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Photos from last year's Chelsea and Westminster Hospital Open Day show children's nurse Kathryn Webb with a visitor to the Kids' Zone, Trust Chairman Professor Sir Christopher Edwards at the official opening, and children after a visit to the facepainting stall

Open Day 2010—Come and join us!

Our annual Open Day will this year be held at Chelsea and Westminster Hospital between 11am and 3pm on Saturday 8 May.

More than 1,500 people flocked to last year's Open Day and 88% of visitors said they would recommend the event to their friends and family.

Visitors to this year's Open Day will be able to enjoy a wide range of attractions including exclusive behind-the-scenes tours of hospital departments, health advice and information, live music, a hospital food tasting and much, much more.

BBC newsreader and presenter Sophie Raworth will be carrying out the official opening of the hospital's revamped Assisted Conception Unit during the Open Day as a thank you to Chelsea and Westminster Hospital where she has had her children.

There will also be an opportunity to see our new mobile health clinic which will be in a prominent location at the front of the hospital.

This brand new facility is already providing health screening for football fans attending Chelsea home games at Stamford Bridge.

The main aim of our annual Open Day is to place the Trust at the heart of our community by opening the doors of the hospital to local people including Foundation Trust members.

The theme of this year's Open Day is 'Your hospital, your health, your say' which reflects the fact that Chelsea and Westminster belongs to all who use its services, live locally or work at the hospital.

Trust staff have been invited to take part in the Open Day, together with charities whose activities benefit directly the patients and staff of Chelsea and Westminster Hospital and our partner

organisations in the NHS, social care and education.

The Open Day is made possible by our Foundation Trust Council of Governors—including elected representatives of patients, members of the public and hospital staff—which is funding the event as sole sponsor. The Trust would like to thank the Governors for their support.

See 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 Saturday 8 May.

HRH The Duchess of Gloucester visits hospital



Patient Carol Weatherby presents HRH The Duchess of Gloucester with a bouquet of flowers during her recent visit to Chelsea and Westminster Hospital

HRH The Duchess of Gloucester met patients and staff in the Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus at Chelsea and Westminster during a visit to the hospital on Thursday 11 March.

The Duchess is patron of a national charity, the Association for Spina Bifida & Hydrocephalus (ASBAH), which has supported the fortnightly clinic since it was first established.

ASBAH Health Adviser Gill Yaz attends all clinics to give advice to patients and their carers on social and support issues.

The Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus at Chelsea and

Westminster is a centre of excellence which cares for approximately 500 patients a year from a wide geographical area.

It provides a 'one-stop' health check-up for patients living with spina bifida and hydrocephalus, drawing on the expertise of a range of multi-disciplinary staff.

The clinic is just one of the specialist services provided by Chelsea and Westminster for patients who live well beyond the traditional local catchment area of the hospital.

See page 5 for a 'Meet the Team' feature about the staff of the Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus.

Diary dates

Annual Members' Meeting

All Foundation Trust members are invited to attend the Annual Members' Meeting which will be held at **5:30pm** on **Thursday 16 September**. This is a chance to hear about the last 12 months in the life of Chelsea and Westminster and to quiz the Trust's Board of Directors.

More details will be available in the August/September edition of *Trust News* which will be sent to all Foundation Trust members.

Council of Governors meetings

The Council of Governors includes 24 people elected by Foundation Trust members—10 patients, eight members of the public and six staff. It has a key role in having a say in the Trust's strategic direction and in making senior appointments including the Trust Chairman.

All Foundation Trust members are welcome to attend meetings of the Council of Governors which are held in the Boardroom on the lower ground floor of the hospital:

- **Wednesday 21 April, 4:30pm**
- **Wednesday 21 July, 4:30pm**
- **Thursday 16 September, 3pm**
- **Thursday 2 December, 4:30pm**

Web watch



More than 35,000 people visit the Chelsea and Westminster Hospital website www.chelwest.nhs.uk every month and the site is currently being revamped to improve the quality of information for patients, relatives, members of the public and staff.

New features improve accessibility of website for all

As part of our ongoing commitment to making www.chelwest.nhs.uk accessible to all web users, we have installed new software called BrowseAloud.

This helps people who have literacy problems, learning difficulties, dyslexia, mild visual impairments or whose first language isn't English by reading aloud all content on the website.

BrowseAloud is a text-to-speech solution that reads aloud all written information on the website in a high quality, human sounding voice that can be altered to suit the individual's specific needs.

Andrew MacCallum, Director of Nursing says: "We are committed to making health information as accessible as possible to everyone. BrowseAloud enables us to improve the accessibility of our website for people with learning disabilities and others who may find it challenging to use the site in a conventional way."

Matt Akid, Head of Communications adds: "BrowseAloud is just one element of our work to improve www.chelwest.nhs.uk and make information about our services more accessible.

"For example, we also have a translation toolbar on our homepage so that people whose first language is not English can read our website."

- BrowseAloud is free to use—simply click the BrowseAloud icon on the homepage www.chelwest.nhs.uk to download the product free of charge

Heather's view by Heather Lawrence, Chief Executive



I am delighted to be introducing this particular edition of *Trust News*, as it is being distributed to all Foundation Trust members. We are proud to have such a large number of patients, public and staff who take an active interest in their hospital and I hope you enjoy reading about what's been happening recently at Chelsea and Westminster Hospital.

We have reached the end of another financial year and I will be the first to admit that it has been a particularly challenging one.

We are pleased to have finished the year in a strong financial position again and this is a direct result of sound financial management and using the freedoms that come with being a Foundation Trust wisely. However, we are now working hard to achieve the 10% cost savings which are required to help us manage the predicted economic downturn and help maintain our financial stability for the next year and beyond.

This isn't easy and I recently held a series of open forums to talk to staff about how we are planning to make these savings and how everyone can contribute to this work.

I was pleased that the forums proved to be very popular and I would like to thank everyone who took the time to attend. I would now like to see 'employee circles' take off so that staff have a regular opportunity to hear what is happening and share your views.

What makes this process even more challenging is the need not only to find savings but also at the same time continue to improve standards and meet our government targets.

We finished the year having met our target to see all patients within 18 weeks of referral from their GP and 98% of A&E patients within four hours. We also met our infection control targets for *Clostridium difficile* and MRSA.

During the year we had 10 MRSA cases. This was more than last year, but none of these were elective patients, meaning that no patient coming to Chelsea and Westminster for planned surgery contracted MRSA.

However, while it's vital that we meet our government targets, I have always believed that it's not enough to be able to tick a box and say that we're meeting the expectations of our patients.

Patients have a right to be seen promptly. Patients have a right to expect that their hospital is clean and safe and a right to be treated with compassion. I believe the things that make a real difference for patients are the quality of care that they receive and the experience they have while they are with us.

Already there is a much greater emphasis being placed on these aspects of patient care through the Commissioning for Quality and Innovation (CQUIN) payment framework. Under this new scheme, part of our income will be reliant on patient feedback and I'm looking forward to working with staff to ensure we embrace this opportunity.

The next year is going to be one of consolidation but we will also need to ensure we continue to drive up quality for our patients. The only way we're going to be able to achieve this is to work together and with our partners.

On a final note, I was delighted to receive the results of the national Staff Survey which showed that our response rate was the highest in London for an acute Trust and the second highest in the country. We will now look at the results of the survey to see the areas that we can improve to ensure that our staff are given the best possible opportunity to meet the challenges ahead of us.

Thank you to all staff for your ongoing contribution to Chelsea and Westminster and helping us to provide consistently high quality but affordable care.

What do patients say about Chelsea and Westminster?

Instant feedback

Each month *Trust News* includes a round-up of all the feedback received from patients, both positive and negative, to help make staff aware of what patients are saying about the hospital.

