

June 2010 • n°180

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Hospital volunteers on the Welcome Desk at this year's Chelsea and Westminster Open Day

## Open Day 2010 a big hit with visitors

**M**ore than 1,500 people attended this year's Chelsea and Westminster Hospital Open Day on Saturday 8 May.

Open Day visitors were invited to use our Patient Experience Tracker devices to give their instant feedback on the event:

- 97% of visitors rated the Open Day as excellent or good
- 93% said that staff at the Open Day were friendly and approachable
- 86% said that they would recommend the Open Day to friends and family

Highlights of this year's Open Day included the official opening of the revamped Assisted Conception Unit by BBC presenter

and journalist Sophie Raworth (see below) and the launch of the 'Yummier Mummy' campaign which aims to promote the benefits of breastfeeding to new mothers.

Our two newly elected local MPs, Greg Hands and Sir Malcolm Rifkind, both attended the Open Day together with the Mayor of the Royal Borough of Kensington and Chelsea, Cllr Timothy Coleridge, and the Deputy Lord Mayor of Westminster, Cllr Dr Cyril Nemeth.

Greg Hands said: "I am delighted to be here at Chelsea and Westminster for my very first engagement as the new MP for Chelsea and Fulham.

"Congratulations to everyone at Chelsea and Westminster for the fantastic environment

and really successful clinical and patient experience."

Open Day visitors were able to enjoy a wide range of attractions including behind-the-scenes tours of the paediatric operating theatres, Treatment Centre and a number of other departments, health tests and check-ups, and general health advice.

A variety of live music organised by Hospital Arts kept visitors entertained throughout the day and children enjoyed the Ian & Friends puppet show at lunchtime.

Free breakfast was provided by local business Maison Blanc—which provides a 10% discount for Trust staff—and ISS Mediclean, the Trust's catering contractors, ran a free hospital food tasting in the

Restaurant Atrium which proved a big hit with Open Day visitors.

Congratulations to the Community Mobile Health Clinic staff who won the Best Trust Stand competition—and well done to the 'highly commended' runners-up, the Improving the Patient Environment exhibition and the Kids' Zone.

Thank you to our Foundation Trust Council of Governors—which includes elected representatives of patients, members of the public and Trust staff—who made the Open Day possible by sponsoring the event.

See page 6 for a photo gallery of the Open Day

## Sophie Raworth officially opens revamped Assisted Conception Unit



BBC presenter and journalist Sophie Raworth unveils a plaque to officially open the revamped Assisted Conception Unit

**B**BC presenter Sophie Raworth opened the revamped Assisted Conception Unit on the fourth floor of the hospital during the annual Open Day on Saturday 8 May.

Many couples who have received expert treatment from the multi-disciplinary team of staff on the unit were invited back for the official opening with their children.

Sophie Raworth said that she was lucky enough not to require fertility treatment but she knew through the experiences of many of her friends how difficult this could be, and how much difference the work of staff on units like the one at Chelsea and Westminster can make.

She said: "I will be forever grateful to Chelsea and Westminster for the wonderful care I was given when I had my three children here.

"It has been an honour to come back today to open the Assisted Conception Unit and I hope you give many more people the chance to get the greatest gift of all—a beautiful baby!"

See [www.chelwest.nhs.uk/acu](http://www.chelwest.nhs.uk/acu) for more information about the Assisted Conception Unit at Chelsea and Westminster

## Quick bites

### 56 Dean Street

56 Dean Street is now officially the busiest sexual health centre in London, according to Department of Health statistics for the 3 months from December 2009 to February 2010. The Trust's sexual health and HIV centre in the heart of Soho, which opened in March 2009, also now diagnoses 1 in 5 of all new HIV cases among gay men in London.

- See [www.56deanstreet.nhs.uk](http://www.56deanstreet.nhs.uk) for more information including how to request a clinic appointment online

### Documentary about Burns patient nominated for a BAFTA

*Katie: My Beautiful Face*, a Channel 4 documentary about a patient whose face was rebuilt thanks to the expertise of staff at Chelsea and Westminster following a horrific acid attack, has been nominated for a BAFTA—the awards ceremony will be hosted by Graham Norton at the Palladium on Sunday 6 June.

### Trust featured in BBC documentary

Chelsea and Westminster is included in a major BBC1 documentary series called *Children's Emergency* which focuses on the work of the Children's Acute Transport Service (CATS).

Episodes featuring patients and staff at Chelsea and Westminster will be shown at 10:45pm on Tuesday 8 June and Wednesday 23 June.

### Celebration of the life of Caroline, Lady Rhys Williams

A service of thanksgiving to celebrate the life of Caroline, Lady Rhys Williams, Chairman of Chelsea and Westminster Health Charity who died in December 2009, will be held at 2pm on Thursday 8 July in St Mary Abbots Church, Kensington High Street—all staff are welcome to attend.

### Help keep information confidential

Safeguarding the confidentiality of all information, especially patient identifiable data and sensitive personal data, is the responsibility of all staff.

