthly corporate induction, which the library has regularly contributed to, the library also now has a stall at the quarterly Seasonal Working Conference.

Future plans

2008 saw a big investment in the Medical Library, in terms of time and resources, but work to provide the best possible environment and resources for users is ongoing.

Over time more of the print collection will be replaced by electronic resources and the physical space created will enable the library to increase further the numbers of computers and training space to be increased. Improvements to the physical space of the library, in terms of appearance and décor, will continue to be made.

The Department of Health report 'A High Quality Workforce' states that one of the main aims of the future NHS is the promotion of lifelong learning so that staff "continuously update the skills and techniques that are relevant to delivering high quality care"—the Medical Library aims to provide the resources that NHS staff need to support this objective.

How to find us

The Medical Library is on the lower ground floor, adjacent to Lift Bank B. If you haven't yet joined, all you need to do is bring along your ID card and fill out a registration form.

Opening hours

Monday - Thursday: 9am-9pm
Friday: 9am-8pm
Saturday: 9am-5pm

Trust surgeon to go on Tour of Duty to Afghanistan

Chelsea and Westminster Hospital Consultant Plastic Surgeon, Major Shehan Hettiaratchy, who serves as a Territorial Soldier with a volunteer Parachute Medical Squadron based in Hornsey, North London, will soon be flying off to Afghanistan for his first overseas operational tour. While in Afghanistan, he will be providing medical support to a commando brigade.

The public perception of plastic surgeons focuses mainly on cosmetic surgery, but an important and worthy part of their work is the management of severe tissue damage and subsequent reconstruction.

Major Hettiaratchy has been a member of the Territorial Army for eight years and is looking forward to his next challenge where his trauma management skills will be put to the test. He has previously worked as a civilian in Kosovo, Chechnya, Georgia and Abkhazia.

He said: "My main interest is in upper and lower limb trauma and burns care. The current situation in Afghanistan is producing a high proportion of casualties with extreme injuries which is my area of particular interest."



Hand hygiene watch

Standards of hand hygiene in the Trust are audited on a monthly basis by our infection control link professionals—nurses, therapists and other staff who are responsible for infection control in their area of the hospital.

December saw a fall in hand hygiene standards with average compliance of 69%, down from 76% in November. However some wards and departments still managed to maintain 100% in December—well done to staff in Outpatients Department 4, Chelsea Wing and Fracture Clinic.

Staff and visitors are reminded to use the alcohol hand gel that is available at the entrance to all clinical areas in the hospital.

Two new General Managers starting in March



Charles O'Hanlon

Charles O'Hanlon and Melissa Coales will be joining the Trust in March.

Charles starts on 23 March as General Manager for Surgery. His first objective will be to build on the hard work and commitment that the Surgery clinical and management teams have put into business planning and

ensure the directorate begins to action its key priorities for 2009/2010 to create even higher quality care for patients and even better working conditions for staff.

Charles, a former NHS General Management Trainee, is joining Chelsea and Westminster from Kingston Hospital NHS Trust, where he was responsible for Outpatient Services and Business Planning.

Melissa will be joining the Trust on 16 March as General Manager for Medicine. She will be working in partnership with the Clinical Director to deliver high quality, patient-focused care, ensuring robust governance, quality measures and finance management.

Melissa previously worked at Hillingdon Hospital as Manager of the Women's and Children's Division. She has worked in the NHS for the last six years in a variety of roles and during that time has completed an MSc in Health Informatics from University College London.



Camille
Hair Design
2nd Floor, Lift Bank D

Opening hours
Tue-Fri: 10am-5:30pm
Sat: 10am-4pm

Evening appointments by prior arrangement

10% discount to staff upon production of valid ID badge

Call x8681
020 8746 8681 externally

welcome



Angelo Batoon

Angelo Batoon has joined the Urology team as a Urology Nurse on secondment from the Intensive Care Unit where he has been working since August 2001.

Angelo will be supporting urology patients and their families as well as providing education and training for staff.

He will also act as Clinic Support to Caroline Websdale (Urology Nurse Practitioner) and Jessica Hancox (Urology Nurse Specialist for Urological Cancers). Angelo can be contacted on bleep 8468.