During the past month, patients have praised staff working in several areas of the Trust including:

- John Hunter Clinic
- 56 Dean Street
- Children's Services
- Urology Department

However, feedback has also shown that the Trust needs to improve how we communicate with patients by ensuring that messages left on voicemails are picked up and the calls returned.

"We would like to commend the services of the Chelsea and Westminster Hospital and Westminster Hospital Labour Ward midwives. In particular we would like to thank Annette Wilkinson-Cricket, Sygma Robertson (midwife during delivery) and Tracey Tench for their exceptional work during the birth of our daughter."

"We went through a very long and arduous natural labour (34 hours). At no point did the midwives veer from our birth plan based on the duration of labour."

Concerns were also raised about the number of people smoking at the front of the hospital and staff should refrain from smoking directly outside the main entrance.

Letter of the month

The M-PALS service receives hundreds of letters from patients praising the care they receive at Chelsea and Westminster. Each month *Trust News* features one of those letters to help share this positive feedback.

If you would like to share your views about your experience at the hospital, please fill in a comment card or write a letter and hand it in at the M-PALS office, located on the ground floor.

"They upheld our wishes whilst diligently ensuring the baby's safety by monitoring the foetal heart rate after each contraction."

"We would like to thank the midwives for adhering to our birth plan and acting as patient advocates."

"Though this is a long overdue thank you we would be remiss not to express our sincerest thanks."

-AS

Quick bites

Appointment reminder service now live

Reminders are now being sent routinely to all patients with physiotherapy appointments. This will be rolled out to other specialties over the coming months.

Patients are called and/or texted to remind them of their appointment. It is hoped that this will reduce the number of patients who fail to turn up for appointments.

New sexual health contact slips

New contact slips have been produced for the Trust's three sexual health services—the John Hunter Clinic at Chelsea and Westminster, 56 Dean Street in Soho and the West London Centre for Sexual Health at Charing Cross Hospital.

Contact slips are useful tools in the process of partner notification which is when partners of patients with sexually transmitted infections are informed that they will also need treatment. Previously they were coded to ensure confidentiality but evidence-based research has shown that partners are more likely to take action if they know about a named infection.

The new contact slips include the name of the infection, information about the infection and what partners should expect when they attend a clinic appointment.

Paul Madden, a Sexual Health Adviser at the John Hunter Clinic who led the project, says: "The new contact slips aim to promote good sexual health by reducing untreated infections and preventing onward transmission of infections."

"We would like to thank George Vasilopoulos in the Communications Department for all his hard work and patience in designing the slips."

What is... Care Quality Commission registration?

What is it?

Care Quality Commission registration is a new system of regulation whose full legal powers came into force on 1 April.

All NHS trusts that provide services are required by law to be registered with the Care Quality Commission, the healthcare regulator.

What does it mean?

NHS trusts must demonstrate that they are meeting new essential standards of quality and safety in all their services.

If the Care Quality Commission has evidence that an NHS trust isn't meeting the standards, registration may be conditional on further action being taken to address concerns about the safety and quality of care.

Which standards must NHS trusts meet?

The new standards which NHS trusts must demonstrate they meet include important issues for patients such as:

- treating people with respect
- involving them in decisions about care
- keeping clinical areas clean
- ensuring services are safe

How has Chelsea and Westminster performed?

We were registered without conditions from 1 April.

Where can I get more information?

Visit the Care Quality Commission website at www.cqc.org.uk.

Hand hygiene watch

Chelsea and Westminster Hospital improved its hand hygiene compliance rates during the month of February, according to hand hygiene audits conducted by Infection Control Link Professionals who are staff responsible for infection control in their areas of the Trust.

The Trust had an 83% compliance rate during February. This was a slight increase on January's results which showed an 82% compliance.

Four departments achieved 100% compliance including Recovery Main Theatres, Pre-operative Assessment Centre, Chelsea Wing and the Fracture Clinic.

The audits are conducted every month to monitor the standards of hand hygiene throughout all areas in the hospital.

Visitors to the hospital can also contribute to these standards by using the alcohol hand gel which is available throughout all areas of the hospital.

Fit for the Future— quality and efficiency campaign launched

Chief Executive Heather Lawrence hosted three open forums for staff in March to launch the Trust's new *Fit for the Future* campaign which sets out the challenges facing Chelsea and Westminster in these difficult economic times—and the role that all staff can play in shaping the future of our hospital.

Heather outlined the key challenges facing Chelsea and Westminster:

- We must maintain and improve the quality that patients experience from the Trust while delivering significant cost savings—10% cost improvements in 2010/11
- This will require all staff to do things differently and work more efficiently while delivering high quality patient care that must not be compromised by the need to make savings
- A major organisational restructure puts frontline clinicians in positions of leadership and responsibility

At the same time changes to the NHS in London mean that we must shape a new future as a specialist hospital with a range of 'local hospital' services rather than vice versa

The biggest redevelopment of the hospital since it opened in 1993 is underway to enhance specialist paediatric and HIV and sexual health services—this is a positive development but will cause disruption to staff in the short term, some of whom will have to move off-site

Heather stressed that no change is not an option but all staff can get involved to make a difference—everyone has a role to play in helping to make Chelsea and Westminster *Fit for the Future*.

Elected representatives of patients, members of the public and hospital staff have also been involved in discussions about these important strategic issues at meetings of the Foundation Trust Council of Governors.

Non-Consultant Lead Clinician appointed



Michelle Jenkins, Advanced Nurse Practitioner in the John Hunter Clinic, has been appointed as a non-Consultant Lead Clinician for the clinic. This is the first time that a non-Consultant Lead Clinician has been appointed within the Trust's sexual health services.

Michelle said: "The role of Lead Clinician is both challenging and exciting. I am committed to continuing the development of the clinic to deliver a cost-effective and first class service for patients. This is a fantastic opportunity to strengthen and raise the profile of nurses within the HIV & Sexual Health directorate and the Trust."

Chris McGlynn, Clinical Nurse Lead for Sexual Health added: "This is a really exciting opportunity for Michelle and the nursing team as a whole and I know she will do an excellent job."

Redevelopment of Chelsea and Westminster Hospital underway



Artist's impression of how Chelsea and Westminster Hospital will look following the building of a two-storey extension to the hospital



Artist's impression of the area in front of the hospital once works have been completed

Major redevelopment to improve specialist services

The major redevelopment of Chelsea and Westminster Hospital gets underway this month.

It will improve services for patients and secure our future as a specialist hospital with a wide range of local services.

A two-storey extension to the main hospital building and some internal works will help us to achieve the Trust's vision of providing world class children's services following our designation as the lead centre for specialist paediatric and neonatal surgery in North West London while also developing HIV services.

The redevelopment will include:

- New state-of-the-art operating theatres for children who need surgery
- Expanded paediatric High Dependency Unit for the sickest children
- Streamlined and improved children's services on a single floor of the hospital
- A new ward for inpatient and outpatient HIV and related cancer care

Enabling works by the Trust's contractor, BAM Construction, are due to start on site on 26 April and site accommodation is due to be installed in advance of the enabling works getting underway.

BAM is an Associate Member of the Considerate Constructors Scheme which means they are committed to being a good neighbour and working in a way that causes as little inconvenience as possible to the hospital's neighbours.

If you have any questions or concerns about what's happening at the site, please contact BAM's Works Manager, Jim Bluck on 07968 186 711.

A complex programme of staff moves within the hospital is necessary to facilitate the redevelopment and regular email updates aim to keep all staff fully informed about changes taking place in the hospital as a result.

A big thank you to all staff affected by the moves that have taken place to date for their help and understanding—the Trust recognises that this is a difficult time for everyone but the redevelopment will improve services for patients.

Streetscape improvement works underway

In addition to the major redevelopment of the hospital, the Royal Borough of Kensington and Chelsea is carrying out work to improve the public areas at the front of the hospital—funded by the Council with a contribution from Transport for London.