A pocket-sized guide—*Information Governance Dos & Don'ts*—has been produced for staff. A copy was attached to payslips in May and all staff should read it to ensure they are not putting the Trust at risk.

A patient information leaflet—*Protection & Use of Patient Information: A guide to why and how the NHS uses information about you*—has also been produced. Copies should be made available to patients.

### Staff attend quality and safety conference

Despite severe flight disruptions caused by the volcanic ash, Dr Helen Yarranton (Consultant Haematologist) and India Hardy (Lead Pharmacist, Electronic Prescribing) travelled to Nice in April to present a poster at the BMJ Group Quality and Safety in Healthcare Conference.

The poster was developed to share information about the Trustwide initiative to improve the identification and management of patients at risk of developing venous thromboembolism (VTE) which includes a new electronic risk assessment completed through Lastword.

They also presented two posters on behalf of CLAHRC (Collaboration for Leadership in Applied Research and Care) for Northwest London whose staff were unable to travel due to the volcanic ash.

# Heather's view by Heather Lawrence, Chief Executive



Once again I was thrilled to see so many patients, staff and local residents join us for the annual Chelsea and Westminster Hospital Open Day. The event attracted more than 1,500 visitors and I would like to thank all staff who contributed to the success of the day.

I am so proud to be working in a hospital where the staff make such an effort to make our visitors feel welcome and to showcase the wonderful service we provide our patients. Thank you to everyone who gave up their Saturday to help make the day such an enjoyable and successful event.

I was particularly pleased that we were able to celebrate the official opening of our revamped Assisted Conception Unit and take the opportunity to welcome back many of the couples we've helped since it was established. It was humbling to see the genuine affection that families have for the hospital, but also the wonderful staff who make the Unit what it is.

We were informed recently that the management consulting firm McKinsey has been appointed to revisit the strategy which was developed for North West London. In the coming months they will be working with hospitals and other healthcare providers in the sector, with the aim of consulting on a new strategy in January 2011.

I am keen that our hospital is involved in this process, in particular that our senior clinicians provide input, so that we can help ensure that the new strategy meets the needs of patients living in this area of London, but that it is also financially sustainable.

It is safe to assume that by the end of this process, the ways in which people access health services in North West London will have started to look very different.

There will be much more of an emphasis on providing care in community settings rather than in hospitals, which is why Chelsea and Westminster's strategy must

make provisions for this. We have already begun to provide care outside of the main hospital in specialties such as gynaecology, dermatology and sexual health and we will continue to look for opportunities to do this in other services.

At the same time we will be continuing to focus on our finances and ensure that we are doing all we can to ensure our future is sustainable.

I have spoken at length with staff about our need to find 10% cost savings this year and I'm grateful for the work which has been completed to help the Trust achieve its target. We have identified about three quarters of the savings required and work is continuing to find the rest.

To help put things into perspective, the Trust needs to underspend by £500,000 every month to enable us to reach our savings target and I would ask everyone to think about what they can do to contribute. You don't need a finance background to be able to stay within a budget and save money.

We need to concentrate on making sure we keep on top of recruitment, reducing our use of agency staff and being resourceful in our day-to-day activities. Our staff are the ones who know their own services the best and they know where changes—even small ones—can be made to help us achieve our savings.

## 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.

Patients have praised the cleanliness of David Erskine Ward as well as the professionalism of staff working on the ward. Staff working in the Paediatric Outpatient Department were also recognised for their friendliness and dedication to patient care.

However, patient feedback also showed that the Trust needs to improve the way we communicate with patients about the location of services within the hospital—for example, some patients weren't aware that the Appointments Office had relocated.

Those patients who wish to contact the Appointments Office should phone 020 3315 6666 or internally on x52689.

### 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 experience at the hospital, whether it was positive or negative, please fill in a comment card or write a letter and hand it in at the M-PALS office which is located on the ground floor.

*My Radiographer (Emma Sutherland) was lovely, friendly and helpful. I just wanted to say thank you.*

*It was a nice, relaxed and happy atmosphere in the Department too.*

—BN

## Web watch

More than 35,000 people visit the Chelsea and Westminster Hospital website [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk) every month.

The site is currently being revamped to improve the quality of information for patients, relatives, members of the public and staff.

### Improvements to HIV & Sexual Health webpages

The HIV & Sexual Health section of the Trust website has been revamped to make it an even better source of information for the thousands of people who access these services every year.

It now includes detailed information about the services available at the Trust's three main centres—the John Hunter Clinic at Chelsea and Westminster, the West London Centre for Sexual Health at Charing Cross Hospital and 56 Dean Street in Soho.

The website also includes interactive maps and journey planners to help patients find the centres.

There is also comprehensive information about the Trust's specialist clinics and outreach services together with testimonials from patients who have used our HIV and sexual health services.

Another valuable resource on the website is the information factsheets that have been produced with the combined knowledge and expertise of the doctors, dietitians and pharmacists of the HIV & Sexual Health Directorate.

These factsheets aim to provide clear and straightforward information about HIV and sexual health issues—they are free to download from the website.