Mark Lynn

Mark Lynn, General Manager for Estates & Facilities, has replaced Helen Elkington who left the Trust in January.

Mark is responsible for contracts for maintenance, security, cleaning, portering services, staff and patient catering, property, accommodation, transport and major construction projects at the Trust.

You can contact Mark via Trust email or via Andy Denton on x6896.

The Trust welcomes three consultants to the Paediatric Department:

- **Dr Maria Kinali** (Consultant, Paediatric Neurology)
- **Dr Susmita Ghosh** (Locum Consultant, Paediatric Audiology)
- **Ms Diane Fung** (Locum Consultant, Paediatric Dentistry)

Employee/Team of the Month

Catherine Gillespie, Lead Nurse for Cancer and Palliative Care, was December's Employee of the Month. Catherine was praised for developing a wonderfully active and inclusive team of cancer nurse specialists and allied health professionals. One nominee said: "She works tirelessly (and often without thanks or credit). She is a fantastic manager."

January's Employee of the Month was **Bernard Lai**, Emergency Nurse Practitioner, who was nominated by a patient attending the Emergency Department. She said: "I think Bernard's positive and thoughtful behaviour should serve as an example and his actions should not go unrecognised on the extremely busy day that I attended the Emergency Department."

The **Emergency Department** also won another accolade as Team of the Month for January. They were nominated by a patient who said: "I am in great debt to Rona McKay and the Emergency Department team that worked over the New Year. I was intoxicated beyond any form of safety and dignity and they put up with so much. I never thought I would be one of those patients that causes trouble. I am infinitely grateful to them."



Catherine Gillespie



Bernard Lai



Rona McKay (far right with glasses) with Emergency Department staff members



Giuseppe Labriola and Yvonne Insh

Infant Feeding Team

Giuseppe Labriola has a new role in the Trust as Specialist Midwife: Infant Feeding Co-ordinator, working alongside new appointee Yvonne Insh, Breastfeeding Specialist Midwife. Their role is to support and work with staff to provide specialist breastfeeding advice.

Giuseppe says: "The UK has the lowest breastfeeding rates in Europe which is why there is an emphasis on improving breastfeeding awareness to reduce rates of many childhood illnesses and women's health concerns that artificial milk is associated with."

"All Trust employees can help to promote breastfeeding by supporting women whether they are patients, visitors or staff who want to breastfeed in the hospital by providing them with privacy if they request it. As a Trust we also need to support colleagues who are breastfeeding and who wish to express their milk or store breast milk at work."

A key part of Giuseppe and Yvonne's roles will be to achieve the UNICEF Baby Friendly Initiative Award which is given to NHS trusts that are 'baby friendly' and promote best practice with breastfeeding. Currently no London NHS trusts have this award.

Giuseppe has extensive experience working as both a hospital and community-based midwife at the Royal Sussex County Hospital in Brighton which had Baby Friendly status. He has worked within the NHS for eight years.

Yvonne has extensive experience as a midwife and in particular breastfeeding. She is a trained lactation consultant and has worked on Ann Stewart Ward as a lead supporting and promoting breastfeeding.

Please contact the Infant Feeding Team if you would like advice, support or general information regarding infant feeding via Trust email or Giuseppe Labriola on 07833 294 631 and Yvonne Insh on 07939 048 212.

farewell

The Trust said goodbye to **Helen Elkington** (Estates and Facilities Manager) and **Julie Cooper** (Head of Corporate Affairs) who left in January. The Trust also said farewell to **Debbie Ensor-Dean** (General Manager for Booking & Outpatients) who left in February.



Helen Elkington



Julie Cooper



Debbie Ensor-Dean

Staff discounts

Food and drink

Ad Lib Bar

246 Fulham Road SW10
T: 020 7376 7775
25% discount off drinks

Chelsea Bun

9a Limerston Street SW10
T: 020 7352 3635
10% discount Mon-Fri 7am-6pm
(excludes special offers)

Chelsea Meze

294 Fulham Road SW10
T: 020 7351 0044
10% discount

Demarquette—Fine Chocolates

285 Fulham Road SW10
T: 020 7351 5467
10% discount off all gift boxes

Dish Dash

9 Park Walk SW10
T: 020 7352 1330
15% discount

Dragon King Rice and Noodle Bar

(Earls Court Branch only)
155 Earls Court Road SW5
T: 020 7370 6200
10% discount off food (eat-in only)