These improvements have been designed to create an attractive space and to make it easier for the large number of people who use the area to move about more freely.

The works include re-paving the area in natural York stone to provide a smooth, attractive and level surface which will be easier for people in wheelchairs, with buggies or with restricted mobility. The works will also remove the excessive guard railing and metal benches and replace the large raised planters and trees with new trees more in keeping with the environment.

If you have any questions or concerns about the streetscape improvement works, please contact Andy Pang at the Council on 020 7341 5783—the project is due to be completed by mid-July.

Your Governors—Q&A

Who are your Governors?

The Council of Governors includes 24 people elected by Foundation Trust members:

- 10 patients
- 8 members of the public representing constituencies within our local boroughs of Kensington & Chelsea, Hammersmith & Fulham, Wandsworth and Westminster
- 6 staff representing categories of staff including doctors, nurses and managers

It also includes 10 people nominated to represent the views of key local organisations including councils, Primary Care Trusts and the Trust's partners in nursing and medical education.

What is their role?

The Council of Governors represents the interests of Foundation Trust members and works with the Board of Directors as a 'critical friend', helping to shape the Trust's future. Governors have a range of responsibilities, in particular two key roles:

- Advising the Board on the forward plans of the Trust
- Communicating with their member constituencies and transmitting their views to the Board

How do they fulfil this role?

Activities in the past 12 months have included the following:

- Governors attended the hospital Open Day in May 2009 to meet Foundation Trust members and discuss the work of the Council
- Ann Mills-Duggan, Public Governor, gave a keynote presentation at the hospital's Annual Members' Meeting in September 2009
- Useful feedback from Governors resulted from a strategy seminar led by the Trust Chief Executive and Chairman in September 2009
- Governors attended a series of business planning workshops in January 2010
- Governors had an open discussion following a presentation by the Chief Executive about strategy and business planning at the Council of Governors meeting on 3 February 2010
- The Chairman and the Chief Executive held meetings with newly elected Governors in February 2010 to introduce them to the Trust and to enable Governors to express their ideas and views
- Carol Dale, Staff Governor elected by management staff, organised a meeting with her constituents on 25 March 2010 to gather their views about quality measures

In addition, a number of Council of Governors sub-committees have been established.

These ensure that the views of Governors are sought—they include the Quality Sub-Committee and the Membership Sub-Committee.

How can you contact your Governors?

If you are a Foundation Trust member and you would like to contact Council of Governors representatives direct, there are a number of ways you can get in touch:

- Come and meet the Governors at the hospital Open Day from 11am to 3pm on Saturday 8 May
- Email ftsecretary@chelwest.nhs.uk—please state in the subject line of your email which Governor you wish to contact
- Write to a Governor via Foundation Trust Secretary, Chelsea and Westminster Hospital NHS Foundation Trust, 369 Fulham Road, London SW10 9NH

Want to find out more?

Mini biographies of all elected and nominated representatives on the Council of Governors are available on our website at www.chelwest.nhs.uk/foundationtrust.

56 Dean Street celebrates first birthday



56 Dean Street waiting area

Staff at 56 Dean Street, Chelsea and Westminster's new sexual health and HIV centre, celebrated its first anniversary in March.

The development of this state-of-the-art new facility was made possible by Chelsea and Westminster's Foundation Trust status because it was funded by reinvesting part of the Trust's £9.5 million financial surplus from 2007/08—a key benefit of Foundation Trust status is that surpluses can be retained and reinvested in services.

Figures show that relocating the centre from its old home in Vincent Square, SW1 to Dean Street in the heart of Soho has been a huge success.

Not only has there been a 40% year-on-year increase in sexual health clinic attendances but diagnosed infections have risen by a much greater amount, for example a 103% increase in chlamydia diagnoses and a 185% increase in gonorrhoea diagnoses.

Dr Alan McOwan, Service Director at 56 Dean Street, says: "The relocated centre has been much more effective at targeting those at greatest risk of the most common sexual health infections.

"Our innovative walk-in instant HIV results service has also proved very popular, so much so that 56 Dean Street is now responsible for approximately 20% of all new HIV diagnoses among gay men.

"This is important because people who are diagnosed and treated for HIV early on can expect to live at least 10 years longer than those who are tested late."

In addition to services physically based at 56 Dean Street, there are outreach services including the SORTED service targeted at gay men which runs every week in local bars, sessions in local hostels for homeless young people, and a hepatitis vaccination and screening service targeted successfully at the Chinese community.

During its first year, 56 Dean Street and the staff who work there were shortlisted for two prestigious awards—the FX International Interior Design Awards and the *British Medical Journal* Team of the Year Award.

- See www.56deanstreet.nhs.uk for more information including how to request a clinic appointment online

What is...NHS Number?



What is it?

Everyone registered with the NHS in England and Wales has their own unique NHS Number which is printed on your medical card when you register with a GP practice. All babies born in hospitals in England are given an NHS Number soon after birth.

Why does it matter?

Your NHS Number makes it easier for healthcare staff to find your health records. It is a unique number which you can use wherever you are treated by the NHS, and it supports safer patient identification practices.

When should you use it?

Patients should bring their NHS number every time they visit, and provide it anytime they are asked for their name. Hospital staff will encourage you to use your NHS number every time you seek care by:

- Asking you to confirm your NHS Number, first name, last name, date of birth and postcode are all correct
- Asking you to confirm that this information is the same as that held at your GP practice

How are we increasing usage of the NHS Number at Chelsea and Westminster?

We have been working actively to increase our usage of the NHS Number, in conjunction with the patients' hospital number, to help us identify patients accurately.

Photo Gallery



L to R: Jose Mernane (Friends Volunteer) Anil Rajkumar (Specialty Doctor) and Robert Brooks (Staff Nurse)

The Friends of Chelsea and Westminster recently donated a new piece of equipment to the West London Centre for Sexual Health which is used to monitor patients weight, height, blood pressure and body mass index.

Consultant Dr Rachael Jones said: "We would like to thank the Friends for their support in the purchase of this machine."

L to R: Alexandra Daniell, Princess Marina Lobanov-Rostovsky (Chairman of the St Nicholas Fund), Sabrina Cina Rabin, Lyndsey Brock and Mariska Beekenkamp

The St Nicholas Fund held a table sale in March to raise money for the purchase of equipment for the children's wards and paediatric emergency department. The sale raised £292.50.



L to R: Vivien Bell (Head of Midwifery), Gillian Meldrum (Practice Development Midwife), Michaela Anderson (Clinical Skills Facilitator) and Dr Shane Duffy (Consultant Obstetrician and Gynaecologist)

Maternity staff celebrated the opening of the new Maternity Training Room on Ann Stewart Ward in March.

The new facility is one of the few maternity training rooms in London to be located on a maternity ward and it will be used by clinical staff who will benefit from being able to train as a team and also rehearse their emergency skills.

Meet the Team: Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus



Ann Wing (Continence Nurse Specialist) and Dr Richard Morgan (Consultant Physician) with HRH The Duchess of Gloucester



The Duchess meets Mr Nick Madden (Consultant Paediatric Surgeon), Niamh Geoghegan (Paediatric Continence Nurse Specialist) and Mr Bijan Khoubehi (Consultant Urologist)

HRH The Duchess of Gloucester's official visit to the Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus patients at Chelsea and Westminster in March was welcome recognition of the pioneering work of staff in this clinic.

It is a unique service as the only clinic of its kind in the whole country for patients living with these conditions and its popularity is demonstrated by the fact that patients travel from all over the UK and Ireland to be seen by the multi-disciplinary team. The clinic is a centre of excellence which cares for approximately 500 patients a year.

Most patients are seen on an annual basis for a 'one-stop' health check-up, a comprehensive review of their health which draws on the expertise of a range of expert staff. It is unusual because it takes a holistic look at the healthcare of this group of patients.