Visit [www.chelwest.nhs.uk/hiv-sexual-health](http://www.chelwest.nhs.uk/hiv-sexual-health) to find out more

## Inpatient survey results

In the latest annual survey of hospital inpatients, 90% of patients who completed the survey rated the overall care they received at Chelsea and Westminster as 'Excellent', 'Very good' or 'Good'.

The 2009 survey findings, which were published by the Care Quality Commission in May, show that the Trust has improved its performance year-on-year—we performed significantly better on 16 of the 79 questions compared with the 2008 survey while our performance was significantly worse on no questions.

Areas in which the Trust's performance has improved significantly include:

- Patients' privacy in the Emergency Department
- The provision of printed information when patients have a planned admission
- Communication by doctors and nurses
- Patients being offered a choice of food
- Patients not having to share sleeping areas or bath or shower areas with members of the opposite sex

However, there are also a number of areas for improvement and for 2010/11 five questions from the Inpatient Survey have been chosen as national indicators under the Commissioning for Quality and Innovation (CQUIN) payment framework:

1. Patients are involved in decisions about their treatment and care

2. Staff are available to talk to patients about their worries and concerns
3. Patients have privacy when discussing their treatment or condition
4. Patients are informed about their medications and side effects
5. When leaving hospital patients are informed about who to contact if they are worried about their condition

The Trust's performance is significantly better than the national average for indicators 1 and 3 but we will be working with staff to sustain these results by using the Patient Experience Tracker (PET) and by improving the patient environment through the introduction of glass partitioning on wards to improve privacy and reduce noise.

The Trust is actively seeking feedback from staff and patients about how we can improve the patient experience in the other three areas.

For example, before patients leave the hospital have we checked with them if they are clear as to whom they need to contact if they are worried about their condition and during a patient's stay in hospital are we giving them the opportunity to discuss any worries and concerns that they may have?

See future editions of *Trust News* and other Trust communications to find out how you can get involved in helping to improve the patient experience.

## Staff suggestions boost *Releasing Time to Care* programme



Lara Carrasco (Staff Nurse) wears a tabbard during a drugs round

At the Seasonal Working Conference in March, staff were asked to suggest ways to help sustain the improvements that have been made as a result of the *Releasing Time to Care—The Productive Ward* programme.

*Releasing Time to Care* is focused on improving ward processes and environments so that staff spend more time caring directly for patients.

Staff suggestions included:

- Providing clear and consistent signage on all wards in the Trust
- Wearing tabards on the Medicines Round to reduce interruptions and therefore reduce the risk of medication errors
- Using safety crosses to highlight quality improvement initiatives, for example reducing falls and pressure ulcers

- Having team objectives and measuring progress
- Ensuring staff appraisals are specific to the individual member of staff and related to service improvements, for example ensuring that all their patients have the opportunity to give feedback using the Patient Experience Tracker (PET)

Jane Tippett, Acting Assistant Director of Nursing says: "At a time of significant change in the Trust, it is essential that the benefits of the *Releasing Time to Care* programme are realised by replicating what works so we can deliver a consistently high standard of care throughout the Trust."

The *Releasing Time to Care—The Productive Ward* programme has been rolled out to 14 wards in the Trust since it was first piloted in January 2009. There are plans to extend the roll out to Maternity and Paediatrics in 2010.



Designated spaces keep ward trolleys more organised when not in use

## Council of Governors elections this month

If you are a Foundation Trust member, you can have your say on the future of your hospital by voting in this month's Council of Governors elections.

Elections are being held in the following constituencies:

- 2 Patient representatives
- 4 Public representatives
  - Hammersmith & Fulham Area 1
  - Kensington & Chelsea Area 1
  - Wandsworth Area 2
  - Westminster 1
- 1 Staff representative
  - Support, Administrative & Clerical

Ballot papers will be posted to members registered to vote in the constituencies where elections are being held from 8 June.

Completed ballot papers must be received by the Returning Officer by 5pm on Monday 28 June. Election results will be published shortly afterwards.

For any queries relating to the elections, please contact Vida Djelic (Interim Foundation Trust Secretary) on 020 3315 6716 or [vida.djelic@chelwest.nhs.uk](mailto:vida.djelic@chelwest.nhs.uk)

## Chelsea and Westminster welcomes Mayo Clinic Professor and UK experts to international cancer conference

Chelsea and Westminster Hospital recently jointly hosted a one-day conference 'Oesophago-Gastric Junctional Cancer: A Focus on Early Disease' with the Royal Marsden Hospital.

Guest faculty included Professor Ken Wang, Director of the Advanced Endoscopy Group at the Mayo Clinic, USA, who is a world leading authority in the field. Local faculty moderating sessions included Dr Martin Benson, Dr James McCall and Mr Jeremy Thompson.

Conference Director Dr Bobby Prasad, Consultant Gastroenterologist at Chelsea and Westminster, said: "We were delighted to have some of the brightest names in oesophageal cancer provide us with a state-of-the-art multi-disciplinary update on this increasingly important area.

