

Teddy Bear Picnic
ps



ICU win an award
ps



In memoriam:
Symeon Bagias
p11



HRH Prince Michael of Kent with Burns Unit patient Robin Chabouk (13) and his father during his visit to the hospital in September

HRH Prince Michael of Kent visits Burns Unit

HRH Prince Michael of Kent visited the Burns Unit on Tuesday 28 September. He met children who have been cared for on the Unit, as well as staff, and saw how £90,000 donated to the Unit by the Mark Master Masons through the Children's Burns Trust has been used to improve services for young patients.

Prince Michael is Patron of the Children's Burns Trust and Grand Master of the Mark Master Masons.

The Masons' generous donation has been used to buy specialist equipment such as a new bath to improve bathing facilities for children and audio-visual equipment used for general distraction and during physiotherapy.

The Burns Service at Chelsea and Westminster is the only such facility in London, providing specialist care for adults and children with complex burn injuries.

Mr Greg Williams, Burns Service Lead Clinician said: "A burn is extremely traumatic to patients, especially children. Providing an environment that is as stimulating as possible helps to distract them from the discomfort of the injury, the anxiety around treatment and the boredom of being in hospital.

"We are very grateful for this generous donation which will make a real difference to our patients."

2010 Staff Survey—have your say

All staff should by now have received their 2010 NHS National Staff Survey. This is your opportunity to have your say on what it's like to work at Chelsea and Westminster—the deadline for completing your survey is **30 November**.



Last year our response rate—65%—was the highest among acute trusts in London and the second highest among all acute trusts nationally.

As a result of the feedback received, the hospital made a number of improvements including producing printed information to help staff understand the appraisal process and promoting the availability of flexible working by organising training sessions for staff.

The Staff Survey is run on behalf of the Trust by an independent organisation called Capita. All completed questionnaires are sent directly to Capita and what you say in your survey remains completely confidential.

Staff Survey 'Coffee Breaks' are being held where you can fill in your survey and enjoy free coffee and refreshments.

A number of sessions have already been held—remaining dates are as follows:

- **8 November, 10–11:30am**
Harbour Yard (Thames Barge Training Suite)
- **17 November, 11:30am–12:30pm**
West London Centre for Sexual Health

Quality Awards launched this month—could you be a winner?

Brand new awards are being launched this month to recognise the contributions that individuals or teams of staff make to improving the quality of patient care at Chelsea and Westminster.

The Council of Governors Quality Awards are being backed by our Foundation Trust Governors who are elected by patients, members of the public and staff.

Thanks to their support, individual members of staff who win an award will receive £100 and teams will pick up £250—a welcome boost as we approach the festive season.

Cathy Mooney, Director of Governance and Corporate Affairs says: "Staff and teams can nominate themselves or they can be nominated by colleagues.

"The Quality Awards are open to all staff, clinical and non-clinical, because we all

have the potential to directly or indirectly improve the quality of our patients' experience.

"We are looking to recognise projects, initiatives or changes—big or small—that have made a tangible difference to patient care under the broad headings of patient safety, patient experience and clinical effectiveness.

"I would like to encourage all staff to think about quality improvements in their area of the Trust and to nominate colleagues for our new awards."

The Quality Awards will be held quarterly. The deadline for nominations and entries for the inaugural awards is Friday 26 November.

The award submission form will be available on the Trust intranet.

How to nominate a member of staff or a team

1. Download the award submission form from the Trust intranet
2. Complete the form either electronically or in hard copy
3. Email forms completed electronically to cathy.mooney@chelwest.nhs.uk—forms completed in hard copy can be sent by internal mail to: Cathy Mooney, Director of Governance and Corporate Affairs, Verney House

Staff should look out for further information on the Daily Noticeboard email bulletin throughout November.

Winners will be selected by a panel of judges including Dr Mike Anderson (Medical Director), Therese Davis (Interim

Director of Nursing), Cathy Mooney and Foundation Trust Governors.

The Quality Awards are part of the *Quality Matters* campaign to publicise the Trust's four priorities for quality improvement:

- Reduce hospital acquired preventable venous thromboembolism (VTE) by 20%
- Achieve a progressive improvement in issues identified in the Inpatient Survey relating to communication, information and responsiveness to the personal needs of patients—supported by a specific objective to improve the patient experience in Maternity and Paediatrics
- Meet agreed targets based on National Confidential Enquiry into Patient Outcome & Death (NCEPOD) recommendations for emergency surgery
- Reduce falls resulting in moderate or major harm by at least 25%

Quick bites

'Learn Online' to be piloted this month

Staff will soon be able to do more of their mandatory training online as the Trust introduces the 'Learn Online' system—it is easy to use and accessible at home or work.

'Learn Online' is due to be piloted this month with groups of Staffbank staff, nurses and junior doctors—if the pilot is successful there will be a phased rollout to all staff from January.

Expert advice on patient nutrition—book your education session now

This year the annual Good Nutrition Awareness Week is being extended into a three-week campaign from 15 November–3 December with the theme of 'Malnutrition Matters'.

The Nutrition & Dietetics department is running a programme of training and education for nurses, healthcare assistants, other ward staff and particularly doctors to ensure that all staff are aware of nutritional screening and care pathways to improve this aspect of patients' care—contact x58178 or email joanna.lam@chelwest.nhs.uk to book your educational session.

Emergency preparedness news

The hospital's Major Incident and Burns Crisis Plans are currently being finalised and are expected to be launched in the next few weeks.

Every member of staff can have a role to play during a major incident, so look out for details about staff training sessions and roadshows about the changes to the plans in next month's issue of *Trust News*.

Get the flu jab to protect yourself and your patients

Staff seasonal flu vaccination walk-in clinics are being held in the Occupational Health department on the lower ground floor every Thursday from 1:30–4pm in November—no appointment necessary, just turn up.

Appointments can be booked at other times and in addition Occupational Health staff are happy to come to wards and departments if groups of staff get together.

Information Governance training—have you done yours?

All staff are required to undertake the new mandatory Information Governance training to ensure that the Trust provides a confidential service and that patients trust us to look after their information.

There are four ways to do the training:

- Online—a step-by-step guide has been emailed to all staff on Trust email
- Training sessions—staff can email information.governance@chelwest.nhs.uk to book a slot on Tuesdays from 10:30am–12 noon and Thursdays from 2–3:30pm
- Classroom-based training of 'super users'—line managers can arrange for staff to attend this training so that they can cascade it to colleagues by emailing information.governance@chelwest.nhs.uk
- Classroom-based training of staff groups—line managers can arrange for groups of at least 25 staff to be trained by emailing information.governance@chelwest.nhs.uk

Heather's view by Heather Lawrence, Chief Executive



The recent announcement of the Government Spending Review has confirmed what I have been talking to staff about for the past year.

While a small increase in NHS funding over the next four years was confirmed, the need to reduce expenditure by £20 billion across the NHS remains. In North West London our share of this is £1 billion over the next four years. At Chelsea and Westminster we have been preparing for this.

Our Fit for the Future campaign is well underway and many of the projects to achieve the required 10% cost improvements are now being implemented throughout the Trust.

The review of outpatient services is the next major project to be launched and this will completely change the way we provide these services for patients. The project involves a restructure of our outpatient services and our staffing model and we are committed to consulting with staff to talk about the proposed changes.

Our building work is also part of our preparation for the future and I would like to both apologise and thank you for your forbearance in working through the noise and disruption which is regrettably unavoidable if we are to create the right environment for patients to choose Chelsea and Westminster for their care.

The other challenge we will need to adapt to in the next few years will be working in a vastly different NHS landscape.

Major changes to commissioning, Primary Care Trusts and other healthcare organisations will all influence how the 'system' works. We must make it a priority to work together with colleagues in these organisations to ensure that our patients and the care we provide can continue to improve while delivering care across care settings and in new ways.

Congratulations to everyone involved in organising the Staff Wellbeing Day which was held last month. This year's event was

the biggest yet and I was pleased to see staff using the opportunity to think about their own health for a change. Many of us spend our time caring for others but this sometimes means we rarely have the chance to think about our own needs.

I'm sure we can all think of something we should be doing to improve our health—whether it's giving up smoking, exercising more or just making an effort to eat better—and I hope the Wellbeing Day prompted you to reflect on how you might go about achieving it.

As healthcare providers, we have a responsibility to not only set a good example for our patients, but also to give ourselves the best opportunity to stay well, particularly as the flu season approaches. This time last year we were preparing for the swine flu pandemic and while there hasn't been as much focus in the media this year, we shouldn't assume that this winter isn't going to be any less challenging.

Pandemic or not, flu season always creates more pressure for our services and I hope you all think about how you're going to give yourselves the best opportunity to stay well. Our Occupational Health Department is running weekly drop-in clinics offering the flu vaccine and you should think about whether you'd like to take up the opportunity.