Patients spend a whole day in the Medical Day Unit on the ground floor of Chelsea and Westminster Hospital, where the clinic is held twice a month, so that they can have as many investigations as required and be seen by a wide range of different specialists.

The team aims to provide as full a review as possible during this day so that patients travelling long distances to attend the clinic, who often have significant mobility

difficulties, are spared the need to make lots of different visits to hospital.

It is also an opportunity for patients to meet and share their experiences with other people of a similar age with a similar medical condition.

Ann Wing, Continence Nurse Specialist explains: "For many people with spina bifida their healthcare is fragmented and they have to visit different hospitals for their different health needs. Here we look at the whole person and try to deal with everything."

"The clinic can be a long day for patients but they do appreciate that it means all of their needs are catered for on one day in one place."

Typically patients will be seen by a Continence Nurse Specialist (Ann Wing), Occupational Therapist (Kerri Clarke), Neuro-psychologist (Dr Trudi Edginton) and a Health Adviser (Gill Yaz) from a national charity, the Association for Spina Bifida and Hydrocephalus (ASBAH).

Patients are then reviewed by Dr Richard Morgan, Consultant Physician, who set up the multi-disciplinary clinic at Chelsea and Westminster for patients after they transfer from children's services to adult services.

There can also be input from experts in other specialties including Ophthalmology, Gynaecology, Urology and Orthopaedics, depending on the needs of individual patients.

The clinic at Chelsea and Westminster receives a regular stream of new referrals of patients from all over the country as its reputation spreads and because many patients are now living longer due to improved care for spina bifida and hydrocephalus.

The national charity ASBAH has supported the service since it was first established at Chelsea and Westminster and it was in her capacity as patron of ASBAH that The Duchess of Gloucester visited the clinic in March.

Dr Trudi Edginton recently undertook an ASBAH-funded research programme with hydrocephalus patients to understand the problems that they experience when they wish to access further education and seek employment.

Gill Yaz attends the fortnightly clinics at Chelsea and Westminster in her capacity as an ASBAH Health Adviser to give advice on social and support issues to patients living with spina bifida and hydrocephalus and their relatives or carers.

She says: "Life with spina bifida is often complicated and to us it makes sense to address the challenges together, rather than in a piecemeal way. I would like to see the model of care at Chelsea and Westminster used all over the country so that anyone with spina bifida could access it."

"The multi-disciplinary clinic at Chelsea and Westminster does fantastic work and is highly valued by the people who attend."

Who's Who in the Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus

Kerri Clarke
Occupational Therapist

Dr Trudi Edginton
Clinical Neuro-psychologist

Dr Richard Morgan
Consultant Physician

Ellie Shephard
Senior Sister, Medical Day Unit

Ann Wing
Continence Nurse Specialist

Gill Yaz
Health Adviser, ASBAH

60
second
interview



Nick Cooley Lead Clinical Pharmacist—Anti-infectives

How long have you worked here?

I've been at the Trust for almost three years now—time just seems to have flown by.

What three words would your work colleagues use to describe you?

Loud, enthusiastic, and goes on a bit (oops that's more than three words already!)

What superpower would you have and why?

The power of mind control—I could achieve an awful lot with this!

Where did you go on your last holiday?

Borneo and in particular the Sabah region—probably the best holiday I have ever had the privilege to go on—well worth a visit.

What do you most enjoy about your work?

It would be my colleagues—they certainly make coming to work more enjoyable.

What is your favourite website?

Google—it seems to know everything! Well, it hasn't let me down as yet.

What motto do you live by?

Slowly, slowly catchy monkey.

What is your favourite book?

I would have to say the BNF [guide to medicines]—after all, I wouldn't be a very good pharmacist if I didn't choose this one, especially as I seem to spend more time with this than I do with my fiancée!

Focus on... Volunteering

The face of volunteering has changed massively in recent years, not least because the economic downturn has led to large numbers of people either losing their jobs or re-assessing their careers and seeking roles in sectors where they feel they can make a difference.

Many people are looking to volunteering to give them a sense of what a career in the NHS is like and to gain vital experience to help them get started.

They have joined a large team of existing volunteers, some of whom have been giving their time and expertise at Chelsea and Westminster for many years.

The contributions of both new and existing volunteers are greatly appreciated by hospital staff.

Volunteering at Chelsea and Westminster: the facts

- Approximately 400 volunteers help out at Chelsea and Westminster
- Volunteers have the same pre-employment checks as paid staff
- Roles include chatting to patients on the wards, providing a library service, directing visitors from main reception, and helping staff with filing and photocopying
- Innovative and unusual roles include providing complementary therapies to cancer patients, playing 'dressing up' with children in outpatient clinics, helping patients who have difficulty eating, and providing breastfeeding support to new mothers
- St Stephen's Volunteers provide information, refreshment services and a listening ear to HIV patients, their friends and relatives

Do you have opportunities for volunteers?

If your ward or department could benefit from a volunteer, contact Charlotte Mackenzie Crooks (Volunteer Services Manager):

T: 020 8846 8684 (x58684)

E: volunteering@chelwest.nhs.uk

Making a difference



Volunteer James Millar serves tea to patient Sir Hugh Ford on Chelsea Wing

Dining companions

- Volunteers are taught how to help feed patients who have difficulty eating
- Nearly 40 volunteers have been trained as dining companions
- Thank you to Margaret Outaleb (ISS Mediclean), Marie Courtney (Facilities), Rachel Meynell (Dietetics) and Amanda Mozley (Speech and Language Therapy) for all their help in making this scheme such a success

Breastfeeding support

- The Volunteer Services Manager is working closely with Infant Feeding

Specialist Midwives Yvonne Insh and Giuseppe Labriola to develop a trained team of volunteers to provide breastfeeding advice and support for new mothers

Helping A&E patients get home safely—volunteers needed

- The British Red Cross is setting up Next Steps, a volunteer-led service to support vulnerable people who have been discharged home from the A&E department at Chelsea and Westminster
- Volunteers will help patients to return to and settle back into their homes in the

first 48 hours after discharge, revisiting them to informally assess their condition and needs, and inform them of other relevant services

- This new role would suit potential volunteers who like spending time with others and have a few spare hours each week—full training and ongoing support will be provided

Interested? If so, contact Charlotte Mackenzie Crooks (Volunteer Services Manager):

T: 020 8846 8684 (x58684)

E: volunteering@chelwest.nhs.uk

From volunteering to



Charlotte Mackenzie Crooks, Volunteer Services Manager, says: "We aim to help volunteers who are looking for paid employment to gain skills and experience that will improve their job prospects."

"In return for providing support and training, the Trust gets dedicated, motivated volunteers who in turn become excellent staff."

"We have already employed some fantastic new members of staff, all of whom started off by volunteering at Chelsea and Westminster."

Non-clinical roles

Many volunteers give up large amounts of their time to help out in offices throughout the Trust. This gives them the opportunity to learn about the Trust's computer systems, administrative processes and procedures, and with that experience they are able to apply for permanent or temporary (Staffbank) roles.

Jeaneth Moreno Angarita

"Volunteering gave me the opportunity to learn skills specific to the hospital environment and to meet some great

Focus on... Volunteering

Meet our volunteers

Diana Davies



Diana has been a hospital volunteer since 2002 at main reception which is one of the most high profile and busy volunteer roles in the hospital. The front desk receives hundreds of enquiries each day but luckily for us, after nearly 10 years in the hospital, Diana can probably answer any question a visitor might have.

Trevor Post (Head of Security), who manages the reception team, said: "The front desk volunteers do a fantastic job and they make a huge difference to patients and visitors."

Karen Kuhl



Karen only started volunteering at Chelsea and Westminster in October last year but has enjoyed the experience so much that she now volunteers at main reception, providing help and directions for visitors and provides breastfeeding advice and support for new mothers on the Maternity Unit.

She also uses her experience of raising three boys to help entertain and look after some of the long-term patients on the children's wards.