"There have been major advances in the diagnostic and therapeutic modalities we have to deal with Oesophago-Gastric malignancy which provide us with the opportunity to treat cancer more effectively earlier on."

60  
second  
interview



## Barbara Augusto Rodrigues Paediatric Staff Nurse, Neptune Ward

### How long have you worked here?

I've worked here 16 years! I still can't believe it's been that long; time just seems to have flown by.

### If you could have chosen a different career what would you have done?

Acting. I love acting and making people laugh, it's the best medicine and in fact I belong to a drama club and do some skits every now and again. Friends and family often call me drama queen.

### What is your favourite TV programme?

It would be 24—now that's what I call satisfying edge-of-your-seat action. It's with Jack Bauer (Kiefer Sutherland) who delivers perfect action all the time with no dull moments. You should see the series, it's fantastic!

### What do you most enjoy about your work?

I am a Paediatric Staff Nurse and although it can be quite challenging, it is also rewarding. I enjoy seeing the smiles on the faces of the children and their parents as they get better and it is rewarding to know I've contributed to that and done something worthwhile.

### What is the best piece of advice you have ever been given?

Treat others the way you will like to be treated because what you sow you will reap. Now that's a good reason to be kind.

### What is your favourite film and why?

I love a lot of films but *The Sound of Music* is a family classic I enjoy. It's a love story and I love watching it time and time again with my family, it makes me cry, laugh and sing.

# Focus on... Putting Patients

The first major redevelopment of Chelsea and Westminster Hospital since it opened in 1993 is now well underway and this month we take a closer look at what's happened recently, as well as what's coming up.

We also introduce the man who is responsible for managing the building project which will create a two-storey extension to the main hospital building.

Keep an eye out in future editions of *Trust News* as we continue to keep our patients and staff updated with the latest information as it becomes available.

## Staff moves: What's next?

Work is expected to commence in mid-August to redevelop the lower ground floor to accommodate the hospital's outpatient services, meaning staff currently located in these areas will be relocating soon.

Most of the Trust's outpatient services will be moved to the lower ground floor and are expected to be open to patients in the new location in February 2011.

Detailed plans for the rest of the programme of moves affecting staff on the lower ground floor—including who is moving, when and where—will be publicised as they are agreed and planned.

Some staff will be moving off the main hospital site and a variety of off-site accommodation options are being explored by the Trust. Decisions about off-site accommodation will be communicated to staff when they are made.

## Paediatric services update



Attendees at the forum Lily Bell (patient), Shaun Dolan (Hospital School Artist), Jay Nagla (Teaching Assistant and Exams Officer), Shayna Shayal-Parsad (Facing the World patient), Joao Andrade (patient), Rachael Stray (Service Support Manager), Rob Green (Architect) and Noel Palmer (Paediatric Bed Manager/Jupiter Ward Manager)

Chelsea and Westminster Hospital hosted its second children's and young people's engagement forum in April to consult with parents, families, children and young people about the design and development of changes to our children's services.

In particular, the forum focused on the hospital's plans for a brand new centre for children's services, which will allow us to locate all children's services on one level and improve access to other departments such as the paediatric emergency department and the maternity and neonatal units.

The project will also include the development of a new paediatric theatre suite with four paediatric theatres.

Rachael Stray, Service Support Manager for Children's and Young People's Services

said: "We had a great turnout for the forum, which included a presentation from our architects who talked through the plans for the new unit and the temporary ward moves.

"The Hospital School also provided input on how best to involve the children and young people who attended the forum and our artist Shaun Dolan attended to help ensure everyone was able to contribute.

"With Shaun's help we were able to discuss with the children, young people and their parents what they wanted from their new unit, especially in relation to themes and designs for the area.

"The children and young people who attended the forum gave us a valuable insight into what is important to patients to make their stay as comfortable as possible, for example being able to personalise bed spaces for longer staying patients.

"We also heard some more specific suggestions, including from one of our young patients that we theme Jupiter Ward as Chelsea FC!"

### Want to get involved?

If you are a patient, parent or carer, or a member of staff and would like to be involved in the children's and young people's forum please contact Rachael Stray at rachael.stray@chelwest.nhs.uk.

If you are a member of staff wishing to be involved in the design of the unit, or you have suggestions or comments about the project, please speak to your line manager in the first instance who will be able to put you in touch with the right person.

## Photo Gallery

L - R: Karen Percy (Dietitian) and Anne Halsey (Chairman of The Friends)



The Friends of Chelsea and Westminster Hospital recently donated a new set of Tanita scales to the Kobler Centre.

The Kobler Centre sees about 500 patients per week and the scales will assist staff to monitor the weight, height, body mass index (BMI) and muscle and fat mass percentages of patients.



L - R: Eimear Murphy (Lead Nurse, Plastics), Niall Kirkpatrick (Craniofacial Consultant), Juling Ong (Plastic Surgery Registrar) and Sarah Benyon (Plastic Consultant)

Members of Chelsea and Westminster Hospital's plastic surgery team raised an impressive £11,500 for the Facing the World charity when they ran the Paris Marathon on 11 April.