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.

In the last month patients have praised staff working on Mercury Ward (one of the hospital's children's wards) for their caring attitude.

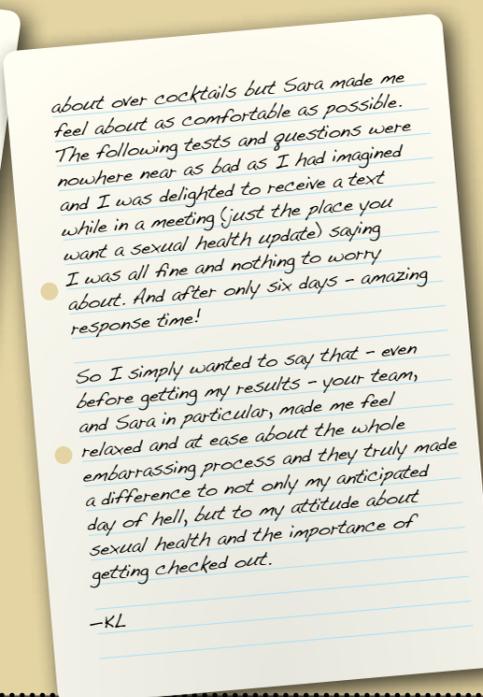
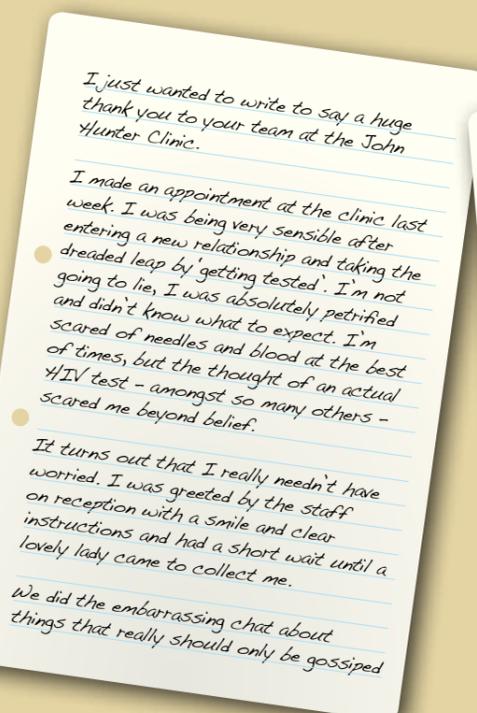
However, patients have also raised concerns about not being provided with enough information about their procedures. Please could all staff ensure that patients are given all relevant

information and any other literature available prior to their procedure.

Letter of the month

The M-PALS service receives hundreds of letters from patients commenting on their care at Chelsea and Westminster and every edition features one of those letters to help share this 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.



Hand hygiene watch



Hand hygiene compliance dropped to 86% during September according to audits conducted by the Trust's Infection Control Link Professionals (staff who are responsible for infection control in their areas of the hospital).

The audits revealed hand hygiene compliance throughout the hospital had declined from 88% achieved in August.

However despite the slight drop, there were still many wards and departments in the hospital which achieved 100% compliance during September including:

- Annie Zunz Ward
- Assisted Conception Unit
- Endoscopy
- Eye Clinic
- Fracture Clinic
- Main Theatres
- Medical Day Unit
- Outpatients 1
- Outpatients 4
- Paediatric Emergency Department
- Paediatric Theatres
- Phlebotomy
- Preoperative Assessment
- Recovery Main Theatres
- Theatre Sterile Services Unit

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

Web watch



Almost 40,000 people now visit the Chelsea and Westminster Hospital website www.chelwest.nhs.uk every month which means it is a major source of information for patients, visitors and people interested in working for the Trust.

The website is currently being revamped by 'web editors' in different areas of the Trust to improve the quality of information that we provide about Chelsea and Westminster online.

Now two of the most popular areas of the website—Maternity and Children's Services—have been completely overhauled. They include comprehensive information about services for patients and parents.

- Visit the Maternity section of the website at www.chelwest.nhs.uk/maternity
- Visit the Children's Services section at www.chelwest.nhs.uk/children

New equality legislation

The Equality Act came into force last month to streamline existing equality legislation into one Act. The Act applies to all organisations that provide a public service or sell goods/provide facilities to the public.

The Act protects people from discrimination on the basis of 'protected characteristics', which means the law covers everyone on the grounds of disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The hospital has been reviewing and updating employment policies and training to reflect the changes in legislation and more detailed information about the Equality Act can be found on the intranet.

If you need help with resolving a work-based conflict with another person, contact the Harassment Advisory & Mediation Service—email mediationforstaff@chelwest.nhs.uk or contact a Harassment Adviser on x56565.

Support World AIDS Day

World AIDS Day is on 1 December and the St Stephen's Volunteers are raffling fantastic prizes to raise money:

- Two tickets for the European Premiere of the new Cirque du Soleil production at the Royal Albert Hall in January
- Two tickets for Madame Butterfly at the Royal Albert Hall
- Two tickets for an opera of your choice at the Royal Opera House, Covent Garden
- Plus many other prizes

Tickets are £1 for a strip of five tickets and are available from the Kobler Centre Information Desk (St Stephen's Centre) or by phoning 020 8746 5929. Alternatively, contact Alan Wheeler, Corporate Fundraiser at adwheeler@btinternet.com.

The draw will take place on 1 December at 4pm.

Cancer Services praised in peer review

The Cancer Services team recently completed their annual assessment against national cancer standards through a peer review process.

The National Cancer Peer Review Programme is an integral part of the NHS Cancer Reform Strategy which supports quality assurance of cancer services and enables quality improvement.

Peer review places an emphasis on services being clinically led and reviews services both within and across organisations.

This is particularly relevant to the teams at Chelsea and Westminster whose patients can be treated in a number of different hospital and community settings.

It also stresses the importance of patient and carer involvement.

The lung, skin, gynaecology, colorectal, upper gastrointestinal (GI), urology and paediatric cancer multi-disciplinary teams (MDTs) were assessed and all demonstrated a high level of compliance

with the peer review measures and were able to demonstrate that services had developed since they were last reviewed. There were no immediate risks or serious concerns identified for any of the teams assessed.

The panel carrying out the peer review commended the teams for the level of patient feedback, which was highlighted as good practice to inform service development, and the quality of written information provided in conjunction with the Macmillan Centre.

Macmillan Lead Nurse and Cancer Manager, Catherine Gillespie says: "Preparing for the peer review is an enormous amount of work so for the teams to be assessed so highly is a great achievement.

"It demonstrates how well the cancer MDTs work together to ensure high quality care for their patients.

"Each MDT has an annual work plan that they will review this year in order to ensure that services continue to develop."

Building links with Ethiopia to save lives



Shane Duffy (2nd right) during a presentation to Secretary of State for International Development, Andrew Mitchell (3rd left) and a delegation from the Vatican

Consultant Obstetrician and Gynaecologist Shane Duffy has led a successful bid to fund an innovative new programme which aims to reduce the number of women in rural Ethiopia who die in childbirth.

He explains: "We have managed to secure an award of £16,310 from the British Council to support a training link between Chelsea and Westminster Hospital and Gimbie Adventist Hospital in Western Ethiopia.

"The grant will pay for five members of staff to go to Ethiopia for two weeks each year for the next two years. Maternity staff who volunteer are taking time off as part of their annual leave.

"Spending time in such a different environment will prove very valuable to the development of our staff and to the patients they help."

Chelsea and Westminster staff will provide both 'on the job' training and an emergency obstetric training course for healthcare staff including nurses, doctors and health officers—the first trip to Ethiopia is expected to take place in February.

Ms Zoe Penn, Divisional Medical Director says: "I would like to congratulate Shane for his initiative in securing the award of this funding which is a great example of how we can share our expertise with colleagues in developing countries, while also learning a lot from how they do an amazing job with very limited resources."

This new programme will build on the work already done by a charity called Maternity Worldwide which has run the delivery unit at the hospital in Gimbie since it opened in 2003, reducing the maternal death rate from 6% to 2%.

Chelsea and Westminster staff including Shane, fellow Consultant Roger Marwood and Senior Theatre Sister Isabel Hunt have volunteered with the charity.

The new programme led by Shane has already attracted interest as an example of good practice in how the NHS can build better links with resource-poor countries such as Ethiopia.

Shane and colleagues recently presented details to Andrew Mitchell, Secretary of State for International Development, and a delegation from the Vatican.

Why medical records matter

Maintaining high quality medical records ensures better treatment for patients and enables more effective communication between clinical staff which is essential for quality of care and patient safety.