Sonia and Susana Leonardo



Sonia and Susana Leonardo trained as radiographers in their home country of Portugal.

They always dreamed of working in the UK and so they moved to London in 2008.

Through their volunteering they were able to get a shared support worker role in Ultrasound and, having volunteered and worked at Chelsea and Westminster for more than a year, they gained the

necessary experience to get their professional registration in the UK.

Sonia and Susana say: "We cannot thank the hospital enough for this opportunity. The Radiology department was fantastic in allowing us the chance to gain the experience we needed. We are very excited to have both been offered permanent jobs at King's College Hospital as dental radiographers but hope one day to return to Chelsea and Westminster."

paid employment

people. That has led to me being able to get a job with the Trust through the Staffbank.

"Without the experience I gained through volunteering I would not have been able to get a job here."

Clinical roles

There are a huge number of highly motivated and talented people who are desperate to take their first step into the healthcare environment and who are willing to give their time for free by volunteering to achieve their goal.

The Trust is always looking for good candidates for support worker roles and by linking volunteering and support worker recruitment we are able to offer:

- Employment opportunities for local people
- Career advancement opportunities
- Recruitment of a highly motivated workforce of people who want to work at Chelsea and Westminster

Candidates who are interested in a career in healthcare are able to apply to

volunteer and gain basic (non-clinical) ward experience.

If they show commitment, they can apply to join the Student Volunteer Support Worker (VSM) scheme which combines placements on specific wards with support from colleagues and training (Essence of Care/NVQ Level 2 in Health and Social Care).

Candidates complete certain competencies to demonstrate that they can provide excellent and safe care. Once candidates have completed their placement they are given the opportunity to apply for either permanent positions or Staffbank roles.

Helen Wiggins

Helen volunteered at Chelsea and Westminster while she was studying for her NVQ Level 2 in Health and Social Care.

She completed placements on Chelsea Wing and the Medical Day Unit where, thanks to the support of Trust staff, she was able not only to help contribute to general ward duties but also to gain hands-on experience.

Helen gained her NVQ and now works Staffbank shifts at the hospital while studying on an Access to Nursing course at

Kensington and Chelsea College. She has just been accepted by Kingston University to study Nursing.

Helen says: "I am so grateful to Chelsea and Westminster for giving me the opportunity to volunteer and for all the support that the staff gave me.

"I have loved working at the hospital and am so pleased that I can now give something back by working shifts."

Dina Murphy

Dina first approached the hospital about volunteering in 2009 as she is currently a nanny but has always wanted to have a career in healthcare.

She started volunteering in Phlebotomy, providing administration support, and quickly proved herself.

In February we put her forward to complete the Trust's Essence of Care course to provide her with an understanding of the fundamentals of care.

As a result of her volunteering and the experience she has gained, Dina has successfully applied to become a Support Worker and hopes to start working for the hospital very soon.

Christine Best

Christine Best first approached the Volunteer Services department at Chelsea and Westminster because she felt there was no room for advancement in her job working in a supermarket.

She had a strong interest in working in healthcare—but didn't know how to get started.

Christine volunteered on the wards as a patient befriender and dining companion, as well as helping out staff wherever she could be of use.

The Trust put forward Christine for the Essence of Care course and when she passed that with flying colours, we advised her to apply to Kensington and Chelsea College to study for an NVQ Level 2 in Health and Social Care and supported her by providing her with a placement.

Christine was due to complete her NVQ as *Trust News* went to press.

Thanks to the experience she has gained, Christine now works regular Staffbank shifts at Chelsea and Westminster and she is also applying for permanent jobs as a support worker.

Chelsea and Westminster on the Road

Chelsea and Westminster Hospital is home to some of the UK's finest nurses and doctors.

But what you may not know is that many of our staff travel around the world to share their expertise with health professionals in other countries.

In this issue of *Trust News* we take a look at some of the recent trips our staff have taken and celebrate their commitment to taking their skills to parts of the world which need them the most.

Landina returns to Chelsea for more surgery



Emma Sampson (Staff Nurse) with Landina



Landina Seignon was only six weeks old when the hospital in Port-au-Prince where she was being treated for a significant burn collapsed in the January earthquake in which her family disappeared. Landina's skull was fractured and her right arm needed an amputation when she was met by Chelsea and Westminster Hospital consultant Mr David Nott who was volunteering in Haiti after the earthquake.

Consultant Craniofacial Surgeon Mr Simon Eccles, has been her lead consultant since Landina was brought to London by Facing the World to be cared for by the Chelsea and Westminster and Great Ormond Street hospitals.

Following her initial surgery, Landina was brought to Chelsea and Westminster for

her post operative care, secondary surgery and burns management.

Three weeks later Lead Burns Consultant Mr Greg Williams and Mr Eccles carried out an operation to release the tightening of her scars in the burns which Landina sustained on her right leg, while plastic surgeon Mr Richard Young reviewed the healing on her scalp.

Landina's care is being organised and co-ordinated by the charity Facing the World, which specialises in helping children with craniofacial injuries or disfigurement. Sarah Driver-Jowitt, Executive Co-ordinator of Facing the World said: "The wonderful team at Chelsea and Westminster form the core of our volunteer surgeons and specialists. It is always such a joy to have

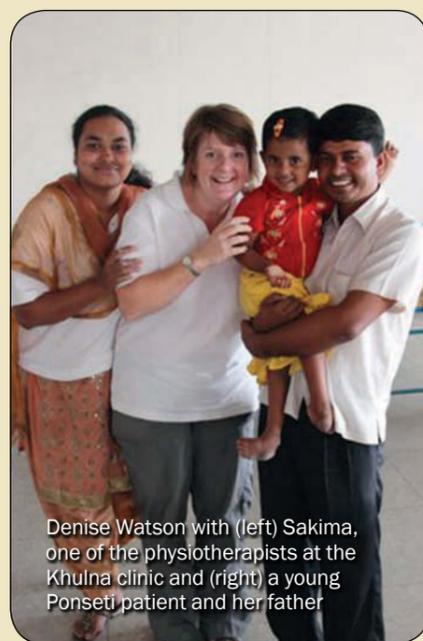
our patients treated in such a skilled and loving environment."

Landina's burns will now be managed by the Burn's Physiotherapy Department, while the Craniofacial Department and Plastic Surgery Nurse Specialists will continue to manage her other injuries while they heal.

Landina is going from strength to strength and it is hoped that she will be ready to return to Haiti later this year. For the charity, work continues to find any members of her family who may have survived the earthquake.

To find out more about Facing the World or to make a donation to cover the costs of Landina's treatment, visit the charity's website www.facingtheworld.net.

Denise takes her skills to Bangladesh



Denise Watson with (left) Sakima, one of the physiotherapists at the Khulna clinic and (right) a young Ponseti patient and her father

Paediatric Physiotherapist Denise Watson travelled to Bangladesh in February to run a Ponseti training workshop at the annual Bangladesh Orthopaedic Surgery Conference in Dhaka.

Sponsored by the charity, Walk for Life, this was Denise's second trip to Bangladesh to

share her skills in the Ponseti method—a non-surgical approach to clubfoot treatment that requires specific training.

Denise ran the training workshop with Professor Shafique Pirani from Vancouver and since the conference, there have been five Ponseti clinics established in Dhaka which now run each week.

Denise said: "Every year at least 5,000 children in Bangladesh are born with clubfoot. Left untreated these children have severely limited mobility and the disability results in reduced opportunity for education and employment.

"They become a burden to their families and the community and it is estimated that there are about 50,000 existing neglected clubfoot sufferers in Bangladesh.

"Clubfoot can be treated simply and cheaply using the Ponseti method and the cost of treatment for one child is only \$100 in Bangladesh.

"I first visited Bangladesh in October 2009 to teach Ponseti treatment in Jessore and Khulna and these centres now run three clinics a week, each treating 30-50 children per clinic."