The team included Mr Niall Kirkpatrick, Ms Sarah Benyon, Mr Juling Ong, Eimear Murphy and Rebecca Brady (Administrator for Facing the World).

# First Update

## A new home for Preoperative Assessment



Kevin Kennie (Kensington and Chelsea Local Stop Smoking Service Lead), Claire Luck (Deputy Lead Nurse), Tara Moloughney (Preop Assessment Nurse), Diaga Diop (Admin Assistant), Joron Jimenez (Preop Assessment Nurse), Stephen Bowles (Preop Assessment Nurse) and Catherine Andrews (Lead Nurse)

The Preoperative Assessment Centre team are making themselves comfortable in their new clinic, following their move to the lower ground floor last month.

The new facility includes six clinic rooms and there are plans to add a seventh as the redevelopment of the lower ground floor continues. The facility continues to host the local Stop Smoking Service led by Kevin Kennie from NHS Kensington and Chelsea as well as the high risk anaesthetic clinic and the bariatric anaesthetic clinic.

Deputy Lead Nurse Claire Luck said the move, which took place over the Bank Holiday weekend at the beginning of May, was completed without having to cancel any patients.

Claire said: "We were really pleased about how the relocation took place with minimal disruption to the service. No patients had their appointments cancelled as a result of the move.

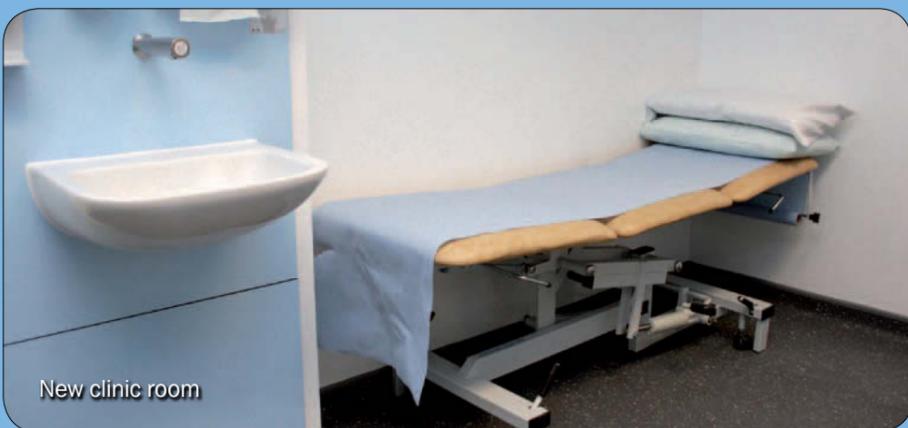
"This was largely due to the commitment and hard work of the entire Preoperative Assessment team and the amount of preparation which was carried out prior to the move, in collaboration with the building team.

"We also had meetings with the architect and the project team during the design phase to ensure that they understood the specific needs of our patients."

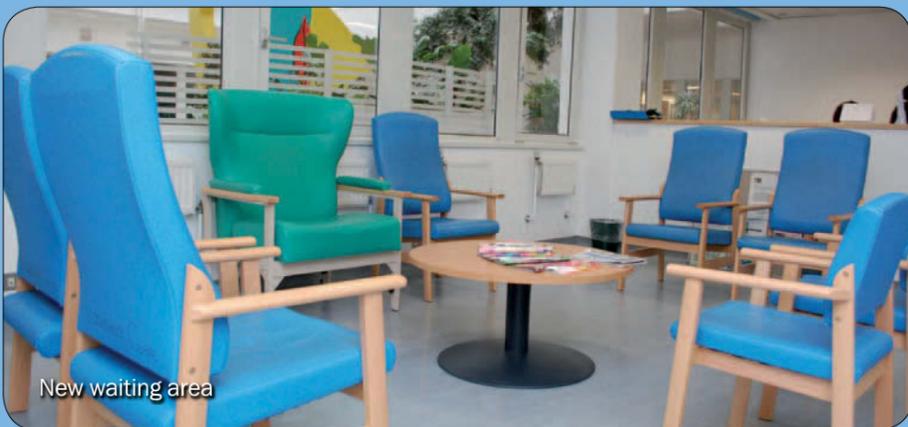
Patients will also soon benefit from the relocation of the Phlebotomy Service which will be situated with Preoperative Assessment on the lower ground floor. This means that patients requiring blood tests will be able to have their sample taken in the same location as their preoperative appointment.

### How do I get there?

Patients and staff can find Preoperative Assessment by taking Lift Bank C down to the lower ground floor. Turn left out of the lifts and follow the signs.



New clinic room



New waiting area

## Malcolm takes the lead



project for Chelsea and Westminster on time and within the budget.

"I was previously at Guy's and St Thomas' NHS Foundation Trust and have had experience of working in both the public and private sectors, not just in healthcare but also in the commercial private sector.

"This will be a challenging project for all concerned. I know it will cause some disruption along the way, however it is my aim to keep this to a minimum."

Malcolm is a Fellow of the Chartered Institute of Building and he has worked in the industry now for over 27 years.