However, documentation audits show that the quality of entries made in medical records do not always meet these high standards:

- Entries are sometimes illegible or open to misinterpretation
- In a number of cases, entries have not been dated and timed
- Sometimes it is very difficult to read signatures
- In obstetric patient records sometimes the CTG traces have not been included

Clinicians must keep detailed records in order to satisfy legal obligations:

- The Data Protection Act 1998 gives individuals the right to seek access to their records held by a health or social care provider.

- The Freedom of Information Act 2000 lays down requirements for public bodies including the NHS to keep and make information available on request.

Comprehensive records are essential in order to comply with this legislation.

It is important to remember that an NHS record is anything which contains information and which has been created or gathered as a result of any aspect of the work of NHS staff. This can include incident reports and other clinical documents.

Clinicians should be aware that detailed records may be used as evidence in legal proceedings or a professional misconduct hearing.

If the records contain judgemental, vague or unsubstantial information it becomes difficult to maintain professional credibility in court.

Patricia Small

Head of Legal Services

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Appointment reminders reduce DNA rate

A new appointment reminder system which sends mobile phone text messages or automated landline phone calls to patients seven days before their appointment has significantly reduced 'Did Not Attend' (DNA) rates.

Patients who DNA cost the NHS millions every year in wasted appointments and extra administrative work, as well as delaying patient care.

The appointment reminder system not only reminds patients about their appointment but also serves as a back-up for those patients who may not have received their appointment letter.

The Trust sometimes receives complaints from patients who say that they were not aware of their appointment, perhaps

because their letter was lost in the post or they have recently moved house.

Reminders have been rolled out across most outpatient specialties since April and they are now sent to almost 1,000 patients every day—with an instant impact:

- 4% reduction in the DNA rate since April—from 14% to 10%
- This is equivalent to 770 less DNAs per month which equates to a monthly financial saving of £72,000

This is just part of efforts to improve the patient experience for the 260,000 patients who are cared for by Chelsea and Westminster's outpatient services every year.

The average time that patients spend waiting on the outpatients appointment phone line has been reduced significantly this year from an average of six minutes in February to less than two minutes.

In addition, the new outpatient area on the lower ground floor will make the patient pathway more efficient and streamlined in an improved patient environment when it opens its doors to patients for the first time in February 2011.

Alex Prior, Outpatient Service Improvement Lead, says: "We have made good progress in improving our administrative systems—although we know there is still plenty of room for improvement.

"The reminder system depends on accurate contact information for patients and so

outpatient specialties should check patients' phone numbers."

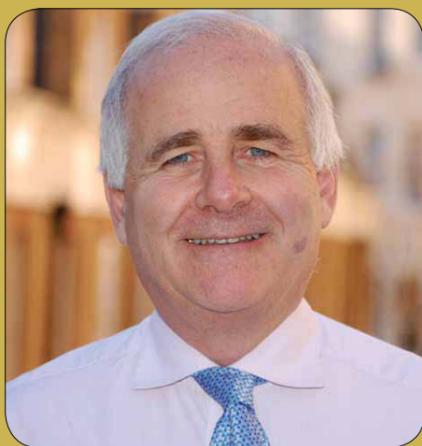
After the reminder system is rolled out to all outpatient areas in the hospital, it will be extended to admissions and community services to help reduce the DNA rate in these areas.

Alex adds: "The potential financial benefit in admissions is likely to be even greater than in outpatients, due to the high cost of wasted operating theatre time.

"Our statistics have shown a clear reduction in our DNA rate and our staff have also noticed a tangible effect. I have received comments from departments that they have noticed a substantial reduction in DNAs."

From the Directors

This is the first in a new series of regular columns from Trust Directors about important issues facing the Trust and the NHS.



Dr Mike Anderson
Medical Director

We have recently reported our fifth case of MRSA bacteraemia since April 2010.

This is regrettable since we have previously performed well in this area and the majority of this year's cases were clearly avoidable.

Until recently, the Trust has had an enviable record of avoiding MRSA bacteraemia in any elective patients.

Regrettably one of the recent cases involved a patient admitted for elective surgery.

There are protocols in place for screening for MRSA for elective and high-risk patients and all staff must ensure these are adhered to.

I have asked all Consultants and their teams to ensure that they are fully aware of current guidance to prevent bloodstream infection.

This includes the care of peripheral and central lines and urinary catheters, as well as the techniques for taking blood cultures.

We are also continuing to experience higher than expected rates of patients with diarrhoea associated with *Clostridium difficile* infection.

While this is in part associated with the inevitable and appropriate use of antibiotics, there is also increasing evidence that the use of proton pump inhibitors (medication which reduces the production of stomach acid) is associated with higher rates of *Clostridium difficile* infection.

Our own recent audit demonstrated that 50% of patients presenting with this infection were taking a proton pump inhibitor.

As a result we have made it compulsory to review the need for either prescribing or continuing proton pump inhibitor medicine for our patients.

I have written to senior medical staff asking them to work with their teams to ensure vigilant compliance to infection control policies and provided a reminder of the simple measures that all staff should follow:

1. Blood cultures should not be taken from intravenous access lines other than at the time of insertion
2. Blood cultures should only be taken by those who are trained
3. All clinical teams should ensure appropriate patients are screened for MRSA according to hospital guidance
4. All staff should follow the 'bare below the elbows' policy in clinical areas
5. The use of proton pump inhibitor drugs and antibiotics should be reviewed for all patients
6. All clinical staff should wash hands between every clinical examination

The public, and especially our patients, expect and deserve nothing less.

Dr Anderson is a Consultant Gastroenterologist and has been Medical Director since 2003.

Funding boosts neonatal palliative care training

In June 2010, the Department of Health announced that it was pledging £30 million for paediatric palliative care, to be spent by the end of March 2011.

Alex Mancini, Matron on the Neonatal Intensive Care Unit, says: "I made a joint application with Dr Finella Craig, Consultant in Paediatric Palliative Medicine at Great Ormond Street Hospital and the Institute of Child Health, to deliver an education programme in neonatal palliative care across the London Perinatal Network. This includes approximately 21 neonatal units.

"This education programme is modelled on the success of a previous neonatal palliative care programme delivered in

the North West London Perinatal Network earlier this year."

The focus of the education programme is to take the teaching to where staff work by delivering the programme in each neonatal unit and to involve multi-disciplinary groups of staff.

Alex continues: "We aim to reach approximately 420 professionals within a four-month period through the education programme.

"This is a very exciting opportunity to collaborate with other organisations and the Institute of Child Health will be using a survey to formally evaluate the programme both beforehand and afterwards."

Use your vote— Foundation Trust 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 elections to the Council of Governors.

Elections are being held in the following constituencies:

- **2 Patient representatives**
- **3 Public representatives**
Wandsworth Area 1
Westminster Area 1 & Area 2
- **1 Staff representative**
Nursing & Midwifery

Ballot papers will be posted to members registered to vote in these constituencies on 5 November—the deadline for the Returning Officer to receive completed voting papers is 5pm on 26 November.

Results will be published on the Trust website www.chelwest.nhs.uk on 29 November.

List of candidates

Patient representatives

- Dr Reza Afzalnia
- Walter Balmford
- Dr Anthony Cadman
- Tristan Elbrick
- William Marrash
- Jan Middleton
- Gwendolyn Parkin

Public representatives

- **Wandsworth Area 1:** Uncontested constituency—Henry Morgan elected unopposed
- **Westminster Area 1:** Martin Lewis & Dr Ann Mills-Duggan
- **Westminster Area 2:** Uncontested constituency—Melvyn Jeremiah elected unopposed

Staff representatives

- **Nursing and Midwifery:** Uncontested constituency—Kathryn Mangold elected unopposed

The Spending Review—what does it mean for the NHS?

The Coalition Government published its long-awaited announcement of the Spending Review settlement for the next four years on 20 October—but how will it affect the NHS?

NHS funding will rise by £10 billion to £114 billion over the next four years which is the equivalent of an annual increase of 0.1% a year in real terms.

Chancellor George Osborne told the House of Commons: “The NHS is an intrinsic part of the fabric of this country. It is the embodiment of a fair society. To govern is to choose. And we have chosen the NHS.”

NHS Chief Executive Sir David Nicholson wrote in a letter to NHS Chairs, Chief Executives and Directors of Finance: “This settlement is a strong commitment from the Government to the health and social care sector and it helps to give us a platform continually to improve the quality of service we provide to our patients.”

However, historically health spending has increased by more than 4% a year in real terms because major challenges facing the NHS such as our ageing population, obesity, and the cost of new drugs mean an extra 3% a year is needed just to stand still.

The NHS must also find £1 billion a year by the end of this parliament to help social

care services that overlap with the health service, such as rehabilitation care after discharge from hospital.

In addition, the Coalition Government has retained the previous government's target for the NHS to find £15–20 billion of efficiency savings by 2014.

Health Secretary Andrew Lansley acknowledged: “The budget will have to stretch further than ever in these difficult times.”