What is Walk for Life?

Walk for Life is a charity dedicated to setting up Ponseti clubfoot clinics throughout Bangladesh and training local medical professionals in this non-surgical technique.

So far training has been provided by surgeons and physiotherapists from the UK, North America and Australia.

The Minister for Health for Bangladesh, Professor Ruhul Haque visited the Ponseti clinic at Chelsea and Westminster Hospital in 2008.

Professor Haque is now driving forward a Government initiative to continue to support Walk for Life in developing clinic and educating Ponseti practitioners in all districts.

Visit the Walk for Life website at www.walkforlife.org.au for further information.

Helping to make change a reality in Ethiopia



Roger Marwood (Consultant Obstetrician and Gynaecologist), Isabel Hunt (Senior Theatre Sister) and Shane Duffy (Consultant Obstetrician and Gynaecologist)

The arrival of a new baby should be a happy time full of anticipation and hope but the stark reality for millions of women worldwide is very different.

Women like Almaz face a 1 in 16 chance of losing their life in pregnancy and childbirth—the risk in the UK is around 1 in 8,000.

Every minute of every day a woman somewhere in the world dies in pregnancy or childbirth, not only leaving behind husbands and dependent children and relatives but also having a massive impact on the community and reducing its chances of developing and prospering.

And yet the vast majority of these deaths are entirely preventable with simple measures.

Senior Theatre Sister Isabel Hunt and Consultant Obstetricians Roger Marwood and Shane Duffy, all from Chelsea and Westminster Hospital, have volunteered

with a charity called Maternity Worldwide (www.maternityworldwide.org) in Ethiopia.

This charity was established in 2002 as a result of a small group of professionals who shared an enthusiasm to improve obstetric care for women and reduce maternal mortality in developing countries.

Maternity Worldwide has been responsible for running the delivery unit in a new hospital in Gimbie, Western Ethiopia, since it opened in 2003.

Since the start of the project the staff from Chelsea and Westminster have worked as part of a team that has helped reduce the maternal death rate in Gimbie Hospital from 6% to 1%.

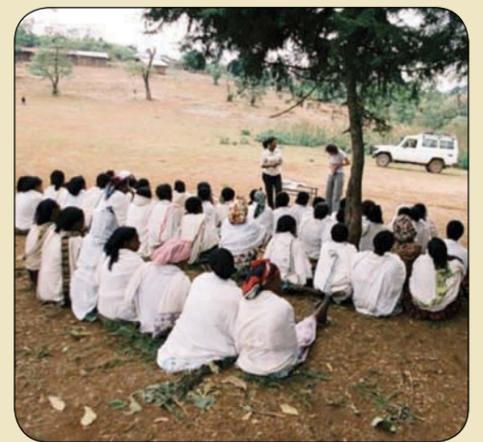
Shane Duffy said: "I have personally gained far more than I have given. It has been a tremendous honour to be able to use my skills to make a real impact on people's lives."

Roger Marwood agreed: "It was the most extraordinary and rewarding month of my professional life. I was dealing with complex problems under the most difficult circumstances but saving lives on a daily basis in a hospital with only one trained midwife."

Isabel Hunt said: "I feel very privileged to have spent five months living and working in Gimbie. It was challenging to work with such limited resources but hugely rewarding because, despite having virtually nothing, the women were incredibly welcoming and grateful for our help."

Roger Marwood is trying to raise enough money to take a team of five people back to Gimbie and to train a local midwife—if you would like to make a donation, please go to www.justgiving.com/Roger-Marwood.

- See www.maternityworldwide.org for more information about the charity



Raising awareness of HIV/AIDS in Vietnam



Chelsea and Westminster doctors Christopher Scott (second right) and Rachael Jones (right) during their trip to Vietnam

Chelsea and Westminster staff Dr Rachael Jones and Dr Christopher Scott travelled to Vietnam in February to lecture on behalf of St Stephen's AIDS Trust (SSAT).

SSAT has worked in partnership with the Vietnamese charity HEDO (Highland Education Development Organization) for many years.

Together the two organisations provide HIV/AIDS education and awareness to healthcare professionals in the remote mountainous provinces of Vietnam.

The doctors travelled from Ho Chi Minh City (Saigon) on a seven hour cross-country journey and over the Mekong river to the provinces of An-Giang and Soc Trang.

Their four days of presentations included talks on methods of HIV prevention including mother to child transmission. The audience consisted of a mixture of doctors, nurses and pharmacists who had varying experiences of HIV patient management.

Dr Scott said: "It was a fantastic experience and we both thoroughly enjoyed it. The feedback we received from the participants



was very positive and they were really keen to learn.

"While we were in An-Giang we were taken on a visit to a UNAIDS treatment centre to see at first hand how patients are managed in a country with limited resources."

Dr Mark Nelson and Professor Mark Bower from Chelsea and Westminster visited Vietnam over the Easter period to talk about advanced HIV management in the same remote provinces. They travelled from Hanoi where they received medals for their services to education in Vietnam.



Welcome

Johnny Wells



Welcome to **Johnny Wells** who recently took up the post of Acute Medicine Matron.

His appointment signals a return to Chelsea and Westminster—Johnny started his first nursing job post qualifying on Francis Burdett Ward and also worked in our Intensive Care Unit before he left to work in the Paediatric Intensive Care Unit at Great Ormond Street Hospital.

He joins us from St George's Hospital where he worked for eight years in the Emergency Department. He also worked on a project to implement a new electronic patient records system, and a system to improve patient pathways and flow from the Emergency Department into the Trust.

Dr Roshni Patel



Dr Roshni Patel joined Chelsea and Westminster Hospital in February as a Consultant Obstetrician.

Dr Patel said: "I will be working closely with the Maternity Day Assessment Unit to continue the development of positive changes that are already underway.

"The midwives and I hope to improve women's experiences when they visit the unit and offer specialised care, which ties in with my interest in high risk obstetrics."

Shereen Jones



Welcome to **Shereen Jones**, the new Labour Ward Matron who joined the Trust in March.

Shereen said: "Having come from a comprehensive clinical practice background, I will be looking forward to supporting the Labour Ward staff in normalising care for women during their labour and birth.

"This is the first post I have undertaken in London, having previously worked in Brighton and Dublin, and I'm excited to be working in partnership with the team to help reduce Caesarean section rates and improve safety and clinical effectiveness on the Labour Ward.

"I am passionate about midwifery and normal birth and I'm excited to be taking on this role and becoming part of the extraordinary team who care for the women and families choosing Chelsea and Westminster."

Improving access to work



Nadine Sherwood (Hospital Play Specialist)

Chelsea and Westminster has recently published a policy for supporting the recruitment and retention of staff with disabilities. The policy provides staff and managers with good practice guidance on how to support individuals with disabilities in line with current disability legislation.

It can also be applied in conjunction with the Trust's policies on recruitment and sickness. If someone has a disability and requires

workplace adjustments, they can apply to the government's *Access to Work* scheme for an assessment. Information about the scheme is available in the policy.

Hospital Play Specialist Nadine Sherwood has used the scheme and we spoke to her about how it works and if she thinks it makes a difference:

How did you hear about the Scheme?

I first became aware of this scheme through the Occupational Health Department.

Who can apply for Access to Work?

It is applicable to anyone who has a disability and needs assistance to carry out their job.

What does it involve?

You submit an application form available from *Access to Work* and they assess whether you are eligible for full or partial funding. For me, it's the cost of having a taxi to and from work. In practice, I pay for the taxis and send the receipts to *Access to Work* and they reimburse travel costs. My manager also signs a form to verify that I was in work—the forms are very easy to use.

Why did you apply for this?

Because I find it difficult to use public transport to get to work, getting a taxi

allows me to reserve my energy for working so I do not feel exhausted before I have started work.