He spent his first 15 years working for two national construction companies before moving into project management and 10 years working in architecture and interior design as a project manager before joining Guy's and St Thomas'.

The Trust has appointed Malcolm Wright to manage the building project which will create a two-storey extension off the west side of the hospital.

Malcolm said: "I have been in my new post as Project Manager for the new Netherton Grove extension now for a month and it is my responsibility to run and deliver this

L - R: David Tihanyi (Deputy Postgraduate Centre Manager), Dr Nilesh Morar (Consultant Dermatologist), Prof Sir Christopher Edwards (Trust Chairman) and Dr Richard Staughton (Emeritus Consultant Dermatologist)



Chelsea and Westminster's Department of Dermatology in conjunction with the Postgraduate Medical Centre hosted a very successful 'The Skin in Your Practice' Dermatology course for General Practitioners in March.

Professor Sir Christopher Edwards opened the course which was organised by Dr Richard Staughton, Dr Nilesh Morar and David Tihanyi and was attended by 80 delegates from around the UK.

L - R: Dominic Tonutti (Manager, King's Arms), Dr David Rawat (Paediatric Consultant Gastroenterologist), Melanie Guinan (Matron) and Laurie Brown (Staff Nurse, Children's Outpatients)

The King's Arms pub on Fulham Road recently raffled a Chelsea FC shirt signed by the entire team and donated the proceeds to Chelsea and Westminster Hospital.

The raffle raised £1,000 which will enable the Trust to install a special ceiling-mounted hoist in the new Paediatric Outpatient Department. The hoist will allow children with disabilities to be transferred from a wheelchair to the examination couch more easily so they can be properly reviewed by a doctor.



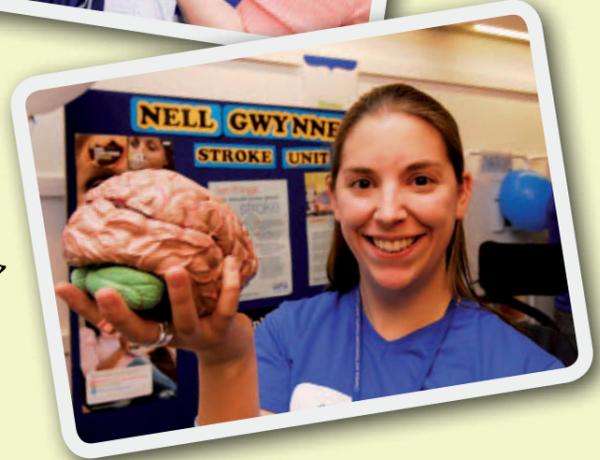
# Open Day 2010



Dick Laurie and the Elastic Band entertain Open Day visitors



A signed Chelsea FC football was up for grabs in the Friends of Chelsea and Westminster Hospital charity raffle



Stroke Unit staff used a model of the human brain to demonstrate how a stroke affects a victim



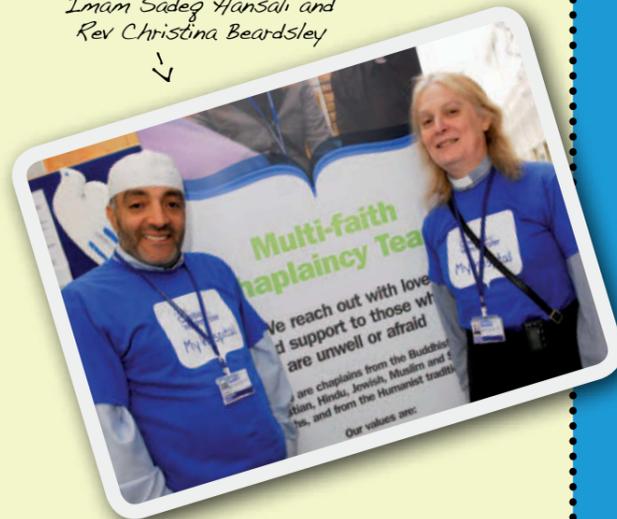
Intensive Care Unit staff demonstrate the techniques that help keep patients alive



A young visitor to the Open Day gets some hands-on experience with Music Therapy



The importance of healthy eating was a major feature of the Open Day



Imam Sadeg Hansali and Rev Christina Beardsley



Children enjoyed the Ian & Friends puppet show



Staff from the Community Mobile Health Clinic—winners of the Best Trust Stand competition



Bernadette O'Connell demonstrates good cleaning techniques



Staff from the Improving the Patient Environment exhibition—joint runners-up in the Best Trust Stand competition



The Yummier Mummy campaign to encourage women to breastfeed was launched at the Open Day—midwives Guiseppe Labriola and Yvonne Insh are pictured with one of the campaign posters



The Kids' Zone—joint runners-up in the Best Trust Stand competition

# Employee of the Month

Sponsored and funded by Chelsea and Westminster Health Charity

Congratulations to **Charles Omoaka** (Recruitment Assistant) who was named Employee of the Month for March. Lyn Ronnie, Clinical Nurse Lead for NICU/Paediatrics, said: "Charles has given a highly supportive and professional service particularly in NICU recruitment. He works extremely hard and always goes the extra mile to ensure colleagues are supported. He is a consistent and clear communicator and is very proactive with candidates."