Nigel Edwards, Acting Chief Executive of the NHS Confederation which represents 95% of NHS organisations, said: “Given the huge financial pressure on our public services, this settlement is as good as the NHS could have hoped for under the circumstances, although £1 billion a year will be routed to social care.”

Dave Prentis, General Secretary of public services union Unison, warned: “The NHS needs extra funding just to stand still. It will not be able to keep up.”

Peter Carter, General Secretary of the Royal College of Nursing, said that the small annual rise in NHS funding would “still feel like a cut”.

Local children learn about injury prevention and first aid

Students from St Joseph's RC Primary attended the Injury Minimisation Programme for Schools (IMPS) held at the hospital during October.

The IMPS programme has been running since 2006 at Chelsea and Westminster and St Mary's hospitals and in that time approximately 7,000 school children have participated.

The aim of the programme is to teach children how to recognise potentially dangerous situations and prevent injuries and also to equip them with first aid and resuscitation skills, helping them to respond effectively in the event of an injury.

Maureen Hulbert, Kensington, Chelsea and Westminster IMPS Co-ordinator said:

“We get wonderful feedback from both the children and teachers, and the hospital visit is highly motivating, helping them with their learning and retention of knowledge.”

“The children learn how to act in an emergency and the principles of basic life support through use of manikins and drama scenarios.”

The programme is the only one of its kind in London and is free of charge to all primary schools in the boroughs of Westminster and Kensington and Chelsea.

It is currently funded by the Chelsea and Westminster Health Charity, in partnership with NHS Westminster and the Royal Borough of Kensington and Chelsea.



A student practices her resuscitation technique

If you go down to the woods today...



Children brought along their teddy bears to the picnic which was attended by Councillor James Husband, Mayor of the Royal Borough of Kensington and Chelsea

More than 200 children from the local community and schools enjoyed an afternoon of fun and entertainment at a Teddy Bear Picnic hosted by Chelsea and Westminster at the Royal Hospital Chelsea in September.

The ever-popular Teddy Bear Hospital run by Imperial College medical students was on hand to give teddy ‘check-ups’ and lots of Trust staff attended to provide advice and answer questions about staying healthy.

There was face painting, magic and a bouncy castle and children even had the chance to have a go at putting on a plaster cast.

Sian Nelson, Membership & Engagement Manager said: “The kids had a wonderful time getting to learn about how the body works and the things they can do to stay healthy like eating well and looking after their teeth.”

“The Teddy Bear Picnic was a huge success and we were delighted to have the involvement of paediatric staff and Governors. We would like to say a special thank you to the Royal Hospital Chelsea for hosting the event.”

Mayor of the Royal Borough of Kensington and Chelsea, Councillor James Husband, also attended.

Would you like a job working to improve patient experience?

The Friends of Chelsea and Westminster have teamed up with Charlotte Mackenzie Crooks (Volunteer Services Manager) to develop an exciting new job role which will help improve patient experience on the wards.

The new Friends Patient Support Co-ordinator is the latest addition to the project to create a dedicated team of volunteer Befrienders and Dining Companions, who can be called upon to visit any patient in need of company or perhaps assistance at mealtimes.

Charlotte said: “Through the existing, excellent work that the Friends do on the wards with the shop and library trolley service, the volunteers are keenly aware of how lonely patients can be in hospital.”

“A simple visit and gentle encouragement at mealtimes can make a world of difference to the mental and physical wellbeing of our patients.”

“Alongside the new position we will also be developing a referral system on our website so that staff will not only be able to liaise with the new postholder to request a volunteer to visit a patient, but patients' family and friends will also be able to go to the Trust website and ask for a visit.”

“We are already recruiting large numbers of volunteers to become Befrienders and Dining Companions and hope to continue building a strong team who will make a huge difference to the experience that patients have when staying in our hospital.”

Recruitment for the post will start soon and they are looking for someone who is passionate about improving patient care. Previous NHS or volunteer experience would be beneficial but is not necessary.

If you are interested in finding out more information or applying, please contact Charlotte Mackenzie Crooks at volunteering@chelwest.nhs.uk.

Focus on... Research & Development

The Trust Board recently approved a three-year research strategy *Improving Patients' Lives through Research and Innovation* which sets out our vision for the future of research and development at Chelsea and Westminster.

This month we take a closer look at what the future of research and development at Chelsea and Westminster will look like and meet some of the people who are leading our current research projects.

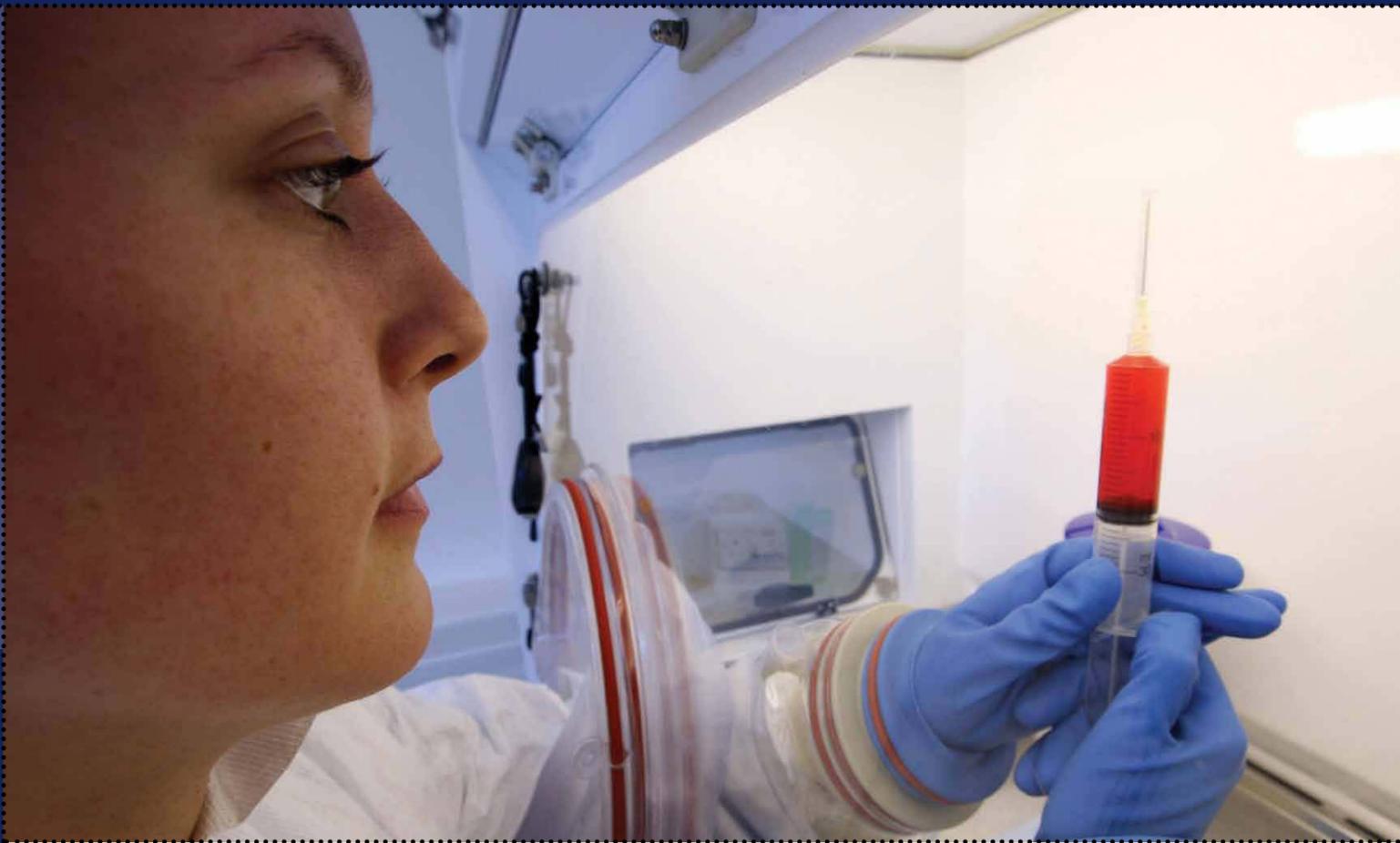
Did you know?

There are currently 155 active research projects at Chelsea and Westminster and we have recruited almost 3,000 patients into clinical studies since the start of this financial year.

Last year the hospital led a successful bid to establish and host the North West London Health Innovation and Education Cluster (HIEC). This new partnership aims to ensure that patients receive better treatment by promoting innovation, quality and productivity through training and education of healthcare staff.

We are also host the National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London which as a £10 million research programme aiming to enable the rapid adoption of new and effective treatments across a wide range of medical conditions.

We have also been successful in supporting a multi-disciplinary, multi-professional clinical research portfolio which is linked to national health priorities including cancer, stroke, HIV and sexual health, medicines for children, neonates and health service improvement.