Would you recommend this Scheme to other colleagues?

Yes, without *Access to Work* there is no way that I would be working and it's very important for my self esteem to be working and continue working. I have been able to work for the Trust for the last five years with the aid of *Access to Work*. Reasonable adjustments can include sign language, ordering a special chair, as well as booking transport to get to work.

I received a lot of support from my manager and Occupational Health and this has enabled me to carry on working. If anyone feels that they may need some assistance it is important that they do not feel frightened about approaching their manager. The process involves team working and it is for their benefit.

Chelsea and Westminster Hospital is rated as a 'Two Ticks' employer by Jobcentre Plus. This means that we are committed to interviewing people with disabilities if they meet the essential requirements of a job. Guidance for supporting staff with dyslexia in the workplace is available on the Trust's Intranet.

Our communications survey said...



Prize winners Olga Sleigh (Head of Decontamination Services) and David Bushby (Resuscitation Service & Centre Manager)

96% of Chelsea and Westminster Hospital staff rate *Trust News* as either 'Excellent' or 'Good' according to the results of the staff communications survey conducted during March.

Almost 260 people filled in the survey, which asked staff what they like about *Trust News*, what they don't like and how they find out about what is going on in the hospital.

Thank you to everyone who took the time to fill in the survey and congratulations to David Bushby, Resuscitation Service and Centre Manager, who was the winner of the £50 M&S voucher. Olga Sleigh, Head of Decontamination Services was the winner of the meal for two at Masala Zone Fulham.

The most interesting result to come from the survey was the popularity of the Daily Noticeboard, which is now the most common way in which staff find out about what is happening in the Trust. This was closely followed by *Trust News*, but since its introduction in October 2008, the Daily Noticeboard has clearly become an important way to communicate with staff.

Overall, your responses were very positive but there is still room for improvement—for example, less than 50% of staff surveyed receive *Team Briefing* each month.

Some people also thought that *Trust News* should include more articles about our nursing staff, while others told us that the *Daily Noticeboard* is too long.

What you said...

...about *Trust News*

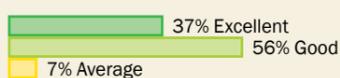
How do you rate *Trust News* as a staff magazine?



How do you rate the design and layout of *Trust News*?

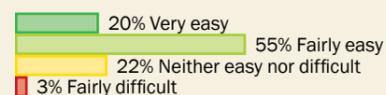


How do you rate the quality of information provided in *Trust News*?



...about general communication

How easy do you find it to get information about what's going on in the Trust?



...about *Team Briefing*

Team Briefing is emailed to all staff on Trust email every month and should be discussed with you by your manager—how often does your manager discuss it with you?



...about the *Daily Noticeboard*

Do you think the *Daily Noticeboard* is:



...about how the Trust's internal communications could be improved

"More advance notice of changes/improvements around the hospital. This information is difficult to access. We are often informed of changes at short notice—knowing further in advance would give greater opportunity for staff to be involved in the planning of change and providing feedback towards planned developments."

"The *Daily Noticeboard* is too often and has too many messages duplicated. I don't have time to read it daily. Would be good to have subject headers at top so I can decide whether I need to read the whole thing."

"It would be useful if staff could submit questions to be answered to make the dialogue two-way."

Employee/Team of the Month

Sponsored and funded by Chelsea and Westminster Health Charity

Congratulations to **Giuseppe Labriola** (Specialist Midwife: Infant Feeding Co-ordinator) who was named Employee of the Month for February. Vivien Bell (Head of Midwifery) said: "Giuseppe collates, produces and distributes the Maternity newsletter every month. This is a valuable communication tool and Giuseppe puts time and effort into producing this newsletter over and above his role."

Congratulations also to the **Fracture Clinic Team** who were named Team of the Month. Numerous positive comments from colleagues were received, including from Sophie Cannon (Physiotherapist) who said: "They are an amazing team, extremely professional and helpful, who provide excellent patient care."

Anyone can nominate a member of staff or team for the Employee and Team of the Month.

If you are a patient who has received excellent care and you would like to submit a nomination, visit the Chelsea and Westminster Hospital website www.chelwest.nhs.uk/employee-month to find out how.



Chelsea and Westminster Health Charity



Giuseppe Labriola (centre) with Gary Lawson (Charity Chief Executive) and Lorraine Bewes (Trust Director of Finance)



The Fracture Clinic Team with Amit Khutti (Trust Director of Strategy, left) and Gary Lawson (Charity Chief Executive, second right)

February

Good luck!

Dominic Clarke



We wish **Dominic Clarke** (General Manager for Surgery) the best of luck when he runs the Virgin London Marathon on 25 April in aid of the Motor Neurone Disease Association.

Visit Dominic's sponsorship page at www.justgiving.com/Dominic-Clarke to show your support.

Congratulations

Kulvinder Sandhu



Congratulations to Pharmacy Technician **Kulvinder Sandhu** who celebrated 25 years of working in the NHS last month.

Farewell

Andrew MacCallum



Andrew MacCallum (Director of Nursing) is set to take up a new post as Pro-Vice Chancellor and Dean of Nursing at Thames Valley University.

Amit Khutti



Amit Khutti (Director of Strategy & Service Planning) is leaving the Trust to take up a new opportunity with a private healthcare company called DrThom.

Everyone at Chelsea and Westminster wishes Andrew and Amit well in the future.

Maternity runners



Members of the Kensington Wing team including (l-r) Juliet Durugo (Senior Midwife), Cherry Brennan (Senior Midwife), Alison Dodds (Senior Midwife), Kjai Williams (Patient Liaison Officer), and Natasha Soliman (Maternity Support Worker) ran the Sport Relief three mile fun run to help raise money for Comic Relief, a charity aimed at transforming the lives of poor and vulnerable people, both at home and in the world's poorest countries. They raised £300 for the charity.

Documentaries shine a light on work of Trust staff

A series of major TV documentaries will be broadcast this year which will focus on Chelsea and Westminster staff in a number of different areas of medicine.

Children's Services

Chelsea and Westminster is featured in a major new BBC1 documentary series called Children's Emergency which is due to start on Tuesday 4 May. Episodes featuring Chelsea and Westminster will be screened on 8 June and 23 June.

Children's Emergency focuses on the work of the Children's Acute Transport Service (CATS).

Craniofacial Surgery

A one-hour documentary about the charity Facing the World will be shown as part of Channel 5's *Extraordinary People* series.

Facing the World was set up by Chelsea and Westminster Craniofacial Surgeons Norman Waterhouse and Martin Kelly (who sadly died in 2008) to bring children living with facial deformities in some of the world's poorest countries to the UK for reconstructive surgery.

Suzanne Lynch, Producer/Director at Transparent TV who made the film, says: "Filming at Chelsea and Westminster was a great experience. It is a warm, welcoming experience and the staff are incredible."

West London Centre for Sexual Health

North One TV, an independent production company, has just finished filming a one-hour programme about sexual health and young people based at Chelsea and Westminster's West London Centre for Sexual Health at Charing Cross Hospital.

It will be broadcast on Channel 4 in early summer as part of a documentary series called *The Hospital* exploring how young people's health needs and behaviour impact on the NHS.

Anna Llewellyn, Assistant Producer at North One TV, says: "We spent three months filming at the West London Centre, getting an amazing insight into every aspect of life that goes on within its four walls."

"We have documented the daily life of an extremely hardworking team who approach the wide-ranging needs of their young patients with incredible sensitivity and skill."

Neonatal Intensive Care Unit

Filming started on the Neonatal Intensive Care Unit (NICU) in March for a programme to be screened on Channel 4 this summer as part of the *First Cut* strand of 30-minute documentaries.

Lucy Morgan, who is making the film for independent production company Ronachan Films, says: "This is a great opportunity to sensitively reflect the incredible work and dedication of staff on the Unit and the experiences of parents and families whose babies are treated there."