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](http://www.chelwest.nhs.uk/employee-month) to find out how.



March



## Farewell

### Dawn Bradley



Dawn Bradley retired at the end of April after 23 years of service within Dietetics.

Dawn started at the St Stephen's Hospital in 1987 as secretary to the Dietitians Department, moving to the Westminster Hospital with the team in 1989 and finally to Chelsea and Westminster Hospital when it opened in 1993.

Dawn will be missed by many and we wish her all the very best in her retirement.

## New Information Manager joins performance team

Jovin Synott joined the performance team last month as Information Manager. He previously worked at University College London Hospitals as an Information Business Partner where he managed the information analysis function for their Specialist Hospitals Board.

Jovin will be working with the Management and Executive divisions to provide information services and support key decision making.

## In Memoriam—Jim Smith

5 March 1947 – 10 May 2010



Jim Smith (left) with St Stephen's Volunteers Gordon Mitchell and Barry Dew at the hospital's Open Day in 2009

It is with great sadness that we announce the death of Jim Smith, St Stephen's Volunteer and a patient representative on the Council of Governors. He passed away at Chelsea and Westminster Hospital on Monday 10 May.

Jim was known to many in the hospital through his work with the St Stephen's Volunteers which he joined in 2003.

He was also a much valued member of the Council of Governors, having been part of the original cohort of elected patient representatives in 2006 when Chelsea and Westminster Hospital was designated as a Foundation Trust.

Jean Hunt, a long-standing member of St Stephen's Volunteers said: "Jim volunteered with me every Tuesday on the ward. It was great working with him as he seemed to know everyone, and nothing was too much for him.

"He always put the patients' needs before anything else; if they needed any shopping he would be the first to offer his services. He was very loyal to his friends, and nothing was too much for him if they were unwell.

"He was a tremendous supporter of the NHS and he felt that volunteering was a way to give something back for all the care he had received over the last few years."

Christian Declé, former Chairman of the Trust's HIV Patients Forum said: "Jim worked tirelessly and selflessly, always putting others before himself. Whether as advocate, carer or just a shoulder to cry on, Jim seemed to always be there, his endless kindness and generosity always there for us in our moments of weakness or despair.

"All the good work he did with the Patients' Forum, his voluntary work with St Stephen's AIDS Trust and with the Chelsea and Westminster Hospital, at The Riverhouse support centre, and of course with all of us—his legacy goes on and on. He will always be remembered—we will always remember him.

As a patient representative on the Trust's Council of Governors, Jim was involved in several sub-groups including the Membership Sub-Committee and he was a great advocate for the Foundation Trust and the recruitment of new members.

Professor Sir Christopher Edwards, Chairman of Chelsea and Westminster Hospital NHS Foundation Trust said: "Jim was a key contributor to the Members' Council and subsequently the Council of Governors and will be sorely missed."

A Book of Condolence has been opened and is located in the quiet room on Thomas Macaulay Ward located on the second floor of the hospital.

## Risk team welcomes two new members



The risk team welcomed two new members last month.

**Malin Zettergren** joins Chelsea and Westminster as the new Clinical Risk Manager, having previously worked at the Royal Free Hospital. Malin will work with the Medicine and Surgery Divisions to manage clinical risk as well as getting involved in audits and managing clinical guidelines.

**Andrew Nunn** became a permanent member of the Governance Support Team having been a valued member of the team since 2007. He works closely with the Risk Managers to improve the quality and standards of care in the Trust, in particular in the Medicine and Surgery Divisions.

### Maggie Roach



Maggie Roach, Senior Sister in Main Theatres, retired in May after many years of service in the NHS.

Maggie first joined the Westminster Hospital in 1972 after completing her Theatre Course and 'staffing' at St George's Hospital. She worked at a number of different hospitals, including in Australia, but returned to the Westminster twice more before moving to Chelsea and Westminster Hospital where she has been in charge of the trauma and orthopaedic services in Theatres.

She will be missed by her colleagues for her high standards which have inspired many theatre nurses and surgeons alike.

### Melina Mahase-Rajkumar



Melina Mahase-Rajkumar, Risk Manager, left the Trust in May to relocate to Trinidad.

Melina worked within the Clinical Governance Team for 6 years; initially as a Governance Coordinator and then latterly as a Risk Manager.

She provided tremendous support to staff members within both Women and Children's and also Medicine, in addition to supporting various committees including the Operational Risk Management and Falls Committees.

# Improving access for people with learning disabilities



Ceri Evans (Senior Sexual Health Adviser—far left) celebrates the launch of the Pearl Service in 2008 with service users and colleagues from NHS Hammersmith & Fulham

The Trust has acted to improve access to our services for people with learning disabilities, in line with a Care Quality Commission performance indicator:

A **Patient Passport** has been produced with the aim of supporting people with learning disabilities who come to Chelsea and Westminster—copies have been distributed to wards and departments for staff to use with patients who have learning disabilities.