Board approves three-year research strategy

Chelsea and Westminster's Trust Board approved the strategy which sets out the vision for and will help shape the hospital's research activities for the next three years.

Improving Patients' Lives through Research and Innovation outlines the hospital's strategic vision for research and development and sets out how we plan to expand our current activity to help improve the care we provide for our patients.

Professor Sir Christopher Edwards, Trust Chairman and Chair of Research Strategy Board said: "Chelsea and Westminster Hospital has started to carve a reputation as an innovative hub for research activity

and we have embedded our desire to deliver excellence in teaching and research within the organisation by listing this as one of our key corporate objectives.

"In 2009/10, we recruited more than 3,000 patients into clinical studies from a portfolio of more than 100 research projects. During the same year, there was a 27% increase in patient recruitment into National Institute for Health Research (NIHR) studies compared to the previous year.

"This increase in the level of participation in clinical research is indicative of our commitment to increase patient access to high quality research.

"However, we recognise that research is of limited value if it is not linked to improving clinical effectiveness, better clinical outcomes and enhanced quality in healthcare.

"We understand that the future of research largely depends on our ability to develop collaborative and productive partnerships with other leading research organisations.

"This includes those based outside traditional research domains and within the local community, to ensure that we generate research that is tailored to the needs of patients in a much broader sense."

Mapping out the future of research

More than 50 research leads attended a Research Mapping Workshop in October to review Chelsea and Westminster's current research activity and help plan its future within the hospital.

Speaking after the event, Chief Executive Heather Lawrence said: "The workshop was a valuable exercise to take a snapshot of where the Trust is in terms of research and remind ourselves of the challenging environment in which we're working.

"It also highlighted where there are gaps in our organisation that need to be filled.

"This will enable us to develop into a multi-disciplinary and multi-professional organisation which delivers quality research linked to national priorities."



Professor Derek Bell (Head of Research & Development), Dr Mike Anderson (Medical Director) and Heather Lawrence (Chief Executive)



Dr Dilys-Lai (Consultant in Respiratory Medicine) and Dr Helen Yarranton (Consultant Haematologist)

Focus on... Research & Development

CLAHRC update

The National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for North West London has just been through another very busy period, with the Government highlighting its continued commitment to CLAHRC in the White Paper.

The CLAHRC aims to get the latest proven research into clinical practice as quickly as possible, meaning our patients directly benefit from the outcomes of this research.

Ganesh Sathyamoorthy, CLAHRC Head of Operations and Delivery said: "Round

1 projects finished at the end of October 2010 and the learning from these projects is being rolled out with the continued involvement of CLAHRC across healthcare providers in North West London.

"Round 2 projects are currently six months into their 18 month lifespan and these are progressing well.

"Meanwhile, 27 Round 3 projects have submitted their final application forms, four of which are from Chelsea and Westminster Hospital. Successful projects will be informed in December and start in April 2011."

COPD project success

One of CLAHRC's earliest projects is making improvements to the care of patients with Chronic Obstructive Pulmonary Disease (COPD).

Project Manager Sandy Wilson said: "COPD is the fifth leading cause of death in the UK and the number one reason for hospital admission and readmission. The project was aimed at devising a COPD discharge care bundle to improve patient care and outcomes.

"Patients on David Erskine Ward are now provided with the care bundle at the time

of discharge which includes identifying smokers and referring them to smoking cessation services and assessing whether referral to pulmonary rehabilitation is required.

"Patients are also provided with written information about their condition, local support services and details of their next outpatient appointment before they go home.

"They then receive a phone call from a respiratory specialist nurse three days following discharge."

Cloud Computing in the AMU

The Trust is currently in the planning stages for the implementation of 'Cloud Computing' in the Acute Medical Unit (AMU) as part of CLAHRC's Data Access and Auto Identification Reference (DACAR) Project.

Cloud Computing is a model for enabling convenient, on-demand network access to a shared pool of wireless handheld devices similar to Apple iPads.

In the AMU this would enable information—for example patient test results or prescriptions—to be 'hosted' on the cloud and accessed by staff on a wireless device without the need for multiple hard-wired monitors.

If the DACAR project is successful, the project could potentially be rolled out Trust-wide to provide staff with secure access to all patient information wirelessly from any location in the hospital.

Want to be a CLAHRC Fellow?

The application process for the 2011 CLAHRC Fellowship Scheme is now open. The Fellowship Scheme began in April 2010 to develop capacity for leadership and improvement across North West London.

There are nine fellows drawn from within the Trust and a range of our partner organisations, each of whom receives a small bursary and spends one day per week working on an improvement project.

The fellows attend a monthly networking meeting where they share learning and experience from their project work and where their learning needs are addressed through seminars and workshops.

Topics covered so far include the national policy context, patient and public involvement, leadership skills and quantitative aspects of improvement methodology.

At the end of the programme, fellows join the "virtual faculty" of quality improvement leaders and continue to have an input to the overall work and direction of CLAHRC.

Applications for the 2011 Fellowship Scheme close on 24 November.

For more information

W: www.clahrc-northwestlondon.nihr.ac.uk

Ruth Barnes
E: r.barnes@imperial.ac.uk
M: 07889 179 025

Rowan Myron
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T: 020 8746 8141

A Fellow's View

"Being a fellow so far is something about adding value to working experience that, in a normal day, gets pushed aside by pressures of getting the job done.

Being a fellow has offered a space where ideas can have a chance to develop. Understanding what a fellow means to me is to talk about the ways in which the fellowship support has supported how I develop these ideas.

The space CLAHRC fellowships offers is not a vacuum, far from it.

Over a series of days, the space is filled with improvement methodologies. There has been a range of ideas put forward that help ways of turning 'ideas' into real practice improvements that have a good chance of setting a sustainable future for best practice.

These methods have included ideas about how to set up and understand process workshops and how to work out how improvements can be measured.

I expect the view is that improvement methods should become a toolkit that I can use in various settings within my workplace. This toolkit approach is quite different to approaches I have been exposed to previously.

The ideas within the fellowship attempt to fill the gap between a learned journal and the Monday morning decision about making the right decision with a patient on a ward. The CLAHRC fellowship has offered concrete suggestions about the next step. I also feel that CLAHRC will offer me support beyond the limits of the fellowship.

In a way I believe that its very existence indicates an investment in making the care offered to patients better and for me, the fellowship has helped define a clear personal challenge that will bring the principles of improvement nearer to the heart of the organisation in which I work."

Nick Hale
NIHR CLAHRC for North West London Fellow and Nurse Consultant: Older People, Chelsea and Westminster Hospital

60
second
interview



Dr Jeremy Lewis Consultant Physiotherapist and Visiting Professor & Research Lead for the Therapy Department

How do you relax?
What does that mean?

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

Besides being a firefighter, Formula 1 driver, being first up Everest, holding the world record for the 100 metres and deepest scuba dive, playing lead guitar in the world's most popular rock band, sorting out world peace, finding a cure for back pain... nothing really.

Which talent do you wish you had?

Play saxophone, be able to write a novel, and not be scared of heights (but not all at once).

What's on your iPod?

Last two albums were Yellow Moon (Neville Brothers), Recovery (Eminem) and at the moment a greatest hits compilation (Bob Dylan).

What is your biggest achievement outside of work?

Having a wonderful family, some great friends, and lots of photos in our photo albums.

What is your favourite book?

That is an impossible question. For the chronology of progress, evolution and change, A Short History of Nearly Everything (Bill Bryson) and Science: A History (John Gribbin), which is also great for gossip. As a teenager it was To Kill a Mockingbird (Harper Lee) and more recently Middlesex (Jeffrey Eugenides).

If you could travel in time which era would you visit and why?

Go back to Year 0 to see what really happened, then onto 1826 to join Darwin on the Beagle, then to the Titanic to tell them to go more slowly, and then to join Neil, Buzz and Michael on Apollo 11.

Photo Gallery



Dr Barton receives medal of merit

← Dr Simon Barton (Clinical Director for HIV & Sexual Health and Dermatology) was awarded a 'Medal of Merit' in September from IUSTI (International Union against Sexually Transmitted Infections) Europe, for his major contribution to improving sexual health and disseminating knowledge about sexually transmitted infections across the continent of Europe.

He received the medal from Prof Airi Pöder (President of IUSTI Europe) at the 25th IUSTI-Europe Conference in Tbilisi, Georgia, which he organised as Chair of the Scientific Committee.

The conference represented the beginning of work in Eastern Bloc countries to share sexual health problems.



← Friends Clay Pigeon Shoot

Members of the hospital's Emergency Department team Jo Hacking, Robert Robertson, Jonathan Shard and Patrick Roberts attended the Friends Charity Clay Pigeon Shoot which was held in the grounds of E J Churchill near High Wycombe in September.