Weight Loss Surgery

TV production company Maverick Television, who make programmes including *Embarrassing Bodies*, *Ten Years Younger* and *How to Look Good Naked*, are currently making a series for Channel 4 about people living with obesity.

There will be four 60-minute programmes as part of the *Embarrassing Bodies* series which will feature the Bariatrics (weight loss) service at Chelsea and Westminster.

Hairdressers

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 x58681

020 8746 8681 externally

Multi-million dollar HIV research study gets the green light

HIV researchers at St Stephen's AIDS Trust have received a \$3 million grant from the Bill & Melinda Gates Foundation.

They will use the grant to investigate the feasibility of administering a new drug called TMC278 which has been developed by pharmaceutical company Tibotec as an injection for pre-exposure prophylaxis (PrEP) to prevent HIV infection.

St Stephen's AIDS Trust is a charity founded in 1991 by Professor Brian Gazzard, Consultant Physician at Chelsea and Westminster, to support clinical research to improve the quality of life for people living with HIV/AIDS and to share knowledge and experience through education and training.

The charity sponsors a wide variety of research and clinical trials, performed in its dedicated HIV Research Unit at Chelsea and Westminster, improving the care of HIV positive patients and contributing to many major, multi-centre research studies

that are revolutionising the treatment of HIV/AIDS.

It also runs an educational programme for healthcare professionals in the UK and provides HIV workshops and training programmes in developing countries.

Chelsea and Westminster Hospital is one of the leading centres in Europe, and indeed the world, for the clinical care of people living with HIV but it also plays a leading role in research into HIV/AIDS.

Professor Gazzard, Chairman of St Stephen's AIDS Trust and Consultant Physician at Chelsea and Westminster Hospital, says: "It is a great tribute to our staff that a research study of this magnitude was successfully funded. The results may represent a major step forward."

Dr. Marta Boffito, Lead Clinician for St Stephen's AIDS Trust and Consultant HIV Clinical Pharmacologist at Chelsea and Westminster, led the grant application

process and is the Chief Investigator leading the new research study.

She explains: "PrEP is an experimental HIV prevention strategy using antiretrovirals to protect people who are HIV negative from HIV infection. It isn't a vaccine but works rather like anti-malaria pills by blocking the HIV virus when it attacks the body.

"We applied successfully for a \$3 million grant from the Gates Foundation to investigate the suitability of using an injection form of TMC278 as a PrEP agent through a clinical trial involving 100 healthy male and female volunteers of different ethnic backgrounds.

"Half of the volunteers must be of African origin because Southern Africa in particular continues to bear the brunt of the HIV/AIDS epidemic."

The main aim of the trial will be to examine whether a monthly injection of TMC278 intramuscularly is safe and well tolerated by HIV negative participants in the study.

Research findings from the study will support future clinical development of TMC278 as PrEP, probably through a large, global study involving developing countries.

- More information about the St Stephen's AIDS Trust is available at www.ssat.org.uk

HIV/AIDS factfile

- The global HIV/AIDS epidemic has caused an estimated 25 million deaths worldwide
- Approximately 33 million people are currently living with HIV
- There were 2.7 million new HIV infections in 2007
- 35% of HIV infections and 38% of AIDS deaths in 2007 were in Southern Africa
- In South Africa alone, 1,000 people become infected every day

What is...NHS Constitution?

What is it?

The new NHS Constitution, which became law in January 2010, establishes the principles and values of the NHS—it sets out rights to which patients, the public and staff are entitled, pledges which the NHS is committed to achieve, and responsibilities which patients, the public and staff owe to one another to ensure that the NHS operates fairly and effectively.

How does it impact on the Trust?

All NHS organisations are now legally obliged to take account of the NHS Constitution in their decisions and actions.

What does it mean for patients and staff?

It sets out what patients can expect from the NHS, including legal rights to be able to access NHS services, have a choice about where they receive care and be treated with dignity and respect. It pledges to give staff clear roles and responsibilities, help looking after their own health and wellbeing, and the chance to have their say on any decisions that affect them or their services.

Where can I get more information?

Visit the NHS Constitution website at www.dh.gov.uk/NHSConstitution.

Trust virtually eliminates mixed sex accommodation on wards

Chelsea and Westminster Hospital NHS Foundation Trust is delighted to confirm that it has virtually eliminated mixed sex accommodation from our hospital.

Monitor, the Foundation Trust regulator, requires all Foundation Trusts to confirm whether they are compliant with a commitment to virtually eliminate mixed sex accommodation by 31 March 2010.

Andrew MacCallum, Director of Nursing says: "I would like to reassure patients on our wards that the area where their bed is located will now only have patients of the same sex.

"In addition, toilets and bathrooms have been designated male or female and are close to their bed. In line with national policy, the sexes will only be mixed when there is a clinical need and it is in the best interests of patients—for example, intensive care."

The Trust is committed to safeguarding the privacy and dignity of patients which is why we have been working towards the virtual elimination of mixed sex accommodation.

Patients at Chelsea and Westminster will only share accommodation with a member of the opposite sex if they:

- Require specialist facilities that can only be provided in the Intensive Care Unit (including High Dependency) or the Coronary Care Unit
- Are admitted as an emergency and require observation overnight
- Require a level of care that cannot be accommodated in a single sex bay

It is possible that there will be both male and female patients on the same ward but patients of the opposite sex will not be accommodated in shared bays of beds. Patients may have to cross a ward corridor to reach a bathroom but they will not have

to walk through areas occupied by patients of the opposite sex to get there.

Patients may share some communal space, such as day rooms, and it is very likely that visitors and healthcare professionals of both sexes will come into shared bays of beds.

If patients need help to use the toilet or take a bath, they may be taken to a 'unisex' bathroom but a member of staff will accompany them and other patients will not be in the bathroom at the same time anyway.

It is also important to note that the Trust will not turn away patients just because single sex accommodation is not available immediately.

How have we improved the privacy and dignity of patients?

- The Trust has a policy to ensure that patients are transferred to single sex accommodation within an agreed timeframe
- Matrons are responsible for monitoring bays on wards to ensure they are co-located to the relevant toilet and bathroom facilities
- All wards have eye masks and ear plugs available for patients to use
- Privacy and dignity audits are carried out and actions implemented
- A Trustwide privacy and dignity audit in 2009 of more than 40 departments found that 93% of patients had their personal space respected

What are our future plans?

The Trust aims to have 50% single rooms in the hospital within the next five to 10 years.

NHS Staff Survey

Every year Chelsea and Westminster, like all other NHS trusts, takes part in a national survey asking staff what it is like to work here.

The Care Quality Commission (CQC) officially released the results of the 2009 NHS Staff Survey on 17 March. 65% of Trust staff completed and returned their surveys which meant that Chelsea and Westminster had the best response rate among acute hospital trusts in London and the second highest response rate for an acute trust nationally.

A key success for the Trust this year was the increase in our appraisal rates—76% of staff said they had an appraisal in the previous 12 months, compared with 58% last year. The Trust will continue to monitor the completion of appraisals for all staff to maintain this improvement.

The Trust was in the top 20% of acute trusts nationally in several key areas including staff receiving support from their line manager, good quality of job design, working in a well structured team environment, working in a Trust committed to work-life balance, receiving job relevant training, and good communication between senior management and staff.

The survey showed that there are some areas in need of improvement, including staff using flexible work options, staff working extra hours, and staff receiving Health & Safety training.

The Trust will use the results of the staff survey as the basis for this year's action plans to continue to improve the working lives of staff. These action plans will be developed by each department and directorate and progress against them will be monitored.

If you would like to look at the survey results in greater depth, the full Trust level CQC report is available to staff on the intranet in *Departments/Human Resources/Staff Survey 2009* or on the CQC website at www.cqc.org.uk.

trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Renae McBride by Friday 14 May.

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