It gives staff important information about these patients and it also includes useful contacts for community learning

disability teams. This 'passport' belongs to the person with learning disabilities and should be returned to them when they are discharged from hospital.

**BrowseAloud** software has been enabled on the Trust website [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk) to help people who have learning disabilities, literacy problems, dyslexia, or mild visual impairments by reading aloud all website content.

BrowseAloud is free to use—users simply click the BrowseAloud icon on the website homepage to download the product free

of charge. It reads aloud all accessible website content in a high quality human sounding voice which can be altered to suit the individual's specific needs. As text is read aloud, words are highlighted; a useful tool which aids literacy and comprehension.

Director of Nursing, Andrew MacCallum says: "We are committed to making health information as accessible as possible to everyone. I am delighted that 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."

**Easyread** versions of patient information leaflets for people with learning disabilities have been produced. They include not only standard Trust leaflets such as inpatient and outpatient appointment booking, Foundation Trust membership and the M-PALS service but also patient information leaflets from other NHS organisations about health issues including asthma, Type 2 diabetes and Aspergers Syndrome. Easyread leaflets can be downloaded at [www.chelwest.nhs.uk/learning-disabilities/easyread.html](http://www.chelwest.nhs.uk/learning-disabilities/easyread.html).

The **Pearl Service** is a dedicated, easy access service for people with learning disabilities, offering screening for sexually transmitted infections, advice and information around safer sex. Free condoms are available as well as contraceptive services.

It is based at the Trust's West London Centre for Sexual Health which is located at Charing Cross Hospital, Fulham Palace Road, W6.

People with learning disabilities can refer themselves or can be referred by GPs, family members, carers, case workers or social workers with the client's consent.

Appointments can be booked by contacting the Health Advisers on 020 8846 1579 and asking for an appointment to the Pearl Service.

More information about the Trust's support for people with learning disabilities is available on the Trust website at [www.chelwest.nhs.uk/learning-disabilities](http://www.chelwest.nhs.uk/learning-disabilities)

## Consultants receive honours from Vietnamese government



Dr Mark Nelson and Prof Mark Bower (centre) at the ceremony

Chelsea and Westminster Hospital Consultants Dr Mark Nelson and Professor Mark Bower travelled to Hanoi in March to receive the Medal of Honour First Class from the Vietnamese Government.

They received the medals for their work in teaching Vietnamese doctors and nurses about caring for people with HIV and setting up a successful exchange programme which involved two nurses from Thomas Macaulay

Ward swapping places with two nurses from a hospital in Vietnam.

Dr Nelson and Professor Bower, as well as Trust Chief Executive Heather Lawrence, also attended an event which was held to celebrate the work of HEDO (Highland Education Development Organisation)—a charity which works in Vietnam to develop education and healthcare projects in remote provinces.

## New Decontamination Unit unveiled



The new Decontamination Unit

The Trust's new Decontamination Unit was showcased at the Open Day on 8 May after an initial training session with staff which was held on 23 April.

Catherine Sands, the Trust's Acting Emergency Planning Lead Officer, was joined on the Open Day by colleagues from partner organisations including the Fire Service, Metropolitan Police, local boroughs and neighbouring NHS trusts.

This demonstrated the partnership approach to emergency planning which is key to the Trust's response to any major incident.

The new unit is essential to provide a decontamination service for casualties who have been contaminated through a chemical, biological, radiological, nuclear or explosives incident.

In the event of such an incident, to ensure that medical staff in the Emergency Department are free to care for existing patients and further casualties, staff from ISS Mediclean are now part of the team being trained to put up the large unit.

Initial staff training has already taken place and ongoing training will be co-ordinated between staff in the Emergency Department, ISS Mediclean and Emergency Planning.

Training will be rolled out to all key staff and provided on an annual basis as refresher training, as well as for new staff who join the Trust.

## Hand hygiene watch



Chelsea and Westminster Hospital has once again improved its hand hygiene compliance rates during the months of March and April.

Hand hygiene audits conducted by Infection Control Link Professionals (staff who are responsible for infection control in their areas of the Trust) showed that the Trust had an 86% compliance rate for March and April. This was an improvement on 83% compliance achieved in February.

The Chelsea Wing and Outpatient Departments 1 and 2 achieved 100% compliance during March.

Phlebotomy, Preoperative Assessment, TSSU (Theatre Sterile Services Unit), Medical Day Unit, Burns Unit, Fracture Clinic and Outpatients 2 all achieved 100% compliance during April.

Visitors to the hospital can also contribute to high standards of hand hygiene by using the alcohol hand gel which is widely available throughout the hospital.



### Chelsea and Westminster Staff Offer

Free unlimited tea or coffee with any cooked breakfast from 7am - 6pm

Offer only valid on presentation of this voucher with a valid staff ID badge

One voucher per person

Offer expires 31 July 2010

## 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

## trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Renae McBride by Friday 11 June.

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