More than 100 guns participated in the event which was held to raise money for the Emergency Department.

Teams were fielded by the Kings Road branch of Knight Frank (which kindly supported the event), Friends and supporters and staff from the Emergency Department. The shoot was followed by a champagne reception, lunch, auction and prize-giving.

Val Thum (Chairman of the event Organising Committee) said: "We could not have wished for better weather and thanks to the generosity of those participating, we expect to raise more than £25,000 for this busy and vital department."

Bariatric Surgery Course

Following the success of last year's event, the Postgraduate Centre hosted the second Emergencies in Bariatric Surgery Course in October, organised by consultant surgeons Mr Gianluca Bonanomi, Mr Evangelos Efthimiou, Mr James Smellie and Mr Jeremy Thompson.

The event was attended by around 45 delegates including a range of consultants and nurses from Chelsea and Westminster and around the country, who are involved in the clinical care of bariatric patients.

Hospital hosts Finnish delegation

A group of healthcare managers from Finland visited the hospital in October to find out about how the NHS operates. →

Speakers included Deirdre Linnard, Deputy Chief Pharmacist, and Nicola Vasser, Specialist Pharmacist for Electronic Prescribing, who talked about the introduction of this new technological development in the hospital, and Professor Derek Bell, Director of Research and Development.

The visit was hosted by the Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London, which is based at Chelsea and Westminster, on behalf of the NHS Confederation.



Prize-winning poster

Jane-Marie Hamill (Clinical Nurse Lead), Rebecca Hill (Sister), Rosalie Le Cordeur (Sister) and Caroline Heslop (Volunteer) from the Intensive Care Unit (ICU) are pictured. →

They attended the British Association of Critical Care Nurses Conference during September and won a prize for the best poster.

The ICU wheel was developed as a result of focus groups held by the unit in previous years and represents the issues raised by patients and their families and how they could be resolved.

It is now going to be displayed on the ward for everyone to see.



International Infection Prevention Week

Helen Mustoe (Infection Prevention & Control Nurse), Colin Barnes (Infection Prevention & Control Nurse), Kitty Kahan (Infection Control Administrator) and Roz Wallis (Consultant Nurse, Infection Prevention & Control) are pictured at their stand during International Infection Prevention Week.

The aim was to raise awareness of the importance of good hygiene. Staff and visitors had the opportunity to test their handwashing technique. ↓



We are the best NHS employer for working families—it's official!



Trust staff Amber Payne (Employee Benefits Manager—3rd left), Alison Heeralall (Deputy Director of HR—4th left) and Mark Gammage (Director of HR—5th left) pictured with other winners at the Top Employers for Working Families Awards

Chelsea and Westminster has been ranked among the top 10 employers for working families in the UK in the Top Employers for Working Families Awards 2010 announced on 19 October—we are the only NHS organisation in the top 10.

To achieve this ranking, we had to demonstrate how family-friendly working practices are embedded into the culture of the Trust.

The awards, organised by the work-life balance charity Working Families, were judged by a panel of experts and validated by the independent human resource centre the Institute for Employment Studies who created a rigorous assessment process.

Sarah Jackson, Chief Executive of Working Families said: "Winning an award requires a huge amount of dedication, forward thinking and creativity to find solutions that really make a difference to the working lives of parents, carers and their families.

"Huge congratulations to Chelsea and Westminster Hospital for being recognised as a 'top employer for working families'.

"Our research shows that organisations that recognise their employees' outside of work commitments, see improved performance as staff feel better valued and engaged and therefore make a greater contribution.

"Therefore this award is beneficial to staff at Chelsea and Westminster Hospital as well as to the organisation as a whole."

This is the second major national award to recognise the Trust as an employer of choice for staff in the last few months.

We also won the 'Most effective benefits strategy' category of the HR Excellence Awards this summer.

Mark Gammage, Director of Human Resources, said: "Congratulations to the whole HR team and in particular Amber Payne, our Employee Benefits Manager, for her hard work and commitment."

New guidance issued for end of life care

New General Medical Council (GMC) guidelines relating to end of life care came into force on 1 July this year in recognition of the fact that doctors caring for patients approaching the end of life often face decisions that are clinically complex and emotionally distressing.

The guidance sets out key principles and helpful decision-making models and includes detailed guidance on meeting patients' nutrition and hydration needs and cardiopulmonary resuscitation. It covers the care of babies being cared for on the Neonatal Intensive Care Unit, children and young people.

It incorporates the Mental Capacity Act 2005 and reflects the statutory obligations placed upon doctors in making end of life decisions as well as incorporating the rights of individuals under the Act to make advance plans about end of life care.

The guidance provides assistance to doctors to make end of life decisions where there are resource constraints and places emphasis on the duty to communicate with patients and/or their families throughout the end of life process.

Clinical staff should familiarise themselves with the guidance. Doctors will be held accountable by the GMC and must be able to demonstrate that they have followed the decision-making processes, for example in patients' notes.

The guidance can be found on the GMC website www.gmc-uk.org and further information will be sent to the Clinical Divisions in November—staff with any queries can contact Patricia Small (Head of Legal Services) on x57573.

Hospital art collection a UK first

Hospital Arts has been officially accredited by the Museums, Libraries and Archives Council (MLA).

Chelsea and Westminster is the first hospital in the UK to gain such an accreditation for its art collection.

The collection is the most comprehensive collection of contemporary British art on display in a hospital.

Since the hospital opened in May 1993, it has acquired more than 1,000 paintings and murals, drawings, prints and photographs which enliven wards, clinics and treatment rooms, as well as public areas.

The collection can be viewed by patients, staff and visitors free of charge, 24 hours a day, 365 days a year.

Katherine Mellor, Arts Director at Chelsea and Westminster Health Charity said: "I am really pleased that Hospital Arts is the first contemporary art collection in a hospital to be accredited by the MLA.

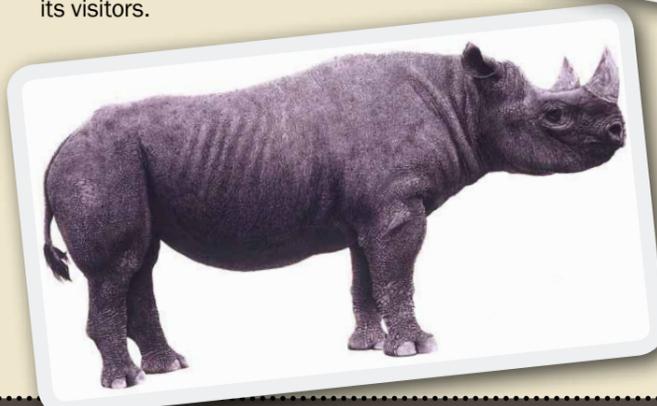
"The award is recognition of the hard work the team does through the year and the high standard of the collection we maintain.

We hope to build on the collection in the foreseeable future."

Andrew Motion, Chair of the MLA, said: "Being awarded accreditation is an impressive achievement. It recognises the high standard and service that Hospital Arts provides and acknowledges the hard work of the staff."

The MLA's Museum Accreditation Scheme sets nationally agreed standards for all museums in the UK.

Hospital Arts' award proves that it meets guidelines on how the collection is run, how it is cared for and the services it provides its visitors.



Putting Patients First

Redevelopment of Chelsea and Westminster Hospital

The redevelopment of Chelsea and Westminster Hospital will improve services for patients and secure our future as a specialist hospital with a wide range of local services.

In this month's *Trust News* we look at the latest developments.

Looking ahead

There will be a number of further staff moves to facilitate the redevelopment—staff directly affected will be provided with detailed information in advance of any moves and all staff will be kept up-to-date through the weekly Putting Patients First emails.

Urgent Care Centre now open

A new Urgent Care Centre opened in the A&E Department on Tuesday 19 October.

We have developed it in partnership with our local GPs to provide faster assessment in the A&E Department and ensure that patients receive the right care in the right place.

It is a new 'walk-in' service for patients who come to the A&E Department with minor illnesses and injuries that require urgent attention but that are not critical or

life-threatening. The A&E Department will continue to treat acutely unwell patients.

The Urgent Care Centre will initially care for adult patients only while children who are brought to the hospital for treatment will continue to be seen in the existing Paediatric A&E Department.

Patients treated in the new facility will benefit from a faster assessment process and the addition of GP-led care to ensure that they receive the right care in the right place.

The new faster assessment process is known as 'streaming'.

This means that patients will be booked in at reception and then allocated to the appropriate care pathway—either in the A&E Department or in the Urgent Care Centre—depending on the severity of their injury or illness.

This should mean that staff in the A&E Department can concentrate on providing care and treatment for those patients who really need their help.

Putting Patients First website launched

A new section of the Trust website has been launched to keep patients, visitors and our local community fully informed about the redevelopment of the hospital.