El Torero Loco

351 Fulham Road SW10
T: 020 7352 7139
15% discount lunch only

Exquisite Bar and Restaurant

343 Fulham Road SW10
T: 020 7352 0967
25% discount on main courses and house
wine with meals (includes takeaways)

Feng Sushi

218 Fulham Road SW10
T: 020 7795 1900
10% discount (excludes delivery)

The Fulham Bar

268 Fulham Road SW10
T: 020 7352 1859
10% discount

Glaister's Bistro

4 Hollywood Road SW10
T: 020 7352 0352
10% discount (groups of less than 10)

Godiva Chocolates

192 King's Road SW3
T: 020 7351 6427
10% discount

The Gourmet Oriental

290 Fulham Road SW10
T: 020 7351 1714
10% discount (takeaway only, excludes delivery)

Khan's Restaurant

13-15 Westbourne Grove W2
T: 020 7727 5420
10% discount

La Vera Italia

100 Upper Richmond Road SW15
T: 020 8788 2174
10% discount

Made In China Restaurant

351 Fulham Road SW10
T: 020 7351 2939
A la carte only—10% off meals and takeaway

Mandaloun

335 Fulham Road SW10
T: 020 7352 9797
10% discount when you spend £10
or more Mon-Fri 12-3:30pm

Mexicali

323 Fulham Road SW10
T: 020 7351 7370
10% discount

Mokssh

222-224 Fulham Road SW10
T: 020 7352 6548
W: www.mokssh.com
10% off everything (excludes special deals)

Nirvana Restaurant

430 King's Road SW10
T: 020 7352 7771
25% discount on food when eating
in—show staff ID before ordering

Oddono's Gelati Italiani

(ice cream parlour)
14 Bute Street SW7
T: 020 7052 0732
10% discount

Paul Bakery

166 Fulham Road SW10
T: 020 7373 0429
10% discount

Pizza Express

363 Fulham Road SW10
T: 020 7352 5300
15% off lunch and 10% off dinner
(includes takeaways)

PJ's Bar and Grill

52 Fulham Road SW10
T: 020 7581 0025
10% off

Tampopo Restaurant

140 Fulham Road SW10
T: 020 7370 5355
20% discount 12-7pm Sun-Thu
(excludes meal deals)

Snax

369 Fulham Road SW10
T: 020 7351 7454
10% discount

Vingt-Quatre

325 Fulham Road SW10
T: 020 7376 7224
20% discount

Sport and Leisure

Chelsea Sports Centre

Chelsea Manor Street SW3
T: 020 7352 9006
Discount membership—speak to Zeena

Cyclopedia

256 Fulham Road SW10
T: 020 7351 5776
5% discount off full priced bikes and
accessories (offer excludes labour, must
show ID at the start of purchase)

David Lloyd Leisure

Fulham Broadway Retail Centre SW6
T: 020 7386 2200
No membership joining fee and
nationwide membership

Fitness First

(South Kensington)
Petersham House, 29-37
Harrington Road SW7
T: 020 7590 5000
75% discount off membership
fee—speak to Taylor

The Chelsea Practice

(Osteopaths)
186 Fulham Road SW10
T: 020 7376 7649
25% discount Wed-Fri and every
2nd Sat of each month

Pure Massage

35 Vanston Place SW6
T: 020 7381 8100
10% discount on massages
Mon-Fri before 7pm

The Zest! Health & Fitness Spa

Dolphin Square Hotel SW1V
T: 020 7798 8686
No joining fee, £68 per month (includes
use of tennis and squash courts)

Sweatshop

188 Fulham Road SW10
T: 020 7351 4421
10% discount

Virgin Active

188a Fulham Road SW10
T: 020 7352 9452
Discount off standard membership

Wimbledon Rackets & Fitness Club

Cranbrook Road SW19
T: 020 8947 5806
W: www.wimbledonclub.co.uk
50% off joining fee

Health and beauty

Culpeper Herbal Health Centre

236d Fulham Road SW10
T: 020 7352 5603
10% off Culpeper products, some
reduced price treatments