Almost 40,000 people a month use the Trust website www.chelwest.nhs.uk—the new Putting Patients First section can be accessed via the Homepage.



Construction update

As staff will be aware, there is a large amount of construction now underway in the hospital as the redevelopment of the hospital picks up speed.

The development of the lower ground floor to create a new, modern environment for many outpatient services is now well underway so that it can be completed ready to welcome patients in February—if you have any questions, please contact Steve Goodwin (Project Manager) on 020 3315 8563 (internal x58563).

The building of a two-storey extension to the first and second floors which

will include new paediatric operating theatres and improved paediatric wards, as well as new HIV facilities, is also well underway both inside the hospital and on the Netherton Grove construction site—if you have any questions, please contact Rozina Mustafa (Project Administrator) on 020 3315 2778 (internal x52778).

In recent weeks the work inside the hospital has caused higher levels of noise and dust. The hospital is working with BAM Construction, the building contractor on the extension, to keep the disruption to a minimum and with ISS Mediclean to increase cleaning in affected areas.

Trust signs up to London NHS Cycling Strategy

As *Trust News* reported in October, we are backing the London NHS Cycling Strategy which aims to encourage staff to cycle to work.

But how is cycling being promoted to staff and how can you get involved?

Cycle to Work scheme

The Cycle to Work scheme enables staff to save up to 40% on the cost of buying a bike because payments are made over a 12 month period through 'salary sacrifice'.

This means you can agree to give up part of your salary for an agreed period in exchange for a non-cash benefit such as the loan of a bike and safety equipment.

As salary sacrifice is taken from your gross salary (before tax) rather than net pay (after tax), you pay less income tax and National Insurance.

If you would like to find out more, visit the Cycle to Work scheme website at www.cyclescheme.co.uk.

Dedicated bike spaces in the car park

A new cycle cage in the car park provides 92 spaces for bikes and 64 lockers for staff.

These have proved popular with staff and all spaces and lockers have now been taken up.

Revamped shower facilities

Quotes are currently being submitted for the refurbishment of two showers located on the lower ground floor at Lift Bank D—work is due to start in the near future.

Dr Bike repair sessions

The Dr Bike team at the Royal Borough of Kensington and Chelsea visit the hospital on a regular basis to carry out minor safety checks and adjustments on bikes.

They also attended the Staff Wellbeing Day on 6 October both at the hospital and at Harbour Yard. The dates of future Dr Bike sessions will be publicised on the Daily Noticeboard email bulletin.

Wendy says goodbye

Lead Consultant in the Emergency Department (A&E) Dr Wendy Matthews will be leaving the Trust this month.

Wendy has worked at Chelsea and Westminster since 2003 and has been Lead Consultant since 2006.

Wendy said: "I have really enjoyed my time here and would like to thank my colleagues

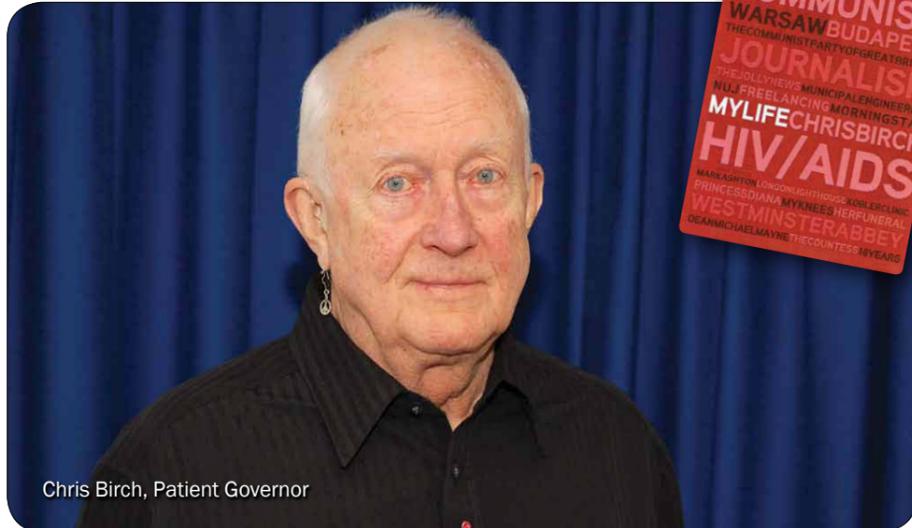
throughout the Trust for their support, especially as the department seems to link up with nearly everyone in some way or another.

"Thank you in particular to the team in the Emergency Department who, despite all the challenges, work together to deliver an excellent service and are great fun to work with. I know I will miss everyone."



Lead Consultant in A&E Dr Wendy Matthews (left) with A&E Consultants Priya Bhangoo, Patrick Roberts and Claire Emerson

Patient Governor publishes autobiography



Chris Birch, Patient Governor

Chris Birch, a Patient Representative on the Council of Governors, has published his autobiography which documents a varied and interesting life summed up by the book's full title—*My Life: The Caribbean, Communism, Budapest 1956, journalism, HIV/Aids, London Lighthouse, Diana's funeral, Westminster Abbey, Chelsea and Westminster Hospital and much more.*

Born and raised in the Caribbean, Chris came to England in 1946 to study at Bristol University where he joined the Communist Party—and remained a member until 1991 when it wound itself up—and married his wife Betty with whom he celebrated

his diamond wedding anniversary in September.

Chris, who has lived in Fulham since 1962, worked as a volunteer in the Kobler Clinic at Chelsea and Westminster before being elected as a Patient representative on the Council of Governors (formerly known as the Members' Council) in 2007.

The book (ISBN 978-0-9545721-1-2) is available from Amazon and all good bookshops at £15 or direct from the publisher, the St Christopher Press, 16 Blake Gardens, Fulham SW6 4QB at £15 plus £2 p&p.

In memoriam



It was with great sadness that we announced the death of Symeon Bagias (Medical Records Manager) in October.

Symeon had a long career in the NHS and worked at Chelsea and Westminster for the past eight years as Medical Records Manager. He will be greatly missed by all of his colleagues throughout the hospital.

The Trust's Medical Records Team paid tribute to Symeon, saying: "It was a privilege to work with Symeon. Not only did we lose a manager, even more sadly we lost a friend.

"He thought of others before himself and was always helpful and caring. He had a way with people—often calming staff and patients alike when things got hectic and soothing us when we were down.

"Always approachable and with a genuine smile, he never took himself too seriously. He was always ready with a joke or a story, so it is amid laughter and tears we will always remember and miss him.

"Thank you Symeon for guiding us to where we are today. We will never forget you."

Welcome

Dr James Shelley

Dr James Shelley has joined the Trust as our new Dermatology Consultant, providing Mohs surgery to patients as day cases.

This treatment for skin cancer enables surgeons to identify and remove tumours layer by layer while leaving the surrounding healthy tissue intact and unharmed.

He is also working at the Royal Brompton & Harefield NHS Foundation Trust, providing a dermatology service for organ transplant patients who have an increased risk of skin cancer.

Rick Holland



The fundraising appeal for the Trust's new paediatric development will be led by **Rick Holland** who joined Chelsea and Westminster Health Charity as Development Director in October.

Rick, who has more than 20 years of fundraising experience in the USA and the UK, says: "I have developed and overseen fundraising programmes for health and social services charities and I am looking forward to working with staff and the local community."

Staff Wellbeing Day success



Gary Lawson (Chief Executive, Chelsea and Westminster Health Charity), Helen Stracey (Dietetics Service Manager), Antonia Shepherd (HR Business Partner) and Mark Gammage (Director of HR)



Margaret Outaleb (ISS Administration Manager) joins the Pedometer Challenge, with Carol Dale (Learning & Development Manager)

More than 600 staff signed up for the Pedometer Challenge which was launched at this year's Staff Wellbeing Day held on 6 October. Staff who signed up for the Challenge collected their pedometers and are now recording their daily steps on record sheets, with the aim of reaching 10,000 steps per day.

Around 200 staff also underwent mini health checks and 75 people had cholesterol tests. There were plenty of healthy giveaways up for grabs on the day including 500 Innocent smoothies, 2,000 Alpro Soya desserts and 800 pieces of fresh fruit. Around 120 lucky staff also enjoyed a free mini massage.

Mark Gammage, Director of Human Resources said: "This year's Staff Wellbeing Day was a great success thanks to all those who got involved by supporting the event and attending on the day.

"Thank you to the Chelsea and Westminster Health Charity who sponsored the event.

"The focus of the day was part of an ongoing initiative to inform staff about ways to improve their health and wellbeing.

"We also used the day to assess ways in which the hospital could launch the NHS Challenge, a nationwide scheme to get up to 2012 staff back into regular exercise before the Olympics in 2012.

"Chelsea and Westminster has signed up to the challenge and we wanted to get the views of staff about what sports and activities they would like to get involved in."

The mobile community health clinic was parked at the front of the hospital during the day, offering mini health MOTs carried out by the hospital's dieticians and occupational health nurses.

Hundreds of staff visited the bus to have their vital statistics checked including BMI, metabolic age, visceral fat rating (how much fat is around a person's organs), basal metabolic rate, blood pressure and cholesterol.

Physiotherapy provided Functional Movement Assessment and Cardiovascular Fitness Tests for staff and also teamed up with the manual handling adviser to give advice on keeping active and healthy. Push Studios, based in East Dulwich, provided a Pilates and Ballet Sculpt session and led a high-energy Zumba class.

Optima Life presented the results of a study carried out with Dominic Clarke (General Manager for Surgery) and Lorraine Bewes (Director of Finance) who both agreed to wear a heart rate monitor for three days. The readings can assist with reviewing stress levels, sleeping patterns, energy expenditure and potential impacts to their health.

External organisations who attended included Blue Cross, YourChoice magazine and Taste London Discount Card. Offers were made available from Floatopia who also donated a floatation experience as a prize and Radiographer Tamara Norcott was the winner of the pair of Premiership Tickets donated by Barclays.

Farewell

Rathna Gunawadana



Rathna Gunawadana (centre) retired at the end of September after 12 years of service as Sister in the Treatment Centre where she started work in 1998.

She joined the Trust from Queen Mary's Hospital, Roehampton.

Rathna was a very valued member of staff who will be missed by all her colleagues.

Reader's Recipe

This month we are delighted to launch a new column for readers to share their favourite healthy recipes.

George Vasilopoulos (Web Communications & Graphic Design Manager) has kick-started Reader's Recipe with his delicious recipe for Spinach Pie.

Spinach Pie (Spanakopita) (Greek: Σπανακόπιτα)

Many people know me around the hospital as the photographer and graphic designer. Outside of work I enjoy preparing and cooking dishes from all over the world and I'm always on the lookout for new recipes.

I'm kicking off this new feature in *Trust News* to share one of my favourite healthy dishes which has been passed down through my family for many generations.

I would like to invite you to submit your own healthy recipe for future issues of *Trust News*—simply email them to Renae McBride whose details are at the end of this article.

Ingredients

- 2x 400g packets of spinach, washed
- 1 bunch spring onions, chopped
- 15g packet of dill, chopped
- 20g packet of mint, leaves chopped
- 200g packet of feta cheese
- 3 eggs
- 500g packet of filo pastry, thawed
- olive oil

Method

Preheat oven to 180°C (160°C fan).

Bring a large pot of water to the boil, then drop in the spinach for about a minute. Empty into a colander and use a large spoon to squeeze out as much liquid as you can.

Chop the spinach and put into a large bowl. Add the spring onions, dill and mint. Crumble in the feta cheese. Add the eggs and stir the mixture well to combine.

Brush a 9x13" (preferably glass) baking pan with olive oil. Layer half the packet of filo pastry in the pan (1), brushing each layer lightly with olive oil. Spread out the spinach mixture evenly (2).

Layer the rest of the filo pastry on top, again brushing each layer lightly with olive oil. Roll up the edges tightly and finish with a brushing of olive oil on top (3).

Bake in the oven for about 35–45 minutes until the top is golden brown.

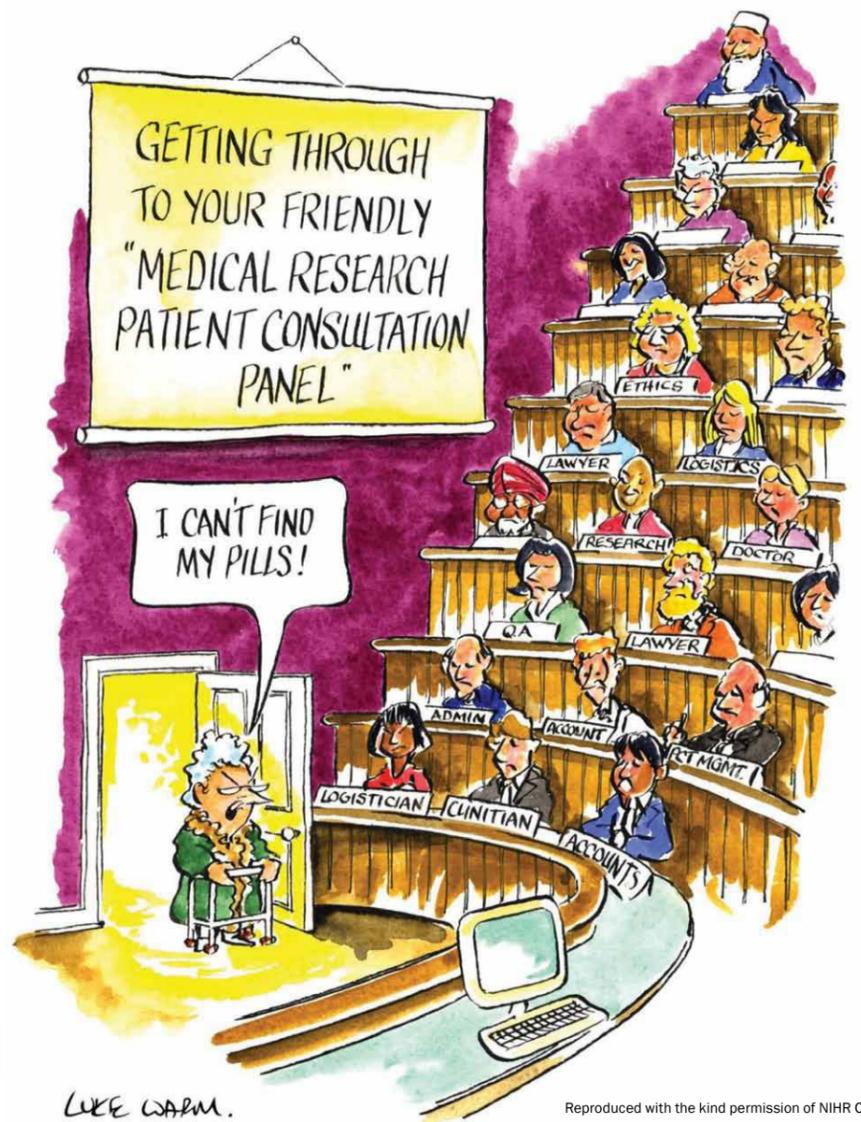
Cool for 10–15 minutes before cutting into serving-sized pieces. Serve with Greek-style (strained) yogurt.



If you're a budding chef and have a favourite recipe you'd like to share please email it along with a photo to renae.mcbride@chelwest.nhs.uk.



The finished pie served with Greek salad and roasted potato and topped with yoghurt



LUKE WARM.

Reproduced with the kind permission of NIHR CLAHRC

Joint forensic seminar

Thursday 18 November, 9am–1pm
Centre for Clinical Practice
 Lower Ground Floor, Lift Bank D
 Chelsea and Westminster Hospital

Places for this seminar are limited—to book please contact:

Catherine Sands
 Acting Emergency Planning Lead Officer

E: catherine.sands@chelwest.nhs.uk
T: 020 3315 6729 (x56729)

We are holding another joint forensic seminar—hosted by the hospital's Emergency Planning Team with the Disaster Victim Identification Team and Homicide and Serious Crime Command, Metropolitan Police Service.

The aim of the seminar is for both police and health workers to understand the patient journey as well as the forensic journey so the best possible outcome on both sides can be achieved.

Staff of all grades who may come into contact with any potential crime victims are encouraged to apply—for example, staff working in A&E, theatres, burns service, security and housekeeping, as well as medical and surgical staff.

Over to you

Next month we'll be starting a brand new column called *Over to you* to help you have your say! If there's a comment you'd like to make or a question you want answered, drop us a line and we'll publish the best letter each month.

Email renae.mcbride@chelwest.nhs.uk or write to The Editor, *Trust News*, Communications Department, Chelsea and Westminster Hospital, 369 Fulham Road, SW10 9NH.

trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Renae McBride by Friday 12 November.

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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

Competition Corner

Floatopia Chiswick is giving one lucky reader the chance to win a free flotation session valued at £45. To enter just answer the following question:

How many Innocent smoothies were given away at the Staff Wellbeing Day on 6 October?

Find the answer in this edition of *Trust News* and email it to Renae McBride at renae.mcbride@chelwest.nhs.uk.

Floatopia is also running a special offer for Chelsea and Westminster Hospital staff. Enjoy a 1-hour flotation session at the introductory price of £20 until the end

of January 2011 upon presentation of a valid staff ID card.

Experience weightlessness—floatation is a form of deep physical and mental relaxation, brought on by floating effortlessly in a solution of Epsom salts heated to skin temperature.

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 Chiswick
 W4 2HU

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