Edmonds

(hair and beauty)
166 Brompton Road, Knightsbridge SW3
T: 020 7589 5958
• 40% discount on cutting and colouring 1st
visit and a 20% loyalty discount thereafter
• 20% discount on 1st beauty treatment
followed by a 10% loyalty discount thereafter

Ginger Group Hair Innovations

(Fulham Branch only)
445 North End Road SW6
T: 020 7381 5777
10% discount Mon-Fri

James Hull Associates

(dentist and hygienist)
242 Fulham Road SW10
T: 020 7376 3330
10% discount off regular procedures (excludes
specialist, cosmetic and technician treatments)

Hair Razer (barber)

258A Fulham Road SW10
T: 020 7351 0777
£15 for a cut and blow dry Mon-Fri

Hari's Hairdressers

305 Brompton Cross SW3
T: 020 7581 5211
• Mon-Thu: 10% off all services
• Mon-Wed: £15 colouring
• Tue: free hair cuts at 4pm (must book as a model)

Headmasters Hairdressers

Fulham: 913 Fulham Road SW6
T: 020 7371 7939
Putney: 34 Putney High Street SW15
T: 020 8780 5555
Wimbledon: 34 Ridgeway SW19
T: 020 8947 5034
25% discount Mon-Fri 9am-5:30pm (must quote
company partnership scheme when booking)

L'Occitane

67 King's Road SW3
T: 020 7823 4555
10% discount

Mahogany Hairdressers

17 St George Street, Hanover Square W1S
T: 020 7629 3121
25% discount Mon-Fri

Mr B Hairdressers

360 Fulham Road SW10
T: 020 7352 9410
20% off Mon-Fri 10am-6pm

Naya Hairdressers

260 Fulham Road SW10
T: 020 7376 3682
10% discount on cut and blow dry

Purity Mind & Body

(Health and Beauty Spa)
London Hilton on Park Lane
22 Park Lane W1K
T: 020 7208 4080
W: www.puritymindandbody.co.uk
25% discount off treatments

Rush Hair (Fulham)

433 North End Road SW6
T: 020 7381 5849
Mon-Fri 9am-8pm and Sun 10am-5pm—
50% discount on first visit and 30%
discount on subsequent visits

Saks Hair and Beauty

Fulham Broadway Retail Centre SW6
T: 020 7385 2474
20% discount

SOMA Aveda Lifestyle Salon & Spa

305 Fulham Road SW10
T: 020 7352 8490
10% off all services (not Aveda retail products)

Teamwork Hair and Beauty Room

220 Battersea Park Road SW11
T: 020 7622 9034
10% discount Mon-Fri 9am-5pm

Toni & Guy (Fulham)

10 Fulham Broadway SW6
T: 020 7386 9977
20% discount on colouring, cutting and
blow drying Mon-Fri 10am-4pm

Lifestyle

Cara Kitchen & Bathroom Design

304a Fulham Road SW10
T: 020 7351 7767
20% off furniture and installation
(terms and conditions apply)

Crest Jewellers Ltd

36 Strutton Ground SW1P
T: 020 7222 6019
• 10% off items up to £75
• 20% off items £75-£500
• 25% off items over £500

Fulham Nannies

Fulham SW6
T: 020 7736 8289
E: info@fulhamnannies.co.uk
W: www.fulhamnannies.co.uk
25% off childcare

General Trading Company

2-6 Symons Street SW3
T: 020 7730 0411
10% off all non-sale stock

Odeon Cinemas

(Kensington)
263 Kensington High Street W8
T: 020 7602 5491
Tickets reduced to £6 (Mon-Fri, Sat late night)

Pure Baby

208 Fulham Road SW10
T: 020 7751 5544
10% discount

Vue Cinemas (Fulham)

Fulham Broadway Retail Centre SW6
T: 020 7385 2344
• Tickets £6.15 before 5pm Mon-Fri
• Tickets £6.35 at other times

Wow Baby

52 New Kings Road SW6
T: 020 7384 2008
10% discount

About staff discounts

You will need to show your hospital ID to qualify for discounts. Contact Matt Akid, Head of Communications with any comments you have about these staff discounts on x6828 or email matthew.akid@chelwest.nhs.uk.

trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Claire Kennedy by Friday 13 March 2009.

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